



Shell
ENERGY

Helping vulnerable customers (Broadband)

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Introduction

We think it's important to make sure that you can access the wide range of services we offer if you need them. We recognise that you may have different needs based on your situation and we want to ensure you remain connected.

If you believe you need extra support from us, let us know so that we can make things easier for you. Every situation is different, but here are a few examples of situations that may need extra support.

- Customers who have a physical or mental disability, impairment, or who are chronically sick
- Customers with a visual or hearing impairment
- Customers who have a Lifeline pendant connected to their telephone line or broadband
- Customers who care for a severely sick person or child

Identifying customers in vulnerable circumstances

If you inform us of a vulnerability or disability that will help to better meet your needs, we'll ask you if you're happy for us to record this on your account. If you want to let us know of a vulnerability or disability, please contact Customer Services on 0330 094 5801 and they'll be happy to record this on your account. We'll use this information only to provide you with a better service.

Extra support we can offer

1. Appointing someone to act on your behalf

If you need assistance in managing your account, you can notify us and request a Delegated Authority on your account.

A Delegated Authority can:

- Discuss your bill and account including paying your bill
- Report an issue or fault with either the telephone line or the broadband service
- Add or remove a call plan or call feature
- Upgrade the broadband service

2. Dealing with bereavement

We understand how difficult it is when a friend or family member has passed away. Our Specialist Bereavement Team is here to make the process of changing the owner or closing a broadband or phone account as easy as possible for you.

Simply call our Customers Services team on 0330 094 5805. Our Bereavement Team operates Monday - Friday between 9.00am – 5.30pm.

In order to make the process as simple as possible, you'll need the account holders name and the account number (you can find this on the most recent bill) or the address of the property. We may also ask you to provide us with a copy of the Death Certificate which can be sent to bereavement@shellenergy.co.uk or The Bereavement Team, Shell Energy, PO Box 6363, Coventry, CV3 9LR.

3. Priority Fault Repair

We understand how important a phone service and broadband service is for keeping in touch with loved ones. However, it is even more important if you rely on it for health reasons, for example, you have a Lifeline Pendant. The Priority Fault Repair Scheme exists across the telecoms industry in order to support customers who are reliant on their phone and broadband service. These customers will receive priority over standard faults by dealing with them as soon as we can including weekend and bank holidays. Any charges for Priority Fault Repair are the same as our standard charges for repairing faults.

Customers may be eligible for Priority Fault Repair if they can demonstrate that their life is in danger if they're without their service. Please note, if you have a mobile phone and have good coverage in your home, it's likely that you will not be eligible for a Priority Fault Repair.

As with all faults, we'll update Priority Fault Repair Customers regularly on our progress until the fault has been rectified.

4. Supporting customers with visual impairments

Customers who require information or bills in different formats can call Customer Services on 0330 0945801 to request these. Large print, braille and audio bills can be provided free of charge.

Customers who use the Text Direct service using 18001 or 18002 will receive a 7.5p per minute reduction in call charges to all destinations.

If customers have a disability that means they can't use a printed directory, they can call directory enquiries for free. This service is provided via BT 195 and 198. They will need to register with BT for access. To get an application form, call 0800 587 0195, Monday to Friday from 9am to 4:30pm. Your form will also need to be signed by a medical professional who knows you (your doctor, nurse or other medical practitioner).

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Monitoring our policy

We regularly review our agents' performance and work closely with third parties to ensure we're meeting the needs of our vulnerable and disabled customers.