

# Accessibility Policy

At XLN, we aim to provide additional support for customers, with particular attention paid to those who may have a specific need due to any ongoing disability that they may be experiencing, whether that be long-term or short-term.

To support this aim, we promise to:

- Ensure our staff are trained to understand and adapt to the needs of customers who may require additional support or have specific needs.
- Develop and implement tools and processes to support our customers with any physical disability or hardship needs.
- Implement a culture of empathy within our business and ensure fair outcomes for all customers in line with our 'Treating Customers Fairly' policy.

We make the following provisions available to assist customers with accessibility needs:

- **Accessible communication and documentation** – Where required, we can provide a copy of relevant communications, including your bill or contract, in an accessible format e.g. braille, large print, yellow or coloured paper, or audio CD.
- **Dedicated customer service team** – We have dedicated customer service agents with their own direct line meaning you can call through to a trained adviser directly if you require further support.
- **Nominated account contact** – If managing your account or monthly bills is a challenge, or you require additional help, you can call our dedicated customer service team to nominate a family member or friend who can manage certain aspects of your account on your behalf.
- **Power of attorney** – This legally documented process allows someone to make decisions for you, or act on your behalf if you're no longer able to. This allows a named contact to manage all aspects of your account on your behalf.
- **Emergency SMS** – This service provides access for customers who are hearing, or speech impaired to the emergency services via a relay assistance or sending a text message to 999. You will need to register your mobile phone in order to use this service. Please use the following link if you require further information or would like to register: <http://www.emergencysms.org.uk/>.
- **Emergency video relay** – This service allows customers who are hearing impaired to use a dedicated app or website to call the emergency services via a British Sign Language interpreter. Please use the following link if you require further information or would like to register: <https://999bsl.co.uk/>.

- **Text and video relay** – This service allows customers who are hearing or speech impaired to communicate with anyone over the phone via a dedicated app. Please use the following link if you require further information: <http://www.ngts.org.uk/>.
- **Directory enquiries** – Directory Enquiry is a service which allows customers who are visually impaired to be verbally connected to a telephone number of an individual or business.
- **Email correspondence** – If you are unable to make or receive calls, you can choose to email our dedicated customer service team and request that all further communications be made in email format.
- **Live chat** – If you are unable to make or receive calls, we provide an online Live Chat service that connects you directly with a member of our customer service team.
- **Priority fault repair** – Customers who, due to ongoing disability, genuinely depend on their phone line may be eligible for a priority fault repair when issues with their service arise. Please contact your dedicated customer service team to discuss further.
- **Accessible mobile handsets** – Where suitable, we can provide Doro phones that feature extra loud and clear sound, large and separated keys and a high visual contrast that make them easier to use than other phones.

This policy is designed to not only meet our legal and regulatory requirements but also to maintain and strengthen our company values and ethical standards. We welcome and appreciate any customer feedback and promise to implement a continual improvement framework that aims to provide first class customer service at all times.

If you would like to discuss the content of this policy or to inform us about any accessibility needs, please contact your Customer Service team:

**Email:** [service@onebilltelecom.com](mailto:service@onebilltelecom.com)

**Phone:** 0344 880 0444

**Post:** XLN, First Floor, Millbank Tower, 21-24 Millbank, London, SW1P 4QP