

Vulnerable Customers Policy

Version 1.0 | Effective from 1 September 2026 | www.rocket-fibre.co.uk

1. About this policy

1.1 This policy sets out how Rocket Fibre Ltd (registered number 12821973, registered office Unit 5 Perth House, Corby Gate Business Park, Corby, Northamptonshire, NN17 5JG) supports customers whose circumstances mean they need extra help, and how we make sure they are treated fairly. In this policy “we”, “us” and “our” mean Rocket Fibre Ltd, trading as Rocket Fibre.

1.2 It applies to our residential and small business customers, to people who are thinking of becoming customers, and to anyone who deals with us on a customer's behalf. It is published to meet General Condition C5 of Ofcom's General Conditions of Entitlement, which requires every communications provider to establish, publish and comply with clear and effective policies and procedures for the fair and appropriate treatment of customers whose circumstances may make them vulnerable, and it follows Ofcom's guide, Treating vulnerable customers fairly, including its 2022 measures for customers in debt. It also reflects our duty under the Equality Act 2010 to make reasonable adjustments for disabled customers.

1.3 The policy works alongside our other documents: section 9 of our Customer Code of Practice summarises the support available; clause 2.4 of our Residential Terms and Conditions refers to it; our Complaints Code of Practice explains how we make complaining accessible; and clause 4.6 of our Privacy Policy explains how we look after the information you give us about your needs. It is available in large print, braille, audio or an accessible electronic format on request.

2. What we mean by vulnerability

2.1 Anyone can find themselves in circumstances that make it harder to deal with a service provider or that make them more reliant on their services. Those circumstances include age; a physical, sensory or learning disability; a physical or mental health condition; low literacy or numeracy; communication difficulties, including where English is not a first language; a change in circumstances such as bereavement, redundancy, relationship breakdown or leaving hospital; financial difficulty; being a victim of crime, fraud or domestic abuse; and reliance on a telephone line for a telecare, health or security device. Vulnerability can be permanent, temporary or fluctuating, and it is not the same as a diagnosis or an age.

2.2 We do not label customers. We look at what would make our service work for you, and we treat the information you give us as a way to help you, never as a reason to treat you differently in any other respect. Being vulnerable does not affect the price you pay, the services available to you or how we assess your account.

3. Our commitments

We commit to:

3.1 Treating every customer with respect, patience and dignity, and giving people the time they need.

3.2 Asking, at the earliest opportunity, whether a customer has any accessibility or support needs, and making it easy to tell us at any time afterwards.

3.3 Recording those needs, with the customer's permission, so that they do not have to be explained again, and acting on them every time the customer contacts us or we contact them.

3.4 Providing the support described in section 5 free of charge.

3.5 Never selling to, or pressuring, someone who appears not to understand what they are agreeing to, and making sure that anyone selling on our behalf does the same.

3.6 Making sure that no customer who depends on their telephone line for emergency calls, telecare or a medical device is left without a working solution.

3.7 Doing everything reasonable to keep a customer in financial difficulty connected, and treating disconnection as a last resort.

3.8 Training all of our customer-facing staff, and requiring the contractors and partners who deal with our customers to follow this policy.

3.9 Having a director of the company accountable for this policy, and reviewing how well it works at least once a year.

4. How we identify customers who need extra help

4.1 When you order, we ask whether anyone at your premises relies on the telephone line to reach the emergency services, uses a telecare, health or security device connected to the line, or has any accessibility or support needs. Your answers are recorded on your account. We ask again when you renew or change your services, and you can tell us at any time by telephone, email, through the portal or in writing.

4.2 Our staff are trained to recognise signs that a customer may need extra help even if they have not said so, for example difficulty following a conversation, distress, confusion about a bill, or mention of illness, bereavement or money worries, and to respond by offering the support in this policy sensitively and without making assumptions. Where it is appropriate, they will ask whether the customer would like us to record their needs.

4.3 A family member, carer, social worker, telecare provider or other third party can tell us about a customer's needs. We will record what we are told and, where the customer is able to, confirm it with them; where they are not, we act on it in their interests.

4.4 We do not ask for medical evidence or proof of disability in order to provide the support in this policy. We may ask for a copy of a power of attorney, deputyship order or similar authority before we allow someone else to make decisions about an account, so that we can protect the account holder.

