

I have an elderly relative who has the beginnings of dementia. Internet based software would be beneficial for her well being but the provider will only offer a 2 year contract for best price and one person tells me she would pay a contractual penalty if she moves into a home mid term, the other said the contract would cease???. She has been with [provider] for many years and doesn't want to change as they are a "trusted" company. There needs to be better transparency and help for vulnerable individuals who need internet for so much more than leisure. Perhaps a contract for genuine vulnerable customers who need voice activation programmes, cameras etc