

ACCESSIBILITY FOR VULNERABLE CUSTOMER TO OUR SERVICE

Overview

At China Telecom (Europe) Limited (hereafter “our company”), we believe that everyone should be able to access the products and services they need, regardless of their personal circumstances or accessibility needs. We understand that our customers have different needs and some may need some extra help from time to time. This may be due to a permanent requirement or it may be temporary (if they are going through a difficult time). We aim to identify potentially vulnerable customers every time they interact with us and ensure they receive a consistent approach that takes their circumstances into account, meets their needs and provides a good experience.

About our staff

We continue to emphasise the importance of inclusivity for all employees through our learning and development programmes. Those who interact with clients are trained to understand the needs of the diverse communities we connect and serve. They are provided with tools and guidance to enable them to support clients appropriately, fairly and respectfully.

All employees are required to complete compliance training biennially, and training authors ensure that the training remains current and relevant. If we identify non-compliance through monitoring staff-client interactions or receiving feedback from clients, we invest time with our staff to help them develop skills they may be less proficient in. We also recognise that each person we employ is unique and represents a different community and we encourage them to be their authentic selves at work, regardless of their faith, race, ethnicity, sexual orientation or even accent.

Our commitment to remove barriers

We recognise that businesses can exacerbate the impact of vulnerability through poor practice or create barriers for disabled and vulnerable customers. We seek to mitigate this at every stage of a customer's interaction with us. Whether we engage with consumers through marketing and sales, or when they become customers and visit, use and pay for our services.

We also recognise that some of our customers are under pressure due to the cost of living crisis and continue to support those who are struggling to make payments. We

offer special packages and support for customers who need extra help.

Service and support

1. Next Generation Text Relay (you need to register before use this service)

- Emergency calls - Dial **18000** (free)
- Text relay call - Dial **18001 + phone number** (free)
- To call someone using the relay service - Dial **18002 + phone number** (standard UK minutes charge)

Next Generation Text Relay (NGTR) is a service that helps members with hearing loss and/or speech impairment to make and receive calls. NGTR is a service that our company supports.

A relay assistant acts as an intermediary to convert speech to text and vice versa for the two people on the call.

For more information visit [the Next Generation Text Service website](#).

2. Free directory enquiries

- Directory enquiries - Dial **195** (free)

Directory enquiries is a service provided for those not able to read or hold a telephone directory due to an illness or disability. Members will need to sign up to use this service. For more information visit the [Free directory enquiries website](#).

3. Communications in an accessible format

The Terms and Conditions in connection with the service you rendered from us are available in large print format on request. If you would like a copy please email global.noc@chinatelecomglobal.com, including your name and address.

4. 999 BSL or Emergency Video Relay Service (EVRS)

999 BSL is an Emergency Video Relay Service that helps British Sign Language (BSL) users to contact the emergency services through a BSL interpreter.

How does it work?

Open the 999 BSL app and hit the red button or visit 999 BSL website and press the red button. A British Sign Language interpreter will appear on the screen. The BSL interpreter will dial 999 and relay the conversation. You won't be charged additionally. Just like a regular 999 call.

For more information on how this works go to [the 999 BSL website](#).

5. Priority fault repair

If there is any problem with your service and it is in urgent need of repair due to a disability that you have told us about, we will make sure that the repair is carried out as a priority.

Using the www.chinatelecomeurope.com (Site)

1. Supported browsers and how to increase text size

Microsoft Internet Explorer 7 and above (not on Mac)

- **Using your mouse:**
View > Text Size You can also use Tools > Internet Options > Accessibility
- **Using your keyboard:**
Control key and + or – to increase or decrease text size

Safari 4 and above (on Mac, limited support on the iPad)

- **Using your mouse:**
Safari > Preferences > Advanced then select minimum font size to display
- **Using your keyboard:**
Command key and + or – to increase or decrease text size

Firefox 3.6 and above (on PC, limited support on the Mac)

- **Using your mouse:**
View > Zoom > Zoom in or Zoom out
- **Using your keyboard:**
Control key and + or – to increase or decrease text size

Google Chrome v 11 and above

- **Using your mouse:**
Customise and control Google Chrome > Zoom
- **Using your keyboard:**
Control key and + or – to increase or decrease text size

You may experience additional issues if using a version of a browser still in BETA, report these to the relevant company who's supporting the BETA.

2. How to listen to Site

Some operating systems also have built-in accessibility features that can read text aloud, or magnify parts of the screen. If you have your own screen reading software, you should find it works well on ctexcel.com. If you face any particular issues on the Site, please don't hesitate to report these to global.noc@chinatelecomglobal.com.

Alternative formats

If you have problems viewing any of your documents or communications (excluding marketing and urgent messages), due to a disability or neurodivergent condition we can provide you in alternative formats.

Site accessibility

In addition to introducing a framework for accessible and inclusive design practices, we endeavour to make our Site, content and digital experiences accessible to as many people as possible. We understand that some customers and visitors to our Sites will use assistive technology or specific keyboard commands to navigate website content due to personal circumstances or accessibility needs. We also recognise that we are working to address many accessibility issues. We take all feedback into consideration and will work with our team to ensure that your experience is as accessible as possible. If you have suggestions for improvements or are experiencing problems using our site, please contact us.

If it is necessary while developing and providing our services, we may consult the Communications Consumer Panel to ensure that your requirement and interests are fully taken into account if your condition may make you vulnerable.