

## GIGANET'S VULNERABLE CUSTOMER POLICY

Giganet is a brand name of Cuckoo Fibre Limited, a company incorporated in England with company registration number 15060036 and whose registered office is at Milford House, Pynes Hill, Exeter, EX2 5AZ. And reference Giganet ("Giganet" "us" or "we") should be read accordingly

### 1 OUR COMMITMENT TO UNDERSTANDING THE NEEDS AND PREFERENCES OF VULNERABLE CUSTOMERS

At Giganet, we care about and welcome all our customers, including those who may need additional support due to accessibility requirements and/or other circumstances which make them vulnerable.

Protecting the interests of our vulnerable customers is extremely important to us. This often means extra help and support is needed.

We are committed to understanding the needs and preferences of our customers in vulnerable circumstances and those with accessibility requirements and to treating all such customers fairly and with respect and in a way that is both sensitive and flexible.

We know that there are lots of different factors and life events (both temporary and permanent) which may mean that you are vulnerable. This might include:

- Age
- a physical or learning disability,
- a physical or mental illness,
- physical or mental health problems,
- specific characteristics such as literacy skills,
- reliant on landline or your internet connection to make calls (eg you do not have a mobile phone) or
- changes in personal circumstances such as bereavement, job loss or changes in household income.

Some people might face other circumstances that will cause vulnerability, for example, low income or a sudden reduction in regular income, job loss, or living in an isolated rural area. We further recognise that people can experience a combination of circumstances at any point and that vulnerability might also change over time.

### 2 PLEASE MAKE US AWARE

If you have any special requirements or if you are dealing with circumstances that make you feel vulnerable or need specific accessibility or customer service needs, please let us know by contacting our Customer Services team.

We have a company-wide approach to ensuring that all colleagues can help identify vulnerabilities in a customer and ensure the right support is in place to meet their needs. Our customer support team will always try to identify specific needs to provide specialised assistance where it's needed.

If you are happy to give us your consent, we will make a note of this on your customer account so that we remember your preferences the next time we speak. This will ensure that any advisors accessing your account are aware of your needs and that we continue to adapt our service in line with your requirements. Again contact our Customer Services team. We will hold any information that you provide to us in compliance with our Privacy Policy.

We will also do our best to offer you the right level of help and the most appropriate products and services to suit your needs.

Most importantly, we are keen to learn and therefore we would encourage you to provide us feedback so that we continually improve our customer service. Please contact Customer Services. We take feedback very seriously and monitor at a very senior level within Giganet

### 3 **HOW WILL WE SUPPORT VULNERABLE CUSTOMERS**

We provide the following help and support for vulnerable customers:

**Accessible formats:** We can supply large print, braille or audio versions of any documentation including any bills or invoices. Please contact Customer Services using any of the options listed in the 'Contact us' section below if you would like to receive documents in these formats.

**Follow Up:** If you require, we can provide follow- up information in writing at the end of a conversation with our Customer Services team. This will be a recap of the conversation, the services you are purchasing / have purchased / any changes and actions agreed.

**Third party management, including bill management:** You can appoint someone else, such as a relative, trusted friend or carer, to speak to us about your account, receive copies of your bills and pay your bills. To set this up, please contact our Customer Services Team. You will need to provide proof that they have Power of Attorney or are an appointed Deputy if you want this person to make decisions about your account, e.g. to change your package or close your account.

**Priority Fault Repair:** Whenever possible, you will be prioritised for any fault repair works in the event of a loss of service.

**Debt challenges:** If you're struggling with money or your financial position has changed, we're here to help. Please contact our Customer Services team

**Emergency Video Relay (999 BSL):** This service allows British Sign Language (BSL) users to make a video call to the emergency services via an interpreter. The interpreter translates what

the deaf user is signing into spoken English for the emergency services operator, and signs what the operator is saying to the deaf user. For further information about how to use 999 BSL service, please visit their website: <https://999bsl.co.uk/>.

#### 4 OTHER ORGANISATIONS WHICH MAY BE ABLE TO HELP

The following organisations may also provide useful information and support to any of our customers with vulnerabilities:

- Mental Health Foundation ([www.mentalhealth.org.uk](http://www.mentalhealth.org.uk))  
Helping people understand, protect and sustain their mental health.
- MIND ([www.mind.org.uk](http://www.mind.org.uk))  
Advice and support to empower anyone experiencing a mental health problem.
- National Debt Helpline (<https://www.nationaldebtadvice.org.uk>)  
Free and confidential debt advice service run by the Money Advice Trust.
- Samaritans (<https://www.samaritans.org/>)  
Providing emotional support to anyone in emotional distress.
- Step Change (<https://www.stepchange.org/>)  
Expert debt advice and fee-free debt management.
- Alzheimer's Society (<https://www.alzheimers.org.uk/>)  
Information and support for people affected by dementia.
- The Royal National Institute of Blind People (RNIB) (<https://www.rnib.org.uk/>)  
A leading sight loss charity and the largest community of blind and partially sighted people.
- Action on Hearing Loss (<https://rnid.org.uk/>)  
The UK charity supporting deaf people and those with hearing loss and tinnitus.

The following apps also provide assistance to customers with vulnerabilities:

- Be My Eyes (<https://www.bemyeyes.com/>)  
An app for those who are blind or partially sighted
- Petralex (<https://petralex.pro/en>)  
An app specifically designed to help people with hearing impairments.
- Wheel Map (<https://wheelmap.org/>)  
An app which marks places for their accessibility
- Voiceitt (<https://voiceitt.com/>)  
An app for people with non-standard speech

#### 5 CONTACT US

If you are in a vulnerable situation and need extra help, you can let us know by sending us an email to: [service@giganet.uk](mailto:service@giganet.uk), by calling us on 0330 333 3006 or by writing to us at:

**Vulnerable Customers**

Giganet Ltd.  
Forum 4, 3 Parkway  
Fareham  
PO15 7AD

following which we will register this on your account so that we can consider your extra needs. Any information you provide to us will be treated in strict confidence and in accordance with our Privacy Policy.

6 **DATE**

This Policy applies with effect from 20<sup>th</sup> May 2024