

VMB ACCESSIBILITY POLICY

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1. Policy Overview

- 1.1 Virgin Media Business is committed to understanding the needs and preferences of customers in vulnerable circumstances and those with accessibility requirements. Our aim is to respond to these needs by removing barriers they may face or avoiding creating such barriers in the first place.
- 1.2 Virgin Media Business has adopted the social model of disability which we also apply to our understanding of customers in vulnerable circumstances. This means that we:
 - Look at the effects of the world we live in on an individual's ability to be themselves
 - Consider the *effect* of the condition or circumstance, and the barriers to accessing our products and services, rather than the condition or circumstance itself
 - Constantly challenge ourselves to find and remove those barriers that get in the way of personal choice and having a memorable customer experience
 - Not make assumptions about disability and vulnerability. These are often not visible, can be acquired, temporary or situational. Not all disabled people are vulnerable.
- 1.3 Vulnerability comes in many forms. It can be permanent or temporary, constant or intermittent. Many people in vulnerable circumstances would not regard themselves as 'vulnerable', and two people experiencing the same issue or event might interpret their degree of vulnerability very differently.
- 1.4 Virgin Media Business recognises that businesses can exacerbate the effects of vulnerability or create barriers for disabled customers through poor practices. We seek to mitigate this at each and every stage a customer interacts with us: from a potential customer engaging with our marketing and joining us, through to accessing, using and paying for our service.
- 1.5 We are committed to ensuring our policies and processes support the identification of vulnerable customers and protect them from any detriment.
- 1.6 Virgin Media Business is therefore focussed on transforming our workplace, practices and processes to change the way we support disabled customers and customers in vulnerable circumstances. This means that we seek to:
 - Design inclusive products, services and processes
 - Equip our people with the confidence and skills to remove barriers for disabled or vulnerable people

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- Engage our disabled customers and, working with external experts and organisations including the Ofcom Consumer Panel, make sure we are best informed when it comes to disability and vulnerability
- Provide access to services that remove barriers to accessing our products and services
- Ensure policies and processes are in place to protect vulnerable customers

1.7 This policy sets out our approach to supporting disabled and vulnerable customers and the services we provide to remove barriers and protect them.

1.8 In addition to our continual work to ensure that products are inclusive, engaging with relevant stakeholders, and acting on specific feedback to implement appropriate improvements, we also commit to reviewing our policies and procedures on an annual basis to ensure they remain effective and provide the right support.

2. Identifying our customers' needs

- 2.1 We are committed to supporting Virgin Media Business customers to ensure that solutions provide appropriate assistance to both vulnerable and disabled End Users.
- 2.2 Our Accessibility Webpage provides information on how we can support vulnerable and disabled End Users. We encourage customers to inform the Virgin Media Business employees they are in dialogue with if they are or have employees who need additional support.

3. Joining our service

3.1 Personal information

3.1.1 At Virgin Media Business, we take the safeguarding of customer information very seriously. One of the ways we do this is by adhering to the requirements of UK data protection legislation, as part of the General Data Protection Regulation (GDPR for short) in force from May 2018.

3.1.2 The Virgin Media Business privacy policy details how, when and why personal data is used. The privacy policy can be found here <https://www.virginmediabusiness.co.uk/legal/privacy-policy>

3.2 Billing formats to meet our customers' needs

3.2.1 Online billing. Customers can access their bill through their 'My Bill' whenever they like.

4. Using our products and services

4.1 Broadband

- 4.1.1 We are working to improve the way our websites work with assistive technologies like screen magnifiers and voice activation software. Visit www.virginmediabusiness.co.uk/legal/accessibility for more information.

4.2 Business Phone

- 4.2.1 We have access features to help you keep in touch, find business numbers and make sure you do not miss that all important phone call. For information on our services visit www.virginmediabusiness.co.uk/legal/accessibility .

4.3 Mobile

- 4.3.1 Mobile phones today can do some fantastic things. Everybody will find something that helps them. For more information about our services, visit www.virginmediabusiness.co.uk/legal/accessibility .
- 4.3.2 The Emergency SMS Service allows deaf, hard of hearing and speech-impaired people in the UK to send SMS's to the UK's 999/112 Emergency Services. These messages are passed to the police, ambulance, fire rescue, or coastguard who can also reply by SMS.
- 4.3.3 Access to E-SMS is available to all Virgin Mobile customers. Before using the service the Virgin Mobile number must be registered at <https://www.emergencysms.org.uk/>. It's free to text the E-SMS Service. An active SIM card and network coverage from a UK operator is required in order to make an emergency call.

