



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Customer Charter

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1 Introduction

ComReg is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications, broadcasting transmission and premium rate services) and the postal sector in Ireland.

This is ComReg's Customer Charter. It sets out our service standards for our customers, how we communicate, how customers can get in touch with us and the level of service that a customer can expect.

1.1 Our Role

As an economic regulator, our role is to ensure that communications markets operate in the interests of end-users and society. Ensuring a well-regulated market is one of the most important tools in working towards our vision of the communications sector.

1.2 Our Mission

Our mission is that through effective and relevant regulation, we facilitate the development of a competitive communications sector in Ireland that attracts investment, encourages innovation, and empowers consumers to choose and use communications services with confidence.

1.3 Who Are Our Customers?

Our customers are all those who use communications, provide communications or those who have an interest in communications.

2 Customer Commitments

2.1 Quality Service Standards

This Charter sets out our commitment to providing you, our customers, with an excellent service. It explains the level of standards and nature of service you can expect when dealing with us whether by face-to-face contact, telephone, written correspondence or electronically. This Charter has been written in accordance with the twelve Principles of Quality Customer Service for customers and clients of the Public Service published by the Department of Enterprise, Trade and Employment.

2.2 Equality & Diversity

ComReg is committed to equality and diversity in all of its activities. ComReg has statutory obligations under the Irish Human Rights and Equality Commission Act 2014 to promote equality, prevent discrimination and protect the human rights of its staff and all of those with whom it engages, including service users and stakeholders, and is fully committed to fulfilling these obligations.

ComReg has put in place measures to ensure that consideration is given to human rights and equality in the development of policies, procedures, engagement with stakeholders and the discharge of all of ComReg's statutory functions. ComReg's Public Sector Equality and Human Rights Duty under the 2014 Act finds expression both internally in a range of HR and staff policies and externally in the manner in which ComReg deals with consumers and other stakeholders. The Duty is also reflected in ComReg's Consumer Charter. In addition, ComReg has in place a host of policies and procedures to ensure that all ComReg's services are accessible to as wide a range of users as possible.

2.3 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.

In accordance with section 26(2) of the Disability Act 2005, ComReg has appointed an Access Officer to assist persons with disabilities access our services.

ComReg's Access Officers are responsible for providing or arranging for, and co-ordinating, assistance and guidance to persons with disabilities in accessing services provided by ComReg. They also act as a point of contact for people with disabilities wishing to access such services.

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

- e-mail: access@comreg.ie, or
- by post: Access Officer, Commission for Communications Regulation, One Dockland Central, Guild Street, Dublin, D01 E4X0
- by phone: (01) 804 9639

3 How We Provide Information

We will make sure that all our publications are available in electronic or printed format and we aim to help people with specific needs access all our publications. When answering a customer query, we will do our best to ensure that we will provide accurate information in a timely fashion, using clear and simple language. We fully avail of the potential offered by Information Technology in providing information to our customers.

3.1 Publications

Four times a year, we publish the Quarterly Key Data Report, a report on developments in the Irish telecommunications and related markets. These reports are designed to assist policy makers, telecommunications and broadband service providers, and consumers. Strategy statements of similar documents published on our website include the Electronic Communications Strategy, Postal Strategy and the Radio Spectrum Management Strategy Statement. These documents are available here: [ComReg Publications](#)

ComReg's annual reports can also be found on the website. These documents are available here: [ComReg Corporate Governance](#)

3.2 Websites

We have two websites, each serving a separate purpose, and we aim to keep them as up to date as possible:

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

3.3 Consumer Guides

We regularly publish consumer guides to inform the public of their rights when dealing with communications providers. These guides also help consumers to make informed choices about which type of services they wish to avail of. They are available online: [ComReg Consumer Guides](#)

4 What to Expect When Contacting ComReg

4.1 Timeliness & Courtesy

ComReg is committed to delivering quality services with courtesy, sensitivity and in a timely manner.

4.2 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 happens to be unavailable, we will tell you this and give you the option to leave them a message. Alternatively, if you prefer, you will be offered the option to 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 nature. On those rare occasions when the person making contact becomes unreasonable or is disrespectful and/or abusive we will communicate this to the person. ComReg workers are not expected to tolerate unreasonable communication in any form.

4.3 When You Write to Us

- If we receive a letter 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 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.

4.4 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 will facilitate access to our services for people with disabilities and people with specific requirements.

5 How to Submit Complaints

5.1 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 at:

www.comreg.ie/contact/

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

Our Consumer Line is available to help Monday to Friday from 8am to 8pm, and on Saturdays from 9am to 1pm. We aim 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 you and the relevant provider to resolve your complaint as quickly as possible.

5.2 Interference Complaints

ComReg's Spectrum Intelligence and Investigations unit investigates cases of radio interference. Interference can affect any radio service, including but not limited to, emergency services, air traffic control, mobile phone services, business radio, microwave links and broadcast services.

Unintentional interference can be caused by incorrectly or poorly installed radio systems and by faulty or non-compliant electrical or electronic equipment. Unlawful devices, such as mobile phone repeaters are a common source of interference. Any electrical or electronic device has the potential to be a source of radio interference given the right circumstances.

