

OFCOM GC C5 PUBLICATION

Accessibility and Supporting Vulnerable Customers

Issued by Datazero Ltd trading as NumberGroup. Forms part of the NumberGroup Agreement.

EFFECTIVE

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VERSION

1.0

ISSUER

Datazero Ltd (Co. No. 07390438)

REGISTERED OFFICE

**International House, 36-38 Cornhill, London
EC3V 3NG**

CONTACT

help@numbergroup.com · 0800 310 1010

ONLINE COPY

numbergroup.com/terms

1. Our approach

Anyone can find themselves in a vulnerable circumstance — because of a disability, age, a physical or mental health condition, a bereavement, a financial shock, or simply a difficult period. Although NumberGroup is a business-to-business service, the people who use it are individuals, and we aim to treat every customer fairly and to adapt how we communicate and support you where you tell us you need it.

2. Telling us about your needs

If you, or someone who uses the service at your premises, has an accessibility need or is in a vulnerable circumstance, please tell us. We will record what you tell us on your account (with your consent, and only what is needed to support you) so that you do not have to repeat it each time you contact us, and so our team can adapt how we help — for example allowing more time on calls, communicating by email rather than phone, or dealing with an authorised representative.

To register a need, email help@numbergroup.com with the subject line “Accessibility” or call **0800 310 1010**. Our team is available Monday to Friday, 9am to 5pm; the 0800 line is answered 24 hours a day (outside office hours by an automated assistant or our answering partner) and urgent issues are escalated.

If you would like a colleague, family member or other representative to manage the account or speak to us on your behalf, contact us and we will explain the authorisation we need to set that up.

3. If you are deaf, hard of hearing or have difficulty speaking — Relay UK

Relay UK (the UK's text-relay service, formerly Next Generation Text Relay) lets you make and receive calls using text alongside or instead of speech, with a relay assistant joining the call. It works with calls made over NumberGroup services:

- To call someone through the relay service, dial **18001** followed by the full phone number.
- In an emergency, dial **18000** to reach the emergency services through Relay UK.
- If you are a British Sign Language (BSL) user, you can also contact the emergency services in BSL, free of charge, using the **999 BSL** video-relay service — via the 999 BSL app or **999bsl.co.uk**.
- The Relay UK app (for smartphones, tablets and computers) provides the text side of the call. See relayuk.bt.com for how the service works.

Relay UK calls are relayed at no extra charge beyond the normal cost of the underlying call. If you have trouble using Relay UK with your NumberGroup service, contact us and we will help.

4. Accessible communications

If you need bills, contract documents or key service information in a different format — for example large print or accessible PDF — ask us and we will provide it where we reasonably can. If email is not accessible for you, tell us your preferred way to be contacted and we will use it for account matters.

5. Faults and repairs

If you have told us that you or someone at your premises depends on the service because of a disability or health condition, we will take that into account when prioritising fault handling and will treat loss of service for you as urgent. Report faults to help@numbergroup.com or on **0800 310 1010**.

6. Emergency calls and backup

A VoIP service depends on mains power and an internet connection, so in a power cut or broadband outage you cannot make calls — including to 999 or 112. If anyone at your premises is more likely to need the emergency services, keep a backup such as a charged mobile phone available, and tell us about the dependency so we can discuss suitable options with you. Please read [Emergency Calling \(999 & 112\)](#) and [Your VoIP Service](#) in full.

7. If something goes wrong

If you feel we have not supported you properly, please tell us — our [Customer Complaints Code](#) explains how to raise a complaint and how to escalate it if we do not resolve it.

8. Regulatory background

This page reflects **Ofcom General Condition C5** (measures to meet the needs of vulnerable consumers and end-users with disabilities) and Ofcom's guide to treating vulnerable customers fairly. For the full text, see Ofcom's General Conditions of Entitlement.

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