

Accessibility with SMARTY

Accessibility and Vulnerable situations policy

Summary: This document explains how we support customers with additional needs or those in vulnerable circumstances, including the options and services available to help them stay connected.

We believe everyone should be able to enjoy SMARTY, which is why we offer a range of services designed to make communication easier for all. We're also here to support you if you ever find yourself in a vulnerable situation.

For example, if you need any of our terms and conditions, your Contract Information/Contract Summary or other documentation (excluding marketing) in a different format, such as:

- large print
- braille
- printed on coloured paper
- in an electronic format like audio;

Please let us know. And if you'd prefer a friend or family member to help manage your account, that's totally fine too.

We have a dedicated Accessibility channel, run by our UK-based team. It's a direct route to help, making sure customers with additional needs or those in vulnerable situations get the right support quickly and easily. More details about our team's training can be found below.

Register any specific needs with us:

Summary: This section shows you how to let us know about any specific needs, additional requirements, or vulnerabilities, so we can offer the right support.

This will help us tailor our service to suit your individual circumstances. We'll always ask for your consent before adding any adjustments or additional needs to your account, but if you allow us to do so, then our team will be aware of your requirements the next time you contact us.

If you choose not to give consent, please be aware that you'll need to let us know about your needs each time you contact us, so we can support you appropriately.

Any personal information we record is handled in line with our [Privacy Policy](#)

(https://cdn.smarty.co.uk/files/SMARTY-Online-Privacy-Policy.pdf?_gl=1*1pxpilt*_gcl_au*NDkyMDk0NzI4LjE3NDU5MTE2OTg.*FPAU*NDkyMDk0NzI4LjE3NDU5MTE2OTg.*_ga*MTA2Njk0NTM4My4xNjU4MzAyMDQ5*_ga_D8LNLN41LX*czE3NTA5MzYxNDYkbzlwOTAKZzEkdDE3NTA5MzYzODYkajM3JGwwJGgw*_fplc*c09uYWJkNnpBN01QeUIzWm5GVUxwVHVQeSUyRnFxczRrd2ExMEh2R3pwQSUYRiUyRmJxc2lvNXhQTHBvR0tvYjE0cjN0YTZWETRqTEtZUWgzU09BUkY2cHRnV2FDaENDVEpCZUI2M0hUQWpIaGZPV3VKclUwJTNE)

- **Email our Accessibility Team:**

This email address is solely dedicated to our customers with additional needs or those in a vulnerable situation. We will not be able to help other customers on this email address.

Our accessibility email address is: smartyaccessibilityservices@smarty.co.uk

Our accessibility team will respond to emails between **9am and 5pm, Monday to Friday** (Excluding Christmas Day, Boxing Day and New Year's day). We aim to reply within 2 working days.

- **Call our Accessibility Team:**

This telephone number is solely dedicated to our customers with additional needs or those in a vulnerable situation. We will not be able to help other customers on this line.

Our accessibility telephone number is: 0333 338 1047

Our accessibility team are available **9am and 5pm, Monday to Friday** (Excluding Christmas Day, Boxing Day and New Year's day)

- **Textphone:**

Our Textphone number is: 0800 033 8011

Our accessibility team are available between 9am and 5pm, Monday to Friday (Excluding Christmas Day, Boxing Day and New Year's Day)

Using our website

Summary: This section offers guidance to help you navigate and use our website, including tips to make it as accessible and easy to use as possible.

We're committed to making our website and app accessible for everyone, including people with additional needs.

Find out more

We use the Web Content Accessibility Guidelines version 2.0 (WCAG 2.0) standards to see how we're doing. WCAG 2.0 is a set of guidelines made by the Web Accessibility Initiative, which looks at how accessible a website is.

Most of the pages on our site meet level 'A' compliance using these rules and we're working towards reaching at least level 'AA' compliance across the site.

You can find out more about the Web Accessibility Initiative here:

<http://www.w3.org/standards/webdesign/accessibility>

At SMARTY, we use CSS for the visual layout of our site. If your browser or browsing device doesn't support stylesheets, the content of each page is still accessible.