4.4 Directory Enquiries

- 4.4.1 We know that not all customers are able to access information, such as through the telephone book or online.

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- 4.4.2 To help customers to contact local companies or services over the phone, Virgin Media Business offers a Directory Enquiries service which is free of charge to all customers. Visit www.virginmediabusiness.co.uk/legal/accessibility for more information.

4.5 Text Relay Service

- 4.5.1 The Relay UK service is available for customers that cannot speak on the phone, or prefer not to.
- 4.5.2 The conversation is typed in to a textphone's keypad, and then connected with the person being contacted. It doesn't matter whether the other person has a telephone or a textphone because a relay assistant will help connect the customer and the person being called.
- 4.5.3 You can also use Relay UK if you have a textphone (Minicom/Uniphone) in the usual way or you can download the Relay UK app and make and receive calls on the go, providing you have an internet connection. For more details on Relay UK customers can visit a dedicated website <https://relayuk.bt.com/>
- 4.5.4 Calls to UK local and national numbers made via the Relay UK service with the 18001 prefix get an 80% discount. Calls to UK mobiles made via the Relay UK service with the 18001 prefix get a 20% discount. You can also give family, friends, and businesses your own unique TextNumber so when they call you, they automatically connect to a Relay Assistant without having to dial 18002 first. Find out how to get a TextNumber via the Relay UK website.
- 4.5.5 Relay UK is available 24 hours a day, 365 days a year.

4.6 Priority fault repair for vulnerable Virgin Media Business customers.

- 4.6.1 We understand how important it is to be contactable and have the ability to contact others. When it comes to faults with phone or broadband, we'll provide repair as swiftly as practicable to our customers who have a genuine need for urgent repair due to a disability.
- 4.6.2 Please note: we'll prioritise repair over standard care levels but there may be circumstances beyond our control that mean we cannot provide an immediate response. For example, weather conditions like floods or storms can stop our

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engineers carrying out repairs to overhead cables or working down manholes or an network outage in your area.

- 4.6.3 Priority fault repair service is available to landline customers who have no dial tone or cannot receive or make calls, or when experiencing a total loss of broadband connection with no access to the internet.

4.7 Protected bills

- 4.7.1 For disabled customers who need assistance with paying or managing bills, our 3rd party bill management is available.
- 4.7.2 Virgin Media Business allows a nominee to manage the customer's account. They can do things like pay the bill or ring us to sort out any issues.
- 4.7.3 Please note: Your nominee has to agree to this, and will need to understand the arrangement. They will need to know that their details will be passed onto Virgin Media Business and that we may contact them about your account in the future.
- 4.7.4 If for some reason the nominee does not pay the bill on time, a reminder will be sent. If the bill isn't paid after 30 days, we'll contact them to make arrangements for payment. Please Refer to section 5 of this policy, if a bill cannot be paid due to financial difficulties.

5. Paying for our services

5.1 Financial difficulties

- 5.1.1 If financial difficulties lead to issues paying a bill, a specific process is in place to support our business customers. A team will perform a review of the customer's account and will contact them directly by phone to discuss their needs.
- 5.1.2 If no contact is able to be made by phone a letter will be sent notifying the customer that their services may be restricted in 7 days if they do not contact Virgin Media Business. During that 7 day period a further review of the account and payment status is made with a further attempt to contact the customer by telephone.
- 5.1.3 If there is no response, by the end of the 7 day period stated in the letter the customer's services could be restricted. If a customer's services are restricted we will send out a further letter informing the customer of the restriction and advising of next steps.
- 5.1.4 During any restriction imposed, customers can continue to make calls to emergency services. Service restrictions may include a bar on all some outbound calls, a bar on outbound calls, or a bar on both outbound and inbound calls.
- 5.1.5 Where financial difficulties results in the customer being unable to pay their bill, a bespoke payment arrangement may be agreed.
 - 5.1.5.1 A payment plan with a reduced monthly cost may be offered. Services will continue until arrears are cleared, unless a default in payment, then the agreement will be reviewed again.

6. Contact us

- 6.1 Virgin Media Business Customers: Dial 0800 052 0800 or Text 07480639012 or chat to us online at <https://www.virginmediabusiness.co.uk/help-and-advice/get-in-touch/contact-us/>

Thank you

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