Once a complainant is satisfied that the interference it is experiencing is, in its view, harmful, outside of its control and that the affected apparatus is functioning correctly, then a complaint can be submitted to interference@comreg.ie, accompanied by the supporting material as required in [this PDF document](#).

5.3 Complaints about ComReg

ComReg aims to deal with customers who are in some way dissatisfied with the service we provide in an objective, consistent, open and fair manner.

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 the progress of their complaint.

If you have a general complaint, please contact:

- Tom Butler, Complaints, Corporate Services Division, Commission for Communications Regulation, One Dockland Central, Guild St., Dublin 1, D01 E4X0. Alternatively, email tom.butler@comreg.ie.

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 still dissatisfied with the outcome of their complaint may escalate their complaint to:

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

6 Choice of Contact Methods

6.1 Our Customers

Our customers can contact ComReg through various channels.

By telephone: You can telephone a person directly on (01) 804 + extension number if you know it. You can contact the main switchboard at (01) 8049600.

By email: email address format firstname.lastname@comreg.ie

6.2 ComReg Consumer Care Line

Consumers of communications services can contact ComReg's Consumer Line through various channels:

- **By email:** Consumer Queries: consumerline@comreg.ie
- **Through our online form:** [Consumer Care Online Complaint Form](#)
- **By telephone:** (01) 804 9668
- **By post:** Consumer Care, Commission for Communications Regulation, One Dockland Central, Guild St., Dublin 1, D01 E4X0.
- **By webchat:** start a conversation here www.comreg.ie/advice-information/consumer-care/
- **By text:**
 - Send a text with the word COMREG to 51500 (standard SMS rates apply) and we will call you back.
 - Send a text with the word ASKCOMREG to 51500 (standard SMS rates apply), with a brief outline of the issue you need help with, and we will text you back.
 - IMPORTANT – Please use the keyword ASKCOMREG in all follow up text messages about your issue, including replies.
- **By Text Relay:** Find out more details from www.itrs.ie
- **Irish Sign Language (ISL):** consumers can also contact us to arrange an ISL remote interpreting session with the Sign Language Interpreting Service (SLIS).

7 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

- **Telephone:** (01) 804 9639
- **Email:** press@comreg.ie

8 Freedom of Information Requests

Under the Freedom of Information (FOI) Act 2014, you have the right (subject to the provisions of the Act) to seek access to any records we hold 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, please 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.

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

9 Official Languages Equality

Pursuant to the requirements of the Official Languages Act 2003 (as amended by the Official Languages (Amendment) Act 2021), ComReg aims:

1. To provide quality services through Irish and/or bilingually and
2. To inform customers of their right to choose to be dealt with through one or other of the official languages.

In furtherance of these objectives, ComReg will take the following actions:

- We will respond in Irish to any letters 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 in a timely manner.
- We will publish major documents such as our annual report and main consumer guides in both Irish and English.
- ComReg's first Irish Language Scheme was agreed with the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media and commenced on 20 March 2017. ComReg's second Irish Language Scheme was agreed on 21 December 2020 and will remain in force for a period of 3 years or until such a time as a new scheme has been confirmed by the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media. For further information, see www.comreg.ie/an-ghaeilge

10 Better Co-Ordination

ComReg has in place a cooperation agreement with the Competition and Consumer Protection Commission (CCPC) in relation to its consumer protection functions. This agreement allows for high levels of cooperation between the two agencies including the ability to share some types of information.

11 Internal Customers

We recognise that all ComReg staff are internal customers of the organisation. 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 to ensure they are equipped to meet the objectives of their role and develop their career.

12 Consultations & Evaluation

Comments and suggestions are vital to help ComReg meet the needs and expectations of our customers. We welcome comments and suggestions by any of the means of communication outlined earlier in this document or through our website 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 our websites, please email:

webmaster@comreg.ie

We will evaluate and report on our performance in our Annual Report and on our website www.comreg.ie.

We gather views on consumer issues through:

- carrying out consumer surveys.
- consulting with the public and other stakeholders regularly and publishing responses as appropriate.

We work closely with our Consumer Advisory Panel, which has representatives from Chambers Ireland, Consumers' Association of Ireland, the National Disability Authority and regional assemblies.

13 Other Useful Contacts

Coimisiún na Meán

www.cnam.ie

Competition and Consumer Protection Commission

www.ccpc.ie

Consumers' Association of Ireland

www.thecai.ie

Department of the Environment, Climate and Communications

www.gov.ie/en/organisation/department-of-the-environment-climate-and-communications

Data Protection Commission

www.dataprotection.ie

Oifig an Choimisinéara Teanga

www.coimisineir.ie

14 Disclaimer

This document is not a binding legal document and does not contain legal, commercial or other advice. ComReg is not legally bound by it, and the content is without prejudice to the legal position of ComReg. Moreover, ComReg advises that the service standards outlined in this document do not create or confer any new legal rights on customers. Inappropriate reliance ought not to be placed on the contents of this document.