

Special Measures

For

End-Users With Disabilities

WIGHTCABLE (2005) LIMITED

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Registered address as above

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1. INTRODUCTION AND OVERVIEW

At Wightcable we take our responsibility towards disabled customers very seriously.

We are aware of the requirements of the current regulations (Telecommunications Services for Disabled Persons regulations and the Disability Discriminations Act 1995).

We offer a number of different services for our customers with special needs. These services are designed to not only meet the demands of the current regulations, but also to enable us to offer the best possible service to these customers.

In order to take advantage of any or all of the elements of our Protected Service Scheme, including priority repair service, customers with special needs must register their requirements with us. In order to register please call Customer Services on 150 from a Wightcable telephone line, or 01983 242424.

Wightcable takes all reasonable steps to ensure that the services which it provides in order to comply with its obligations described below are widely publicised, taking into consideration the need to disseminate information in appropriate formats through appropriate channels for disabled End-Users.

2. CONSULTATION

Wightcable consults periodically with the Ofcom Consumer Panel to ensure that the requirements and interests of disabled End-Users are fully taken into account in the development and provision of its services.

3. DIRECTORY INFORMATION

Wightcable ensures that any End-User of its services who is so visually impaired or otherwise disabled as to be unable to use a printed Directory, can access, free of charge, Directory Information and Directory Enquiry Facilities in a form which is appropriate to meet their needs.

In addition Wightcable ensures that such a Directory Enquiry Facility is capable of connecting such an End-User to a requested Telephone Number at the request of that End-User.

4. RELAY SERVICE

Such Customers may be charged for the conveyance of messages to which a Relay Service applies but at no more than the equivalent price as if that conveyance had been made directly between the caller and the called person without use of a Relay Service with the provisos that:

- the calling person may be charged standard local prices for the call made to a Relay Service provider in order to make a call irrespective of whether the call is successful; and

- a special tariff scheme is applied designed to compensate Customers who need to make calls to which a Relay Service applies for the additional time to make telephone calls.

In addition Wightcable ensures that that any End-Users of its services who need to make calls to which a Relay Service applies:

- have access to Emergency Organisations, operator assistance services and a Directory Enquiry Facility using short code numbers; and
- are able to receive call progress voice announcements in a suitable form.

5. PRIORITY FAULT REPAIR

Wightcable provides a priority Fault Repair Service as swiftly as practicable to any Customer with disabilities who has a genuine need for an urgent repair.

Wightcable aims to repair a phone line within four hours of the fault being reported (during normal working hours). Please note that priority fault repair is only available for telephone faults and not for Internet or cable/digital TV faults.

Charges for a priority Fault Repair Service do not exceed our standard charge for a Fault Repair Service.

6. NOMINEE

Wightcable ensures that any of its Customers who are so disabled such that they are dependent on the telephone are able to participate in a scheme to safeguard their telephone services. The scheme:

- enables these Customers to give prior notification of a nominee to whom their telephone bill shall initially be sent and any enquiry to establish why a telephone bill has not been paid shall be made;
- permits the nominee to pay that Customer's bill on their behalf;
- requires the nominee to give prior consent to act in such capacity;
- does not require the nominee to accept liability to pay the telephone bills of that Customer; and
- is provided at no cost.

7. DOCUMENTATION

Wightcable makes available, free of charge, and in a format reasonably acceptable to any Customer who is blind or whose vision is impaired, upon their request:

- any contract (or any subsequent variation) with that Customer for the provision of Publicly Available Telephone Services, including any publicly available terms or conditions referred to in that contract or variation;
- any bill rendered in respect of those services.

An acceptable format would, for these purposes, consist of print large enough for such Subscriber to read, Braille or electronic format appropriate to the reasonable needs of the Subscriber.

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