

# Supporting vulnerable customers

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## Services

We're committed to supporting customers who are unable to access our services through the usual routes or require additional assistance.

- If a customer is unable to leave their house due to disability or illness, a telephone or a broadband service might become a vital lifeline so we offer a free priority repair service for customers who may be at risk in the unlikely event of a fault occurring on their line. Please [contact us](#) to request this.
- Customers who need help to manage their account can nominate a friend or relative to receive copies of bills and correspondence without them becoming liable for the bill. The Authorised User is able to raise a complaint or make a payment on behalf of the customer. Please [contact us](#) to arrange this on your account.
- We offer a free directory enquiries service for customers who are unable to easily use a printed Directory due to an impairment. Please [contact us](#) to register for this service.
- For customers who have difficulty reading our standard printed material, we offer large print, audio or Braille contracts, bills and other customer communications. Please [contact us](#) to register for this service.
- For customers who need to make or receive calls in which some or all of the call is made or received in text format, we offer a Next Generation Text Relay Service that enables customers with hearing and/or speech impairments to communicate with others through telephone or textphone equipment or other devices such as PCs and tablets. A 'relay assistant' acts in the middle to text the speech from the two people on the call. You can even link a 'TextNumber' to your existing phone number to make and receive calls without dialing a prefix.

For full details of the service and how to access it, go to <http://ngts.org.uk> or contact the NGT Helpdesk on **0800 7311 888** or if using a textphone or the NGT Lite app on **0800 500 888**.

For calls made using the NGTR services, you will never be charged more than you would have been for the same call made without using the NGTR service. More information about pricing can be found in our [Price Manual](#).

If you receive a text message to the land line and save it by mistake instead of listening to it, then you can call **0845 602 1111** to retrieve it.

- Those customers with hearing impairment and / or speech impairment have the option of contacting the emergency services by text from their mobile. However, you will need to register your mobile phone first with the emergency SMS service by texting the word 'register' to 999 (<https://www.ngts.org.uk/how-to-use-ngt/contact-999-using-ngt.html>).