



iD Mobile's policy for vulnerable customers

iD Mobile has a number of services available for our vulnerable customers. This document aims to describe the ways in which iD Mobile can help vulnerable customers use our services.

iD Mobile considers a vulnerable customer to include someone who is:

- Unable to take care of themselves
- Managing poor mental health
- Managing a learning disability or has low literacy
- Managing a physical disability or illness
- Deaf or has restricted hearing
- Blind or has restricted vision
- Has communication difficulties

iD Mobile also understands someone who has experienced recent bereavement, loss of income, accident or injury can be temporarily vulnerable.

iD Mobile's products and services:

1. Documents in accessible formats

We can produce a copy of your bill and / or terms & conditions in a format best for you and this service is provided free of charge. This includes large font, braille and audio format.

2. SMS access to emergency organisations

This service, provided free of charge, enables you to send a text to emergency services instead of calling. This is particularly useful if you suffer from hearing or speech impairments.

3. Access to directory information

We can provide access to directory information so our customers with visual impairments can access the numbers they need. Please contact BT Directory Assistance on [195](tel:195).

4. Third party bill management

We can provide assistance to vulnerable customers by allowing a third party to manage your bills on your behalf. Please note, you will still remain liable in the event of non-payment.

5. Text relay services (Next Generation Text Services)

These services, which are designed for our customers with hearing impairments, mean they are able to contact us using these services instead of calling. The use of this service is provided free of charge and we compensate for the additional time



required when using this service by free-rating all eligible domestic UK calls to landlines or mobiles.

6. **Specialised phones**

We range a number of phones available for purchase on idmobile.co.uk that help our vulnerable customers. These phones, manufactured by Doro, have large buttons and some are hearing aid compatible. Alternatively, to view these phones in person, please visit a Carphone Warehouse store.

We keep a record of all of our vulnerable customers. Please contact iD Mobile customer services for free on [7777](tel:7777) using your iD phone. Or, you can call [0333 003 7777](tel:03330037777) from a landline or another mobile (charges may vary).

You may also contact iD Mobile for further information via:

- Web chat
- the iD Community,
- Next Generation Text Services (NGTS),
- Facebook,
- Twitter

Continuous improvement and policy adherence

iD Mobile are always looking for ways to improve our products and services for our vulnerable customers. If you have any suggestions, please raise your suggestions via the iD Community (community.idmobile.co.uk).

iD Mobile continue to ensure the procedures set out in this policy are adhered to at all times. We measure this through:

- Advisor and customer feedback
- Quality monitoring
- Complaints and follow-up analysis