

Supporting vulnerable customers

Date last revised: October 2025

Services

We're committed to supporting customers who are unable to access our services through the usual routes or require additional assistance. You can find full details of the services we offer on our [website](#).

- If a customer is unable to leave their house due to disability or illness, a telephone or a broadband service might become a vital lifeline so we offer a free priority repair service for customers who may be at risk in the unlikely event of a fault occurring on their line. Please call us on **01482 602555** to request this. Alternatively, you can use one of our other contact methods on the [contact us page](#).
- Customers who need help to manage their account can nominate a friend or relative to receive copies of bills and correspondence without them becoming liable for the bill. The Authorised User is able to raise a complaint or make a payment on behalf of the customer. Please call us on **01482 602555** to arrange this on your account. Alternatively, you can use one of our other contact methods on the [contact us page](#).
- We offer a free directory enquiries service for customers who are unable to easily use a printed Directory due to an impairment. Please call **100** free from your KCOM landline to register for this service. Alternatively, you can use one of our other contact methods on the [contact us page](#).
- For customers who have difficulty reading our standard printed material, we offer large print, audio or Braille contracts, bills and other customer communications. Complete our [online form](#) to register for this service. Alternatively, you can use one of our other contact methods on the [contact us page](#).
- For customers who need to make or receive calls in which some or all of the call is made or received in text format, we offer a Next Generation Text Relay Service that enables customers with hearing and/or speech impairments to communicate with others through telephone or textphone equipment or other devices such as PCs and tablets. A 'relay assistant' acts in the middle to text the speech from the two people on the call. You can even link a 'TextNumber' to your existing phone number to make and receive calls without dialing a prefix.

For full details of the service and how to access it, go to <http://ngts.org.uk> or contact the NGT Helpdesk on **0800 7311 888** or if using a textphone or the NGT Lite app on **0800 500 888**.

For calls made using the NGTR services, you will never be charged more than you would have been for the same call made without using the NGTR service. More information about pricing can be found in the [Price Manual](#).

- Those customers with hearing impairment and / or speech impairment have the option of contacting the emergency services by text from their mobile. However, you will need to register your mobile phone first with the emergency SMS service by texting the word 'register' to 999. You'll find details of how to do this [here](#).
- British Sign Language users can also make emergency calls using the 999 BSL service which connects to an interpreter through an app or a website. The interpreter then relays the conversation with the call handler and emergency authorities.



The service is free of charge and the data you use to make a call to the 999 BSL service from the 999 BSL apps (on iOS or Android) or via the website will not be charged to you. The service can be accessed at www.999bsl.co.uk.

- Our customers benefit from KCOM preventing calls from being connected to them where the caller does not provide a valid telephone number for their call. We may not be able to prevent all nuisance calls from occurring. If you are receiving nuisance calls please report them to our customer care team and they will be investigated. Customer care will also be happy to provide advice on actions you can also take to prevent nuisance callers. Call us on **01482 602555** to request help and advice. Alternatively, you can use one of our other contact methods on the [contact us page](#).
- Lifeline can be arranged through your local council. It's a piece of equipment installed in your home that can be activated by a pendant. Should you need emergency assistance, simply pressing the pendant puts a call through to a control centre and a trained operator will respond and take the most appropriate action.

Please let us know if you have a lifeline connected to your telephone line. Its important that we are aware of this should we make any changes to your service.

Please see the Council websites for more information:

Hull City Council

<https://www.hull.gov.uk/benefits-support-and-welfare-advice/welfare-advice/lifeline>

East Riding of Yorkshire Council

<https://www.yourlifeyourway.uk/about-lifeline/#g-container-main>

Products

Flex Packages

What is it and how much does it cost?

If you receive financial support, our Flex Packages offer flexible and low cost landline telephone and broadband services to help you stay in touch with the people important to you.

These services allow households to do all their essential internet needs, without a contract term, as well as an inclusive call allowance.

- **Full Fibre Flex – 30Mbps** speed with unlimited data
- **Full Fibre Flex Plus – 50Mbps** speed with unlimited data
- **Voice only Flex – 750 minutes** per month to UK Landlines and Mobiles

Who's it for?

Our Flex Packages are only available to customers who receive one or multiple of the following:

- Income Support

- Pension Credit (This does not include state pension)
- Job Seekers Allowance
- Housing Benefit *
- Personal Independence Payment
- Attendance Allowance
- Universal Credit, with zero earnings **
- Universal Credit with reduced earnings (available only for Flex+)
- Reduced Earnings Allowance (available only for Flex+)
- Care Home residents and Lifeline customers who are referred to us via Social Services
- Care Leavers
- Employment and Support Allowance (EAS) (Income related)
- Disability Living Allowance

* Please note that if you are applying on the basis of housing benefit, we don't accept housing benefit through Universal Credit.

** This means the person claiming the Universal Credit doesn't receive any earnings from employment or self-employment during their Universal Credit assessment period. Anyone applying must provide us with proof of eligibility with their application. The person eligible (as above) must also be the person whose name is on the bill.

Who can't have it?

We can't provide you with our Flex Package services if:

- You can't provide evidence of the above or are not the person named on the bill
- You already have a telephone service from another supplier
- You have more than one line at the same or different premises (unless you have a second line because you're responsible for paying the telephone bill for a relative)
- Your line is an ISDN line
- Your line is used exclusively in connection with a burglar alarm or other monitoring services
- You have ceased and had service re-provided in the last 3 months
- Your service has been restricted because you owe us money

Applying for Flex Packages

You can apply for our Flex packages by completing some details on our [website](#). Alternatively you can call us on 01482 602555.

You'll need to fill in an application form and provide us with some personal information. We need this information so we can check you meet the eligibility criteria for our Flex packages.

If we need any more information, we'll contact you. If we have everything we need, we'll tell you whether your application is successful. If you don't qualify, we'll write to you to let you know.

If your circumstances change and you're no longer in receipt of one of these benefits, you must notify us so we can review your entitlement to the Flex Package.