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. . ComReg also has a statutory role as a competition authority and regarding the Emergency Call Answering Service and under the European Union (Accessibility Requirements of Products and Services) Regulations 2023. ComReg has a role for the resilience of critical entities in the Digital Infrastructure Sector, under the Critical Entities Resilience Directive (which has been transposed into Irish law by means of the European Union (Resilience of Critical Entities) Regulations 2024. ComReg is now responsible for AI systems that are safety components of products covered by the radio equipment directive and critical entities in the Digital Infrastructure sector under the Regulation of Artificial Intelligence Act 2026.

ComReg's remit is to continue to significantly expand, to include new functions in respect of physical network resilience and cybersecurity under the second Network and Information Systems Directive and as the competent authority in the State for the switching and interoperability of data processing services delivered through cloud service providers under the EU Data Act. ComReg is also to have a role under the EU Gigabit Infrastructure Act pending national legislation.

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 and a supervisory authority is to ensure that users have access to ubiquitous, affordable, and high-quality digital and communications services which support their social and economic needs. To deliver our vision, we will be an innovative, expert regulator at the forefront of best practices across all our functions.

1.2 Our Mission

Our mission is to implement effective regulation that supports the delivery of widespread, modern and resilient communications networks, products, and services which, ultimately, benefit users.

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 (IT) 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. The ComReg Strategy Statement 2025–2027, incorporating the strategy statements for Electronic Communications, Postal Strategy and Radio Spectrum Management, is available on our website at Strategy | Commission for Communications Regulation

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. Please see our Unreasonable Communications Policy for more details.

4.3 When You Write to Us

- If we receive general correspondence in writing that needs a written response, we will endeavour to acknowledge it as quickly as possible.
- ComReg will keep you informed of the progress of the matter. We will endeavour to follow up with a full response, where required, within 10 working days, depending on the nature of the correspondence.
- ComReg's response times may differ according to the subject matter or statutory deadlines.

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 on the consumer care webpage.

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.

Please note: *The role of ComReg Consumer Care is facilitatory in nature and aims to assist in achieving a resolution to the complaint raised with your provider. ComReg's Consumer Care complaint handling service does not guarantee a resolution acceptable to an end- user and cannot impose binding decisions on service providers*.

5.2 Complaints about ComReg Consumer Care

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

If you have a complaint about the standard of service you have received from our Consumer Care team, please contact:

- Head of Consumer Care, Commission for Communications

Regulation, One Dockland Central, Guild St., Dublin 1, D01 E4X0.

Or e-mail consumercarereview@comreg.ie

All complaints must be submitted in writing.

5.2.1 The types of complaints we can address include:

- complaints about delays, mistakes, lack of available information, quality of information, lack of courtesy;
- instances where you did not receive the quality of service from ComReg you feel you expect;
- complaints about any of our consumer care contact methods or online resources.

5.2.2 What you can expect when you complain:

- You will receive an acknowledgement of your complaint within 2 working days.
- A member of the consumer care management team may follow up with you if aspects of your complaint require clarification or further information.
- We aim to follow up with a written complaint outcome within 10 working days.
- If we cannot issue a complaint outcome 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.

5.2.3 Your written complaint outcome will contain the following:

1. Any errors identified in the handling of your complaint and any other issues identified relevant to your complaint
2. The corrective actions ComReg will be taking to address any issues identified
3. An explanation if there are aspects of your complaint that cannot be addressed

If you are not satisfied with your written complaint outcome, you may request a review of the complaint outcome (a 'complaint outcome review') by the Director of Retail and Consumer Services no later than 10 working days following the receipt of the written complaint outcome.

Customers who are still dissatisfied following receipt of their complaint outcome review may escalate their complaint to:

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

5.3 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.

5.4 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 (that is not a complaint about ComReg Consumer Care, which is subject to the process set out in section 5.2 above), please contact:

Tom Butler, Complaints, Corporate Services Division

Commission for Communications Regulation

One 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.

Internal Review:

Customers still dissatisfied with the outcome of their complaint may request an internal review by contacting:

Director of Corporate Services

Commission for Communications Regulation

One Dockland Central, Guild St., Dublin 1, D01 E4X0.

The Director of Corporate Services, or in their absence their appointed nominee, will, within ten (10) working days of receipt of the review request, advise the complainant of the duration it will take to review the details of the complaint. When the Director of Corporate Services has concluded the review, the complainant will be sent a written response.

The Internal Review stage concludes the complaints process under the Customer Charter.

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 Information Requests

8.1 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

8.2 Access to Information on the Environment Requests

Under the European Communities (Access to Information on the Environment) Regulations 2007 to 2018, you have the right (subject to the provisions of the Regulations) to seek access to environmental information held by ComReg.

To make an AIE request, please write to our Information Access Executive stating that you are requesting information under the Access to Information on the Environment Regulations. You can do this by post, or by email to **aie@comreg.ie**.

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

8.3 Data Protection Requests

Under data protection legislation, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, you have the right (subject to the provisions of the legislation) to access personal data that ComReg holds about you. You also have the right to request the rectification or erasure of your personal data, and to exercise other rights available under data protection law.

To make a request concerning data protection, please write to our Data Protection Officer stating the nature of your request. You can do this by post, or by email to **dataprotection@comreg.ie**.

You can get detailed information about how ComReg processes personal data and how to exercise your data protection rights on our website under the Data Protection section.

9 Protected Disclosures

You can make a protected disclosure to ComReg if you are a “worker”. A “worker” is broadly defined in the Protected Disclosures Act 2014 Act and includes an employee, a consultant, a contractor, a sub-contractor, an agency worker, temporary workers, trainees, interns and individuals on work experience programmes. It does not include volunteers or the general public.

You can get detailed information on how we manage Protected Disclosures on our website Protected Disclosures | Commission for Communications Regulation.

10 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, emails or social media communications 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 remains until such a time as a Language Standard has been confirmed by the Minister for Rural and Community Development and the Gaeltacht. For further information, see www.comreg.ie/an-ghaeilge

11 Better Co-Ordination

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

ComReg has a cooperation agreement with the Office of the Ombudsman to in the performance of their functions in so far as they relate to the issues of An Post complaint referral resolution.

ComReg also cooperates with other agencies it shares legislative duties with including the Data Protection Commission, Coimisiún na Meán and others.

12 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.

13 Consultations and 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.

ComReg has a Consumer Advisory Panel (CAP), the purpose of which is to advise us on developments and areas of consumer concern about the communications industry. The panel advises us in open discussions, to help our decision making, providing open and independent views on a range of consumer interests relating to the areas ComReg regulates. The members of the CAP are currently from Chambers Ireland, Consumers' Association of Ireland, the National Disability Authority and Southern Regional Assembly. For more information visit the webpage.

Other Useful Contacts

AI Office of Ireland - www.aioffice.gov.ie

Citizens Information - www.citizensinformation.ie/

Coimisiún na Meán - www.cnam.ie

Competition and Consumer Protection Commission - www.ccpc.ie

Consumers' Association of Ireland - http://www.thecai.ie/https://thecai.ie/

Department of Culture, Communications and Sport - https://www.gov.ie/en/department-of-culture-communications-and-sport/ http://www.gov.ie/en/organisation/department-of-the-environment-climate-and-communications

Department of Defence - https://www.gov.ie/en/department-of-defence/

Department of Enterprise, Tourism and Employment - https://enterprise.gov.ie/en/

Department of Justice, Home Affairs and Migration - https://www.gov.ie/en/department-of-justice-home-affairs-and-migration/

Data Protection Commission - www.dataprotection.ie

National Cyber Security Centre - www.ncsc.gov.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.