This site has been developed using relative font sizes to allow users to control text sizes. You can choose text sizes by following these instructions.

- Microsoft Internet Explorer users can change their text size by selecting: **View, Text Size and then Larger.**
- Firefox users can change their text size by selecting **View, Text Size and then Increase.**
- Safari users can change their text size by selecting **View, Make Text Bigger.**
- Chrome users can change their text size by selecting **menu then Settings, Show Advanced settings, Web Content and then Page Zoom.**

We're always looking for ways to improve, so if you've got any comments or suggestions about how to improve the accessibility of the SMARTY website, we'd love to hear from you. Email your feedback or suggestion to smartyaccessibilityservices@smarty.co.uk.

Other services available to you:

Summary: This section outlines the services available to customers with additional needs. It includes information on external accessibility services, how they work, and how to access them.

- **Register someone to support with managing your account**

Authorised contact

SMARTY allows a customer to nominate a friend or relative to help manage their account. You can choose the level of access you want to give to an authorised contact. They could have full access to your account, which would give them permission to do everything as if they were the main account holder. Or if you want to restrict what they can do, please just let us know when you contact us, and we can set up the correct access level.

Power of Attorney, Deputyship and Guardianship

You can register for someone to support you with a legal document such as a Power of Attorney, Deputyship, or Guardianship.

To register, get the person who is supporting you to send a copy of their legal document and proof of identification to **proofs@support.smarty.co.uk**.

The team will aim to respond within a day.

On receipt of proofs, SMARTY will register the authorised contact noted on the proofs to your account. SMARTY will allow the authorised contact full access to perform any action on the

account. If required, please contact us to discuss or for more general information visit Gov.uk <https://www.gov.uk/power-of-attorney>

- **Emergency SMS service**

This service allows deaf, hard of hearing and speech-impaired people in the UK to contact the emergency services by sending a text message to 999 (you must be registered first). The request is passed on to the appropriate emergency service.

To register your phone for this service:

1. Text the word '**register**' to **999**
2. You'll get an SMS message about the service
3. Reply '**Yes**'
4. You'll then receive a reply telling you that your mobile is now registered (or if there's been a problem with your registration).

This is something that can potentially save lives, but it's important to remember that in exceptional circumstances, this service might not be available.

If you send an SMS to 999, you should still try to contact the emergency services in other ways until you receive a reply.

You could also try:

- Dialling 18000 on a textphone.
- Using the **Relay UK** App:
- Asking a neighbour, friend or passer-by to dial 999.

Note that the Emergency SMS Service is only available when you're in the UK. For more information, please visit: www.emergencysms.org.uk

- **999 BSL Emergency Video Relay Service**

999 BSL is a free emergency service for British Sign Language users who need help urgently. You can be connected to a British Sign Language interpreter in seconds, who will then call 999 on your behalf.

This service is available if you need Police, Ambulance, Fire or Coastguard. You no longer have to send a text and can now get the help you need by starting a video call using their website or app.

For more information, visit www.999bsl.co.uk

You can download their app here: <https://999bsl.co.uk/download/>

Their app is zero-rated, so you can get connected, even if you've run out of data.

- **Relay UK (*Previously Next Generation Text Service*)**

If you can't speak or hear on the phone, Relay UK lets you have conversations by using the internet or a textphone.

For more information on Relay UK, please go to: www.relayuk.bt.com

You can also download the Relay UK app onto your smartphone or tablet to use it on the go. Information on how to do this is shown here:

<https://www.relayuk.bt.com/how-to-use-relay-uk/download-app.html>

Relay assistants only speak English, so they won't be able to translate in calls between different languages.

Standard UK calls through Relay UK are free.

Contacting the Emergency services via Relay UK:

In case of emergency, you can contact the emergency services via Relay UK by dialling **18000**. Note that this service is not designed for use outside of the UK as it only connects you to the UK Emergency Services.

