

How We Look After Vulnerable Customers

At Merula, we believe that connectivity services whether broadband, VoIP, or mobile should be accessible and easy for everyone. We're committed to providing additional help to customers who need it, whether due to age, communication challenges, disability, learning difficulties, physical or mental health conditions, or other circumstances.

We also understand that personal circumstances can change quickly, so if you need us to adjust our services to better meet your needs at any time, let us know. We'll do our best to accommodate your requirements.

This policy doesn't list every possible factor that may make a customer vulnerable. We treat all valid requests for additional support with care and attention.

Joining Merula

When joining Merula you're able to sign up via different means, these include:

Signing Up Online: When you sign up for our broadband, VoIP, or mobile services, you can indicate specific needs or accessibility requirements. Our Customer Care Team will contact you to better understand your needs and how we can help.

Signing Up Over the Phone: Our team is trained to identify signs that you might need extra assistance. However, you are always welcome to tell us directly about any specific requirements.

Already a Merula Customer?

If you need extra support, you can contact us at any time:

Phone: 01480 222 940

Email: support@merula.net

Post: 5 Avro Court, Ermine Business Park, Huntingdon, Cambridgeshire PE29 6XS

What We Can Do to Help

1. Visual Impairments

- Our website is designed to be accessible and compatible with screen readers.
- We can provide bills, contracts, and other documents in large print or braille upon request.

2. Hearing or Speech Difficulties

- We can provide information in alternative formats, such as text-to-audio.

- You can access emergency services using a BSL interpreter via www.999bsl.co.uk.

3. Learning or Communication Difficulties

- We simplify complex documents, such as contracts or bills, into clear, easy-to-understand formats.
- Our team can provide explanations over the phone or in writing.

4. Mental Health Support

- If mental health challenges make it difficult to manage your account, we'll assist you. You can also authorise someone you trust to handle account management on your behalf.

5. Power of Attorney & Third-Party Management

- You can authorise a family member, carer, or trusted friend to manage your account, make payments, or discuss services with us. Contact us to set this up.

6. Website Accessibility

- Our website is user-friendly and screen-reader compatible. We're continually working to improve accessibility. If you have suggestions or need additional support, let us know.

7. Support for Broadband, VoIP, or Mobile Issues

- If your connection isn't working as it should or your equipment needs repair, our team is here to help. For customers relying on our services for critical needs (e.g., medical monitoring or emergency VoIP calls), we prioritise fault repairs.

8. Struggling to Pay Your Bill

- If you're having trouble paying, contact us. We can offer payment plans or additional guidance to help you manage your account.

9. Free Directory Enquiries

- If you have a disability that makes it hard to look up telephone numbers, you can access support via BT Directory Assistance by dialling 195.

10. After You Contact Us

- We can provide written follow-up confirmation of any agreements or changes discussed, ensuring you have a clear record of our conversation.

Your Rights

Merula is committed to:

Fairness and Transparency: No hidden fees or jargon—just honest communication.

Protecting Your Data: Your information is secure and handled in line with GDPR and our Privacy Policy. We'll periodically review your details to ensure they're up to date.

Offering Choices: We provide flexible options to meet your accessibility needs and preferences.

Contacting Us

If you have questions, concerns, or feedback:

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