

# Eclipse Broadband Ltd

# Vulnerable Customer

# Policy

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**Owner:**

Commercial Director

**Responsible:**

Commercial Director

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### 1. How we provide support.

We're here to support you with fairness, respect, and care that's tailored to your individual needs.

We understand that life can bring unexpected challenges, and that anyone can experience vulnerability or accessibility requirements—whether it's long-term, temporary, or something that may affect you from time to time. This might be due to personal health, difficult circumstances, or life events such as a bereavement or a relationship breakdown. We're here to offer extra support when it's needed.

Our goal is to provide the best possible service during difficult times. That's why our customer facing team receive regular training and ongoing feedback to help them understand how to support each person based on their unique situation.

We do our best to recognise when someone may need additional help, but we know it's not always easy to identify. If there's anything you're going through that you think we should know about, please don't hesitate to let us know. We're ready to listen and help in any way we can and make reasonable adjustments.

For further details on how we can support our customers, please use this link:

<https://www.eclipsebroadband.co.uk/accessible-for-everyone/>

To speak to our customer service team please call us on: 03451224111 or email us at

[sales@eclipsebroadband.co.uk](mailto:sales@eclipsebroadband.co.uk)

### 2. Priority WLR3 Fault Repair service

A WLR fault is a fault on a customer's landline that could affect their telephone or their broadband service:

- When a WLR3 fault occurs for a customer who is identified within our system as an emergency welfare, vulnerability or accessibility issue customer the following process will be undertaken.
- The Agent will run through standard troubleshooting and book an engineer with WLR3.
- We arrange for the closest engineer visit that it will allow and where the customer is available.
- Once confirmed, the agent will raise a welfare case, complete the criteria to confirm the emergency welfare reason.
- We are then able to specify the earliest date available within the criteria.

- Expected response time is within 1-2 hours and expected fix time is within 48 hours of the registration of the request.

### 3. Mobile SMS Access to Emergency organisations.

You can register for SMS access to emergency service by completing the following steps.

- **Registration:** Text "register" to 999. You will receive a message with instructions. Reply "yes" to complete registration.
- **In an emergency:** If you need to contact the emergency services, send a text message to 999. Include the following information in your message: Which emergency service you need (police, ambulance, fire & rescue, or coastguard). The nature of the emergency. The exact location of the incident (including address or landmarks).
- **Confirmation:** You will receive a reply from the emergency services confirming receipt of your message.
- **Important notes:**
  - This is a public service and not a service specifically provided by Eclipse Broadband
  - This service is specifically for those who have pre-registered.
  - It is crucial to follow the instructions carefully during the registration process.
  - While SMS can be useful in poor reception areas, it is generally slower than calling 999.
  - This service is not available for use outside the UK.
  - The service is free.

We will review this policy every 6 months, or sooner, if there are technological / process or new guidance from Ofcom.