5. The support we provide

5.1 Accessible communication. Bills, contracts, letters and all of our published documents are available in large print,

braille, audio or an accessible electronic format, free of charge, and once you have told us your preference we will use it every time. If telephone calls are difficult you can deal with us by email, text message or through the portal instead, and we will call you back at a time that suits you if you prefer. Customers who are deaf, hard of hearing or have difficulty speaking can reach us through Relay UK by dialling 18001 before our number, at no more than standard call rates, and we will arrange British Sign Language interpretation for a conversation on request. If English is not your first language we will do what we reasonably can to help, including dealing with a person you nominate.

5.2 Extra time and clear explanations. We give customers the time they need, explain things in plain language, avoid jargon, confirm important points in writing, and never rush a decision. You can pause a call or a sales conversation and come back to us.

5.3 A nominated person. With your permission, a family member, friend, carer or adviser can manage your account, receive copies of your bills and deal with us on your behalf. You decide what they can do, and you can change or withdraw the arrangement at any time. We also accept instructions from an attorney or deputy acting under a registered power of attorney or court order.

5.4 Priority fault repair. If you have a disability or health condition and rely on your service, we give faults on your connection priority over others of the same kind, keep you informed until they are fixed, and, where an engineer is needed, make sure the Infrastructure Provider knows the visit is a priority and any access or communication needs you have.

5.5 Emergency calls, power cuts and telecare. Our Voice Services run over broadband and will not work in a power cut. If anyone at your premises would rely on the landline to call 999 in a power cut, we provide, free of charge, a battery back-up unit or another solution that keeps emergency calls working for at least one hour, and we will help you check it and replace it if it fails. If anyone at your premises uses a telecare, health pendant, security or other device connected to the line, we apply the safeguards in the industry's PSTN Charter and the Government's checklist for the switch to digital landlines: we will not connect the Voice Service until it has been confirmed, with the device's provider, that the device will work over it, and we will check with you after connection that it does. If your area suffers a prolonged loss of service we will contact customers recorded as relying on the line to check that they are safe and have a way to call for help.

5.6 Engineer visits and home safety. If you would like it, we will agree a password with you that our engineers and the Infrastructure Provider's engineers must give before you let them in. Engineers can allow extra time, explain what they are doing, and work around your needs, and we will tell you in advance who is coming and when.

5.7 Financial difficulty. If you are struggling to pay, please tell us before a payment is missed. We will discuss a payment arrangement you can afford, explain the options available, and signpost free debt advice from National Debtline, StepChange and Citizens Advice. Before we suspend or disconnect a service for non-payment we consider your circumstances, tell you clearly what will happen and when, and use measures short of disconnection where they would help, such as agreeing a plan or restricting only part of the service. We do not disconnect a customer we know to rely on the line for emergency calls or telecare without first exhausting the alternatives, and we do not pass a vulnerable customer's account to a debt collection agency without first trying to agree a way forward; any agency we use must follow this policy. If you enter the Debt Respite Scheme (Breathing Space) in England and Wales, or an equivalent scheme elsewhere in the

United Kingdom, we pause collection activity and contact about the debt for the period of the moratorium, as the law requires.

5.8 Bereavement. If an account holder dies, the person dealing with their affairs can end the contract without a Cancellation Charge, as clause 10.8 of our Residential Terms and Conditions provides, or transfer the services into their own name. We deal with bereavement through a single point of contact, we do not chase payment while the estate is being settled, and we ask for only the evidence we need.

5.9 Scams, coercion and domestic abuse. If you are worried about scams we can add extra security checks to your account, bar premium rate or international calls, and set up caller display and anonymous call rejection. If you are experiencing domestic abuse, or someone else is controlling your services, we can help you change your telephone number, secure your account so that only you can access it, and separate or end services safely; our staff will not disclose your contact with us to anyone else on the account.

5.10 Mental health and cognitive impairment. We will contact you in the way you prefer, avoid repeated calls, keep our communications short and clear, accept a nominated person's help, and take account of your circumstances in any decision about your account, including how we handle missed payments.

5.11 Customers who are not online. You do not need to use the internet to deal with us. Paper bills, paper copies of documents and telephone support are available free of charge to any customer who cannot use email or the portal.

6. Recording and protecting your information

6.1 Information about your needs is held on your account with a marker that our staff see whenever they deal with you, so that you receive the right support without having to ask. It is used only to provide that support and to meet our obligations, and it is never used for marketing or to assess credit.

6.2 Where the information concerns your health or disability, we ask for your explicit consent to record it, or, where we are required to hold it to keep you safe, we rely on the conditions in data protection law that allow this; clause 4.6 of our Privacy Policy explains. We share it only where necessary to provide the support, for example telling the Infrastructure Provider that an engineer visit is a priority or that the customer needs extra time, and, during a prolonged loss of service, to check on your welfare.

