HS4 Internet - Vulnerability Policy

Supporting disabled and vulnerable customers.

HS4 Internet is proud to welcome everyone to our network, including those who might need additional help due to accessibility difficulties or circumstances that make them vulnerable.

Everyday life can present many challenges and sometimes we might face situations that make us vulnerable. This could be because of age, physical or mental disability, or difficulty in communicating.
Here at HS4 Internet, we understand that these situations may be temporary or long term but, in each case, our customers may require additional help or support from us. We know that staying connected may well be essential.

Here at HS4 Internet, we are committed to treating all our customers fairly and with respect and to doing our best to support vulnerable customers who need a little extra help. Our team members are trained to try and recognise customers who might be vulnerable and to discuss with them any specific requirements they may have and what we might do to help.

Identifying a customer as vulnerable is not always easy. Should you experience accessibility difficulties or consider yourself to be vulnerable, please let us know so we can try and help you better.

Simply contact us by using any one of the contact methods below. We are here to help.

- Phone: 0800 915 6138*

- Email: cs@hs4internet.net

*Our agents are available Monday to Friday from 9am to 8pm, on Saturdays from 9am to 6pm and on Sundays between 10:30am and 4:30pm

What records do we keep?

If you advise us that you are vulnerable or have accessibility difficulties, we'll keep a note on your account so we can better help you in the future, without the need for you to explain your circumstances each time you contact us.

You can also give your permission for someone else to contact us on your behalf.

Please rest assured that the information you give us will be treated in the strictest confidence and in accordance with data protection law and our Privacy Policy [Click here]