



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Implementing a Customer Charter

Summary Information Notice

Information Notice

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1 Introduction

- 1.1 On 27 June 2025, ComReg published its Response to Consultation and Decision on Implementing a Customer Charter ([ComReg 25/38](#)), referred to as our Decision in this document.
- 1.2 This document summarises our Decision and sets out what it means for a relevant service provider, which is a provider of internet and phone services with a subscriber market share of at least 0.5 per cent.
- 1.3 ComReg decided that from Monday, 5 January 2026, relevant service providers must prepare, publish and keep updated a Customer Charter.
- 1.4 A Customer Charter is an easily accessible and comparable place (one-stop shop) of information for consumers, microenterprises, small enterprises and not-for-profit organisations about the expected levels of quality of customer service from service providers. A Charter helps customers choose the service provider who commits to deliver the best overall service to them and meet their needs.
- 1.5 The focus of our Decision is to create transparency of quality of customer service levels and other key information about a provider's policies and procedures (such as compensation, complaints handling and accessibility).

1.1 Sign language version

- 1.6 There is a video in Irish Sign Language (ISL) of this document available on our website. You can access the ISL video [here](#).

2 About us

- 2.1 ComReg is the statutory body in Ireland responsible for regulating:
 - The electronic communications sector, including:
 - telecommunications
 - radio communications
 - broadcasting transmission
 - premium rate services

- The postal sector

2.2 Our role is to protect and inform consumers, ensure fair competition, and oversee the operators and service providers in these industries to ensure compliance with legal obligations.

2.3 We deal with complex issues of law, economics and technology. We make sure our decisions are taken fairly and are clearly explained. We aim to fulfil the spirit of the Communications Regulation Act, 2002 (as amended), which established the Commission.

3 Background to our Decision on Customer Charters

3.1 In our Decision, we highlighted that customer service is a vital part of a customer's experience in any service industry. By customer service we mean things like handling customer queries, issues and complaints. We also mean processes, like:

- billing,
- providing refunds, and
- communication to customers during service outages.

3.2 In a well-functioning, competitive internet and phone market, providers should compete to have the best customer service so they can attract and retain customers.

3.3 However, we pointed out that the electronic communications market in Ireland continues to leave significant room for improvement in:

- consumer satisfaction, and
- quality of customer service received from service providers.

3.4 There is also a lack of transparency about, and commitment(s) to, overall customer service levels.

3.5 A new law in 2023 (specifically, Section 38 of the [Communications Regulation and Digital Hub Development Agency \(Amendment\) Act 2023](#)) gave ComReg the power to require service providers to put Customer Charters in place. These Charters must follow the rules we set.

3.6 We asked the public and other groups for their opinions about our proposals for such a Charter. You can see more about our public consultations on this matter in the following documents:

- [Proposals for Implementing a Customer Charter](#) (ComReg 23/14)
- [Proposals for Implementing a Customer Charter Further Consultation](#) (ComReg 25/05)

3.7 Following the initial public consultation, we shared our response in [ComReg 25/05C](#), and later provided our detailed response and explanation to the second consultation in [ComReg 25/38C](#), published alongside our Decision.

4 Summary of our Decision

4.1 How Customer Charters will work

4.1 When relevant service providers have Customer Charters in place, our expectation is that this will give a broad view of the levels of customer service available in the telecommunications market in Ireland. If relevant service providers follow our requirements, the information published in Charters will be clear and easily accessible.

4.2 Regarding the impact of our Decision on relevant service providers, we have considered the costs and benefits of the possible approaches to improving levels of quality of customer service for customers. While there is a cost to relevant service providers in implementing the Charter measure, we believe that our Decision is overall more beneficial than the alternative options considered as part of our [Regulatory Impact Assessment](#) (RIA). We believe that our decided approach will put the least burden on relevant service providers in implementing the requirements to achieve transparency and comparability of customer service information.

4.3 Customer Charters will create transparency around the levels of customer service offered by providers and increase competition between providers. This will create choice for consumers and improve customer service quality overall. These improvements will help enable customers to make better, more informed choices and more effectively choose the provider who promises to deliver them the best overall service.

4.4 The following summarises key aspects of our Decision. For the full detail of our Decision, see [ComReg 25/38](#).

4.2 Which providers must publish a Charter

4.5 Customer Charter requirements apply to relevant service providers (of fixed or mobile number-based interpersonal communications services (NBICS) and fixed or mobile internet access services (IAS)) with a subscriber market share of 0.5 per cent or greater. Service providers will have to keep their market share under review.

4.3 Who the Charters will be for

4.6 Each relevant service provider must make sure their Customer Charter addresses relevant customers. Relevant customers are:

- consumers,
- microenterprises (companies with fewer than 10 employees and an annual turnover below €2 million),
- small enterprises (companies that are not a microenterprise with fewer than 50 employees and an annual turnover below €10 million), and
- not-for-profit organisations.

4.7 Microenterprises, small enterprises and not-for-profit organisations have similar bargaining power as consumers in dealing with their service provider. They too need clearer information about the level of customer service they can expect from their service providers.

4.4 What providers must include in their Charter

4.8 Each relevant service provider must publish commitments in their Customer Charter as to how they will:

- respond when a customer contacts a provider's customer service channels, and how quickly they will do so,
- connect a new service,
- issue refunds, and
- tell customers about service outages.

4.9 Relevant service providers can decide how they put these commitments in place. A relevant service provider's Charter must also include general information like:

- customer service contact details and hours of operation,
- how they may compensate customers if the provider fails to meet their commitments, and
- links to:
 - other mandatory compensation information (not related to commitments), for example, when customers can claim compensation if they have experienced delays when switching internet or phone service
 - their accessibility statement (published in full on their website), and
 - their code of practice for handling complaints.

4.5 Publication of the Charter

4.10 Relevant service providers must publish their Customer Charter on their website in line with the specific requirements as set out in our Decision. After Customer Charters are published, service providers may update their Charter content on the first day of each quarter; this is the first day of January, April, July and October.

4.6 Notifying customers about the Charter

4.11 Relevant service providers must make sure they tell all relevant customers about their Customer Charter and how to get a copy. They must also notify customers of any updates to the Customer Charter.

4.12 Relevant service providers should tell all customers what they can expect relating to customer service. The best time to do this is before they sign a new contract with their provider.

4.13 Relevant service providers must, on request by a customer, provide a copy of their Charter in a durable medium within 5 working days of receipt of the request.

4.7 Reporting performance

4.14 Every three months, they must submit a performance report to ComReg, telling us how they have performed against their commitments.

4.15 The first performance report must be audited by an independent auditor, and relevant service providers must submit to ComReg an audit statement alongside the first performance report by the end of May 2026.

- 4.16 Subsequently, once a year, instead of an independent audit, relevant service providers may have their performance report signed off internally by, for example, a chief executive officer or a director of the company. Both the internal sign off and the performance report must be submitted to ComReg.

4.8 Accessibility

- 4.17 Relevant service providers must make sure that their Customer Charter is accessible for end-users with disabilities. If asked by a customer, they should provide the Charter in an alternative accessible format.