- **InterpretersLive! - Video relay service**

InterpretersLive! gives you access to on-demand and pre-booked British Sign Language interpreters using your computer, phone, or tablet.

To get started, please visit the InterpretersLive! website:

<https://www.interpreterslive.co.uk/app/>

InterpretersLive! user guides:

- **Video User Guide:** <https://pubhtml5.com/zrtv/drhv>
- **Device Requirements:** <https://online.pubhtml5.com/zrtv/vzpv/#p=1>
- **PDF User Guide:** <https://online.pubhtml5.com/zrtv/knjq/#p=1>

If you want to talk to InterpretersLive! or are having problems with their service you can:

- **Watch their troubleshooting guide** here: <https://vimeo.com/193751304> or **read it here:** <http://signsolutions.webeden.co.uk/#/connecting-to-interpreterslive/4558785018>
- **Contact them** directly here: <http://www.signsolutions.uk.com/contact/>
- Follow their **complaint guidelines** here: <https://vimeo.com/166215817>

- **Free Directory Enquiries**

Our free directory enquiries service is available for all customers. It lets you search UK residential and business listings over the phone.

To use this service, **contact our Accessibility team**

http://help.smarty.co.uk/en/articles/967856-accessibility-with-smarty#h_9ce6a8f8dc

Once you've registered, call 195 to contact directory enquiries for free.

Important: if you call directory enquiries before registering, you'll be charged for your call.

Vulnerable situations

Summary: This section explains what we mean by vulnerable situations, provides examples of different types of vulnerabilities, and outlines information about external support available for specific needs.

Listed below are examples of vulnerabilities. If you need us to consider something else that we might not have, contact us directly so we can assist you appropriately.

- **Major life events**

These may include situations such as:

- Job loss
- Redundancy
- Divorce
- Retirement

These may have an impact on your health or finances.

SMARTY's plans roll from month to month and have the facility to [pause](#) or [change](#) to a cheaper plan at the end of each period.

We also offer a Social Tariff for customers on certain benefits, you can find out more [here](#).

Should you wish to make changes, please log into your dashboard, or contact us to discuss.

Or if you'd prefer, you can gain advice externally through organisations, such as:

- **Step Change:** <https://www.stepchange.org/>
- **The Money Advice Service:** <https://www.moneyadviceservice.org.uk/en>
- **National Debt Line:** <https://www.nationaldebtline.org/>

- **Bereavement**

SMARTY will make the process for [account closure for a deceased customer](#) as seamless and stress-free as possible.

All our channels are aware of the process for handling and supporting this situation.

If required, please contact us to discuss. Or if you'd prefer, external support is also available through support agencies, such as:

- **Samaritans:** <https://www.samaritans.org/>
- **At a loss:** <https://www.ataloss.org/>
- **Child Bereavement UK:** <https://www.childbereavementuk.org/>
- **The Compassionate Friends:** <https://www.tcf.org.uk/>
- **Mind Charity provides a list of helpful support services for bereavement:**
<https://www.mind.org.uk/information-support/guides-to-support-and-services/bereavement/support-and-self-care/>

- **Imprisonment**

SMARTY offers support and guidance when a customer is facing imprisonment.

If required, please contact us to discuss. Or if you'd prefer, external support is also available through support agencies, such as:

- **The Princes Trust has a list of helpful organisations:**
<https://www.kingstrust.org.uk/how-we-can-help/who-else/housing-health-wellbeing/ex-offender-support>
- **Prison Reform Trust:** <https://prisonreformtrust.org.uk/>
- **PACT Prison advice:** <https://www.prisonadvice.org.uk/>

- **Armed forces**

SMARTY offers support and guidance when a customer is in or has previously served in the Armed Forces.

If required, please contact us to discuss. Or if you'd prefer, external support is also available through support agencies, such as:

- **Help for Heroes:** <https://www.helpforheroes.org.uk/>
- **SSAFA:** <https://www.ssafa.org.uk/>
- **Royal British Legion:** <https://www.britishlegion.org.uk/>

- **Walking with the wounded:** <https://walkingwiththewounded.org.uk/>

- **Serious health issues, mental health issues, terminal illness or long-term illness.**

Following the provision of the required documentation, your account will be supported as appropriate.