6.3 We review the information with you at least once a year and whenever you tell us your circumstances have changed. You can see, change or ask us to remove it at any time by contacting us.

7. Our staff, contractors and partners

7.1 Every member of staff who deals with customers is trained on this policy when they join us and at least once a year afterwards, including how to recognise vulnerability, how to raise the subject sensitively, what support is available and how to record it. Staff who handle sales, payments, debt and complaints receive additional training for those situations.

7.2 The engineers of the Infrastructure Provider, our installation contractors, any agency collecting payment on our behalf, and any agent or partner selling our services are required to follow this policy when dealing with our customers, and we monitor that they do.

7.3 A director of the company is responsible for this policy. We monitor how it is working through complaints, customer feedback and reviews of individual cases, we consult the

guidance of Ofcom, the Communications Ombudsman and organisations that represent disabled and vulnerable people, and we report on the policy to the board at least once a year.

8. Telling us what you need, and complaints

8.1 To tell us about your needs, or to arrange any of the support in this policy, contact Customer Services by telephone on 0330 1227 711 (Monday to Friday 9am to 5pm, Saturday 9am to 4pm), by email at hello@rocket-fibre.co.uk, through the portal at portal.rocket-fibre.co.uk, or by post to Rocket Fibre Ltd, Unit 5 Perth House, Corby Gate Business Park, Corby, Northamptonshire, NN17 5JG. There is no charge for any of it.

8.2 If you feel we have not treated you fairly or have not provided the support this policy describes, please tell us. Our Complaints Code of Practice explains how to complain, the timescales we work to, and how, if we have not resolved your complaint within six weeks, you can take it free of charge to the

Communications Ombudsman. We will make the complaints process itself accessible, including by accepting complaints from a nominated person and providing our responses in your preferred format.

9. Changes to this policy

9.1 We review this policy at least once a year and whenever Ofcom's rules or guidance change. The version number and effective date are shown at the top, and the current version is always published on our website.

9.2 Version history. Version 1.0, 1 September 2026: first published policy, prepared to meet General Condition C5.2 and Ofcom's guide on treating vulnerable customers fairly, and covering accessible communication, nominated persons, priority fault repair, power cuts and telecare, financial difficulty, bereavement, scams and domestic abuse, and the recording and protection of customers' support needs.

Schedule: support at a glance

Everything in this schedule is free of charge. Ask Customer Services for any of it, in whichever way suits you, and we will set it up.

If you	We can	Also see
Find standard print hard to read	Send bills, contracts and documents in large print, braille, audio or an accessible electronic format, and provide a free directory enquiry service if you are blind or vision impaired.	Clause 5.1
Are deaf, hard of hearing or find speaking difficult	Take your calls through Relay UK (18001 before our number) at standard rates, deal with you by email, text or the portal, and arrange British Sign Language interpretation; 999 BSL and Relay UK 18000 reach the emergency services.	Clauses 5.1 and 5.5
Rely on the landline to call 999, or use a telecare or medical device	Provide a free battery back-up unit or alternative giving at least one hour of emergency calling in a power cut, confirm your device works before connecting the Voice Service, give your faults priority, and check on you during a prolonged outage.	Clauses 5.4 and 5.5
Have a disability or health condition and rely on your service	Give your faults priority repair and tell the engineer about any access or communication needs.	Clause 5.4
Would like someone else to help with your account	Set up a nominated person, on your terms, or act on a registered power of attorney or deputyship.	Clause 5.3
Are worried about letting engineers in	Agree a password that our engineers and the Infrastructure Provider's engineers must give, and tell you in advance who is coming.	Clause 5.6
Are struggling to pay	Agree an affordable payment arrangement, signpost free debt advice, use measures short of disconnection, and pause collection during Breathing Space.	Clause 5.7
Have lost someone	End or transfer the contract without a Cancellation Charge, give you a single point of contact, and stop chasing payment while the estate is settled.	Clause 5.8
Are worried about scams, or experiencing domestic abuse	Add security checks, bar premium or international calls, set up caller display and anonymous call rejection, change your number and secure or separate your account.	Clause 5.9
Have a mental health condition or cognitive impairment	Contact you in the way you choose, keep things short and clear, avoid repeated calls, and take your circumstances into account in decisions about your account.	Clause 5.10
Are not online	Provide paper bills and documents and telephone support, with no need to use email or the portal.	Clause 5.11