



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# ComReg Customer Charter



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**Date:** 20/07/2017

## Our role

ComReg is responsible for regulating Ireland's electronic communications (telecommunications, radio communications, broadcasting transmission and premium rate services) and postal sectors.

## Our mission

ComReg's mission is to promote competition, including enabling provision of the Universal Postal Service, foster innovation and provide appropriate protection for the benefit of all users of communications services.

## Who are our customers?

Our customers are all those who provide communications or who use communications or those who have an interest in communications. This includes, among others, consumers and postal service senders and receivers, service providers, policy-makers, interest groups, other national regulatory authorities and EU institutions.

## Quality Service Standards

This Customer Service Charter sets out our commitment to providing you, our customers, with an excellent service. It explains the standards and nature of service you can expect when dealing with us whether this be by face to face contact, by telephone, written correspondence or electronically. This charter has been written in accordance with the twelve Principles of Quality Service for Customers and Clients of the Public Service.

## Equality/Diversity

ComReg is committed to accommodating diversity and ensuring that the rights to equal treatment as established by equality legislation are central to this document.

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One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0.

Tel +353 1 804 9600 Fax +353 1 804 9680 [www.comreg.ie](http://www.comreg.ie)

## Physical Access

The access we provide to our premises, services and information is designed to accommodate people with disabilities.

For example we:

- Make our premises physically accessible to people with disabilities;
- Provide alternative print and audio formats of our publications on request;
- Enable people with disabilities to access our websites through assistive technologies; and
- Give general help and information to people with disabilities who wish to use our services.

To find out more or to make a complaint about access under the Disability Act, contact ComRegs Access Officer:

- by e-mail at [access@comreg.ie](mailto:access@comreg.ie),
- by phone on (01) 804 9799, or
- by fax on (01) 8788193.

## Information

We will make sure that all our publications are available in electronic or printed format and meet the requirements of people with specific needs. When answering your query, we will give you accurate information in a timely fashion, using clear and simple language. We fully avail of the potential offered by Information Technology in providing information.

## Reports

We publish a report on developments in the Irish telecommunications markets four times a year. These reports are designed to assist policy makers, phone and broadband service providers as well as consumers.

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## Websites

We have two websites, each with its own purpose, and keep them as up to date as possible:

- [www.comreg.ie](http://www.comreg.ie) is our main source of information for companies operating in the communications sector, consumers, researchers and so on;
- [www.testandtrial.ie](http://www.testandtrial.ie) has been designed with the communications industry to help the research and development community in Ireland test or trial wireless communications devices.

## Consumer guides

We regularly publish consumer guides to inform the public, of your rights in dealing with communications providers. These guides also help you to make informed choices about which type of services you wish to avail of. They are available both online and in print.

## Timeliness and Courtesy

ComReg is committed to delivering quality services with courtesy, sensitivity and the minimum delay.

### When you call us:

- Our team will answer calls as quickly as possible.
- Team members will identify themselves by name, be courteous and helpful and, where possible, give you clear and accurate information.
- We will try to answer all questions in full, but if your query is unusual or if it raises complex issues, we may ask you to submit it to us in writing. This is so that we can give you the fullest answer possible.
- If you need to speak to a particular person who is unavailable, we will tell you this and give you the option to leave them a message. Or, if you prefer, you may speak to another team member.
- We request that our customers approach us with courtesy and respect and reserve the right to decline enquiries which are of a frivolous, vexatious or repetitive in nature and will communicate this to the enquirer.

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### When you write to us:

- If we receive a letter, fax or email that needs a written response, we will acknowledge it within 2 working days.
- We will follow up with a full response, where required, within 10 working days.
- If we cannot reply within 10 working days, for example because the subject requires greater attention, we will contact you, as appropriate, to explain the reason for the delay and tell you when you can expect a further response.
- Any other response times will be displayed for their specific work areas.

### When you come to meet us in person:

- We will see you on time for scheduled meetings and appointments.
- We will provide clean, safe, accessible and welcoming public offices that comply with occupational health and safety standards.
- We facilitate access to our services for people with disabilities and people with other specific requirements.

## Complaints

### Complaints about ComReg

ComReg aims to deal with issues of customer dissatisfaction in an objective, consistent, open and fair manner.

### Complaints about communications service providers

Service providers have specific obligations to their customers. For full information on our complaints process, please see our complaints guide on <http://www.comreg.ie/queries-complaints/>

If you have followed your service provider's complaint handling process (as set out in its code of practice) and you're still not satisfied, ComReg can investigate your complaint.

- Our Consumer Line aims to answer 80% of all calls within an average of 20 seconds during normal office hours (9.00am-5.30pm, Monday to Friday)

Our consumer team will assess your complaint, advise you on the best course of action and, if needed, work with the relevant provider for you to resolve the complaint as quickly as possible.

### Interference complaints

Customers with complaints about radio spectrum interference can contact:

[interference@comreg.ie](mailto:interference@comreg.ie)

### Complaints about ComReg

You have a right to complain if the standard of service we provide is not up to the standard set out in this Charter.

Complaints will be addressed as quickly as possible and complainants will be kept informed of progress.

