

At Sparta Telecom, we are deeply committed to our philosophy and values. Central to our mission is the fair and respectful treatment of all our customers, a commitment we uphold through extensive training for our staff. Our training encompasses not only customer service but also specialised areas such as disability awareness, mental health support, and the identification of vulnerable individuals, whether their situation is recent or longstanding..

We define a customer as being vulnerable if due to their personal circumstances they are more likely to suffer detriment, this can be for a variety of reasons such as:

- Changes in circumstances, such as a bereavement;
- Communication difficulties;
- Physical or learning disability;
- Age; and/or
- Physical or mental illness.
- Financial issues

A vulnerability may be permanent or it could be temporary because of changes in personal circumstances. Please note; our staff are not doctors, we can only suspect there may be mental health issues unless we are specifically informed by the customer or their POA or LPA or a 3rd party such as a carer. If we do suspect an issue we will treat that customer as a vulnerable person.

We understand that navigating challenging circumstances can be daunting, and our goal is to ensure that you receive the highest standard of care and support.

To continuously enhance the customer experience, we actively solicit feedback and meticulously monitor interactions with our advisors. Our unwavering focus remains on delivering exemplary service and assistance precisely when you need it most.

As vulnerability does not impact everyone in the same way, we train our customer service and support teams to treat all our customers as individuals, so that we can always consider needs on a case-by-case basis.

We want to make sure that all customers, including those who are vulnerable, are treated fairly and equally. We encourage customers that have specific accessibility needs or are in circumstances which could make them vulnerable to inform our customer service and support teams when speaking with them. This could include any of the reasons above but this list is not exhaustive. These needs will be recorded in our systems and flagged ensuring all employees are aware and take any appropriate action when required. You will be asked if this is ok. Of course you can ask for this flag to be removed at any time.

We endeavor to provide tailored assistance and recommend the most suitable products and services to meet your needs. Our customer support team is committed to identifying specific requirements and offering specialised assistance wherever necessary. However, we acknowledge that recognising individual difficulties can sometimes be challenging. Therefore, we encourage you to inform our team if you believe they can offer assistance.

We also understand that you can experience 'temporary' vulnerability due to circumstances such as bereavement, loss of income, accident or injury.

To ensure that provide you with the best possible care and support when you need it, you have the option where we can add a 'flag' to your account so that we are aware of your support needs when you contact us and don't have to repeat information each time you contact us in the future. Of course you can add or ask us to remove the flag at any time.

If you find yourself in a vulnerable situation requiring additional support, please reach out to us by calling **0800 915 9396** during our operating hours: Monday to Friday from 9am to 6pm, and Saturdays, 9am – 5pm. **Sundays, and Bank Holidays we are CLOSED.** Alternatively, you may inform our advisors of any vulnerability concerns during your next interaction, and they will make a note on your account for future reference.

This proactive approach enables us to better understand and accommodate your needs in subsequent engagements. Additionally, you have the option to contact us via email at support@spartatelecom.co.uk or grant permission for a designated individual to communicate with us on your behalf. You can also add their name to our authorised contacts list by contacting us directly or providing consent during the interaction. Rest assured, any information you share with us will be treated confidentially and handled in accordance with GDPR.

Managing your account

The easiest way to ensure that you do not miss a payment is to ensure that you pay your bills with us via direct debit, that way you will not need to worry about missing a bill or losing access to your services. If your payment is late, we will send you reminders and will offer you another chance to pay us.

It is important that you let us know if you are having trouble paying your bill so that we can help you. It is always better to get in touch as soon as possible so that you do not fall further in debt as you may incur additional charges. Our team are here to help you get back on track and keep up with your payments.

If our customers tell us that they're struggling to pay their bills, we endeavor to provide support where we can. In some cases (based upon supervisor or manager discretion) the following solutions may be available:

- Lowering the customers tariff (speed and price); or
- Allowing pauses in contract; or
- Allowing cancellations of contract.

If you are classed as or know you are a vulnerable person, please always let us know, there is no embarrassment in informing us, it will be kept strictly confidential, but it will help us to help you.