

Accessibility and Vulnerable Customers Policy

Supporting disabled and vulnerable customers

At China Telecom (Europe) Ltd., we believe in advocating for universal access to our products and services and aspire to make our technology inclusive for all.

Recognising the unique needs of our customer base, we understand that some people may require additional assistance due to their own personal circumstances.

What is a vulnerable customer?

At China Telecom (Europe) Ltd., we would describe a vulnerable person as:

- Someone who has a disability whether visible or non-visible.
- Someone who is visually impaired or has restricted vision.
- Someone who is suffering from mental health problems.
- Someone who is unable to take care of themselves.
- Someone who is deaf or has restricted hearing.

We also understand that there are a number of temporary circumstances that may make a person more vulnerable, such as being the victim of a crime, bereavement, financial hardship or accident/injury.

Support we can give you

If you are in a vulnerable situation or may need additional support, we will try our best to offer you products and services to suit your needs.

- Power of Attorney - If you need to authorise someone to speak on your behalf, just let us know in advance and our team can help you set it up.
- Specialised invoices and documents - At the customer's request, we can send invoices or any of our contracts free of charge to their home address in the format that suits them best, for example in large print.
- Text and video relay - Customers with hearing or speech impairments can contact us by text or video relay.
- Emergency SMS - All our hearing-impaired or speaking-impaired customers can use this service, which allows them to text the emergency services instead of calling them.
- Free Directory enquiries – All customers with sight loss or other disability can make use of 195 Directory enquiries services, which provides the numbers they require and connect the number they require.
- Priority fixed-line fault repair - If you are dependent on your fixed line telephone for medical reasons, you can benefit from priority assistance in the event of a fault with their fixed line network.
- Multiple channels to contact us –

From your CTEExcel mobile: 888

From any other phone or when you are abroad: +44 787 002 0888

If call from China Mainland please dial Tel: 400 828 1800

Email: help@ctexcel.com

Post address: China Telecom (Europe) Limited, MVNO Department, 11th Floor, Exchange Tower, 1 Harbour Exchange Square, London, E14 9GE, United Kingdom

If you feel you need to tell us about your individual needs and circumstances, please get in touch and we will do our best to help.

What records do we keep?

If you contact us by phone, email or social media and let us know of your circumstances as a vulnerable customer, we'll keep a note on our customer records, which will be recorded and shared only as necessary for the purposes of this policy so as to be visible to all appropriate frontline staff on internal systems with appropriate access controls in place. This is so that our agents, if you deal with them again in the future, will be aware of your circumstances and you won't have to explain each time. Click [here](#) the full details about how we manage your personal data.

Helping us improve

We are committed to improving and delivering the best service we possibly can. We are always reviewing and evaluating ways we can offer support to our customers, so please do let us know if you have any ideas to help us improve.