If you have a general complaint, please contact:

Tom Butler,  
Complaints, Corporate Services Division,  
Commission for Communications Regulation  
1 Dockland Central,  
Guild St.,  
Dublin 1,  
D01 E4X0.

If your complaint is upheld or if we have made a mistake, we will correct it as quickly as possible and offer you an explanation or an apology, as appropriate.

Customers dissatisfied with decisions in relation to our service standards can escalate their complaint to:

Joe Heavey,  
Director of Corporate Services,  
Commission for Communications Regulation  
1 Dockland Central,  
Guild St.,  
Dublin 1,  
D01 E4X0.

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## Choice of Contact Methods

### Our customers

Our customers can contact ComReg through various channels:

By telephone: (01) 804 9600; you can telephone a person directly on (01) 804 + extension number if you know it.

By email - email address format [firstname.lastname@comreg.ie](mailto:firstname.lastname@comreg.ie)

### Consumers of Communications Services – ComReg’s ConsumerLine

Consumers of Communications Services can contact ComReg’s ConsumerLine through various channels:

Consumer Queries: [consumerline@comreg.ie](mailto:consumerline@comreg.ie)

Business Consumer Queries: [businessconsumers@comreg.ie](mailto:businessconsumers@comreg.ie)

Through our online form <http://www.comreg.ie/contact/>

- By phone: (01) 804 9668
- By fax: (01) 804 9680

- By post:

Consumer Care  
Commission for Communications Regulation  
1 Dockland Central,  
Guild St.,  
Dublin 1,  
D01 E4X0.

## Media queries

We aim to deal with media queries promptly and helpfully. Where possible, we will respond immediately, but if we need to do further research, our communications unit will make sure to keep journalists informed

Communications Unit  
Tel: (01) 804 9639  
Email: [press@comreg.ie](mailto:press@comreg.ie)

## Freedom of Information requests

Under the Freedom of Information (FOI) Act 2014, you have the right to seek access to any information we hold about you and to seek reasons for decisions that affect you. You also have the right to have inaccurate information about yourself corrected.

To make an FOI request, write to our Information Access Executive stating that you are requesting information under the FOI Act. You can do this by post, or by email to [foi@comreg.ie](mailto:foi@comreg.ie).

You can get detailed information on how we manage FOI requests on our website under the FOI section <http://www.comreg.ie/about/foi-aie-info>

Official Languages Equality

We aim to enable people to conduct their business with us through Irish if they choose, taking account of the technical nature and language of our work.

- We will respond in Irish to any letters, faxes or emails sent to us in Irish.
- Where possible, we will respond in Irish to any caller who wishes to speak Irish or else have a colleague who can deal with the query in Irish return the person's call promptly.
- We will publish major documents such as our annual report and main consumer guides in Irish and English at the same time.
- Our Irish Language Scheme was agreed with the Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs and commenced on 20 March 2017  
<https://www.comreg.ie/an-ghaeilge/>



## Better Co-Ordination

ComReg operates a cooperation agreement with the Competition and Consumer Protection Commission (CCPC) in relation to consumer protection functions. The agreement allows for high levels of cooperation including the ability to share some types of information.

## Internal Customer

We recognise that all ComReg staff are internal customers. In order to provide a quality customer service to them we will endeavour to:

- Ensure that they are properly supported and consulted with regard to service delivery.
- Communicate effectively to keep all ComReg staff up-to-date with developments across the organisation.
- Provide access for all staff to relevant and targeted training intervention to ensure they are equipped to meet the objectives of their role and develop their career.

## Consultations and Evaluation

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Comments and suggestions are vital to help ComReg meet the needs and expectations of our customers. We welcome comments and suggestions by email, fax, and letter or through our website [www.comreg.ie/contact/](http://www.comreg.ie/contact/). We encourage our staff to treat every contact with a customer as a way of improving our quality of service.

If you have any comments on any of our websites, please email [webmaster@comreg.ie](mailto:webmaster@comreg.ie).

We will evaluate and report on our performance in our Annual Report and on our website [www.comreg.ie](http://www.comreg.ie).

How we gather views on consumer issues:

- We carry out consumer surveys.
- We consult with the public and other stakeholders regularly and publish a summary of responses.

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- We work closely with our Consumer Advisory Panel, which has representatives from Chambers Ireland, Consumer' Association of Ireland, Northern and Western Regional Assembly and the National Disability Authority.

#### Other useful contacts:

Broadcasting Authority of Ireland

[www.bai.ie](http://www.bai.ie)

Competition and Consumer Protection Commission

[www.ccpc.ie](http://www.ccpc.ie)

Consumers' Association of Ireland

[www.thecai.ie](http://www.thecai.ie)

Department of Communications, Climate Action and Environment

[www.dccae.ie](http://www.dccae.ie)

Office of the Data Protection Commissioner

[www.dataprotection.ie](http://www.dataprotection.ie)

Office of the Ombudsman

<http://www.ombudsman.gov.ie/en/>

Oifig an Choimisinéara Teanga

[www.coimisineir.ie](http://www.coimisineir.ie)

## Disclaimer

In addition to ComReg's general disclaimer (<https://www.comreg.ie/disclaimer/>), ComReg advises that the service standards outlined in this document do not create or confer any new legal rights on customers.