Please get in touch to discuss your situation or circumstances. Or if you'd prefer, you can gain advice externally through organisations such as:

- **Samaritans:** <https://www.samaritans.org/>
- **Mind** offers support for people of all ages: <https://www.mind.org.uk/>
- **Young Minds** is a charity for children and young people: <https://www.youngminds.org.uk/>
- **Marie Curie:** <https://www.mariecurie.org.uk/>
- **Macmillan:** <https://www.macmillan.org.uk/>

- **Age**

Although age is not always a vulnerability, older consumers can be vulnerable due to a range of linked factors or situations they may be in.

We encourage customers to appoint an authorised contact to help manage affairs if they would like help. Contact us if you'd like to get this arranged.

Or, if you'd prefer, you can gain advice externally through organisations, such as:

- **Age UK:** <https://www.ageuk.org.uk/>
- **Independent Age:** <https://www.independentage.org/>

- **Victim of fraud or crime**

Fraud

There are many types of fraud and ways fraudsters will try to gain access to an account or private information. SMARTY is committed to supporting victims of fraud. We have specific guidance on the different types of fraud, how customers can best protect themselves and how to report fraud

Find out more about Fraud here: <https://help.smarty.co.uk/en/articles/2349290-types-of-fraud>

If you think you have been a victim of Fraud relating to your SMARTY services, [Contact us](#) immediately.

You can also gain advice externally through organisations such as:

- **Action Fraud:** <https://www.actionfraud.police.uk/>
- **Victim Support:** <http://www.victimsupport.org.uk/>

Crime

If you inform us that you have been a victim of a crime (e.g. assault or theft), we'll do our best to support you.

Please get in touch to discuss your situation or circumstances. Or if you'd prefer, you can gain advice externally through organisations such as:

- **Victim Support:** <http://www.victimsupport.org.uk/>
- **Victim and Witness Information:** <https://victimandwitnessinformation.org.uk/>

- **Dementia and Alzheimer's**

If you'd like support with your account in this situation or if you're looking to help a loved one who has a SMARTY account, please don't hesitate to get in touch.

Or if you'd prefer, you can gain advice externally through organisations such as:

- **Dementia UK:** <https://www.dementiauk.org/>
- **Alzheimer's Society:** <https://www.alzheimers.org.uk/>

- **Domestic violence or abuse**

We know that this situation can be incredibly hard to navigate, and we're here to help.

If you need support with your SMARTY account or managing your services safely, please reach out. Our team will support you with care and confidentiality.

Or if you'd prefer, you can gain advice externally through organisations such as:

- **National Domestic Abuse Helpline:** <https://www.nationaldahelpline.org.uk/>
 - **Women's Aid:** <https://www.womensaid.org.uk/>
 - **Men's Advice Line:** <https://mensadvice.org.uk/>
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Your experience matters to us

Summary: This section covers how our Accessibility Team supports customers, the training our onshore and offshore teams receive, and how we monitor customer interactions and listen to feedback to make sure everyone's experience is inclusive and accessible.

At SMARTY, we believe great support starts with great training. That's why all our customer care teams, both in the UK and overseas, receive comprehensive training to help them support you with confidence and care.

This includes internal e-learning, and our UK teams have had specialised guidance delivered in partnership with the Samaritans. This collaboration plays a key role in helping our teams respond with empathy and understanding, especially when assisting customers in vulnerable circumstances.

We also monitor customer interactions and actively listen to your feedback so we can keep learning and improving.

If you wish to make a complaint about how you have been treated by our dedicated Accessibility team, then please raise a complaint here: <https://smarty.co.uk/complaints> detailing your concern. All complaints are handled in accordance with our established procedures, and any escalation involving a vulnerable customer is treated as a priority to ensure a prompt and appropriate resolution.

Our commitment is to make SMARTY accessible, inclusive, and supportive for everyone, whenever you need us.