



Customer Commitment

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1. Our Commitment

At IFA Telecom, we draw upon the proud heritage and experience of the Irish Farmers' Association (IFA). Unlike large, multinational corporations with outsourced call centres, we have a single, clear mission: to support Irish farmers, protect their interests, and deliver genuine cost savings directly to the agricultural sector and rural communities. We operate on a "Plain English" promise. This means we will always communicate with you in a clear, honest, and direct manner, avoiding confusing technical jargon. We are committed to maintaining the highest levels of service quality, respecting your data, and ensuring you always receive the transparent care you deserve.

2. Getting In Touch & Managing Your Account

We pride ourselves on providing friendly, fully Irish-based customer service from our team at the Irish Farm Centre in Dublin. You will speak directly to local agents who understand rural life and your needs — we do not use long-winded automated menus or convoluted call-routing. You can reach our customer care team during our business hours—9:00 AM to 5:00 PM, Mondays to Fridays, and 10:00 AM to 2:00 PM on Saturdays (excluding bank holidays) —through any of our convenient communication channels:

Phone	1800 265 500
Email	support@ifatelecom.ie
Website	https://ifamemberservices.ie/contact-us/
Post	IFA Telecom Support, Irish Farm Centre, Bluebell, D12 YXW5

We aim to answer all phone calls as quickly as possible and provide knowledgeable, supportive resolutions to your queries.

3. Agreement Transparency & New Services

We believe you should have complete clarity and control over your telecommunications services from the very start. To ensure this, we uphold the following standards for your agreements and new service requests:

- **Contract Transparency:** We provide a standardized, easy-to-read Contract Summary free of charge before any contract is finalised. All contracts, summaries, and essential terms are provided in a secure, durable medium—such as a PDF attachment or a printed letter—so you can safely store and refer to them at any time.
 - **New Services & Installations:** As your dedicated liaison with wholesale network partners (such as OpenEir, National Broadband Ireland, and Enet), we actively coordinate with their engineering teams. We keep you updated on your order's progress and work diligently to minimize any delays on your behalf.
 - **14-Day Cooling-Off Period:** Should you change your mind, you have the right to cancel your service within 14 days of activation. Full details regarding this cooling-off period, along with the cancellation form, are available at <https://ifamemberservices.ie/14Day>.
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4. Ongoing Service Management

We are committed to providing reliable service and initiative-taking management of your account, ensuring you stay informed and on the best possible value. Our approach to your ongoing service experience includes:

- **Network Interruptions:** In the unlikely event of an unplanned service disruption, we maintain direct lines of communication with our wholesale partners to monitor network health. We are proactively committed to keeping you informed using our available communication channels—including our customer support team, website notices, and recorded telephone announcements—ensuring you receive the most accurate information as soon as it becomes available.

- **Service & Contract Changes:** We provide at least 30 days' notice in a durable medium if we need to modify rates or terms, highlighting your penalty-free right to withdraw. All updates are historically logged on our website via the following link <https://ifamemberservices.ie/Updates>.
 - **Best Tariff Advice:** We provide "Best Tariff Advice" before your contract ends and annually thereafter to ensure you are on the most cost-effective plan for your usage.
 - **Refund Processing:** If a refund is due, such as following a verified billing query, we ensure it is applied as a credit to your account within 30 days.
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5. Customer Compensation

If things do not go exactly to plan regarding service installations, number transfers, or engineer visits, we hold ourselves financially accountable. In accordance with Commission for Communications Regulation (ComReg) guidelines, you possess statutory rights to compensation for the following:

- **Porting and Switching Delays:** If your broadband switch or telephone number porting is delayed by more than one working day, you are eligible for compensation of €3 per day, up to a maximum of €30. More information can be found on our dedicated [IFA Telecom Porting and Switching Compensation Scheme Document](#).
- **Missed and Delayed Appointments:** If a scheduled technician visit for installation, activation, or repair is missed or rearranged past the agreed 5-hour window without prior notice, you are entitled to a €10 compensation credit. More information can be found on our dedicated [IFA Telecom Missed and Delayed Appointments Compensation Scheme Document](#).

There are no fees to submit a claim, and approved compensation will be applied directly as a credit to your account.

6. Accessibility and Inclusive Support

IFA Telecom is dedicated to ensuring equal digital and telecommunications access for all members of our community. We provide several inclusive support mechanisms to ensure our services meet your unique needs:

- **Disability Register:** We maintain a secure, private Disability Register where you can voluntarily log your specific accessibility requirements. This voluntary service ensures our staff are fully prepared to provide the necessary support tailored to your unique needs.
 - **Support Formats:** We are fully committed to accommodating your individual communication preferences by providing alternative billing and important account documentation in a Large Print format. This service is available to all customers free of charge upon request.
 - **Accessibility Information:** For further information, please view our comprehensive Accessibility Statement available online at <https://ifamemberservices.ie/Accessibility>. Alternatively, you can request a copy of this information by contacting our customer services team via freephone at 1800 265 500 or by email at support@ifatelecom.ie.
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7. Resolved Complaints Handling

If you are ever unhappy, we want to hear from you so we can make it right. We manage disputes under a formal process that adheres to the highest consumer protection standards and our General Code of Practice. We are committed to putting things right through the following process:

- **Acknowledgment:** We guarantee to acknowledge all formal complaints and provide a unique tracking reference number within two working days.
- **Resolution:** We strive to deliver a comprehensive, written resolution on a durable medium within ten working days.

You can access our full complaint handling procedure at <https://ifamemberservices.ie/Code-of-Practice> or request a copy by contacting our customer services team.

8. Our Compliance and Policy Directory

To maintain absolute transparency, we review our documentation on a bi-annual basis. We work closely with regulatory bodies—including ComReg (telecommunications regulation) and the Data Protection Commission (DPC) regarding GDPR compliance—to ensure our practices meet all statutory requirements.

Document	Description	Weblink
General Terms & Conditions	The core agreement detailing your service parameters, cooling-off rights, and general commercial contract.	https://ifamemberservices.ie/Telecom-Terms
General Code of Practice	Our clear and structured guidelines for customer support and formal complaints handling	https://ifamemberservices.ie/Code-of-Practice
Customer Privacy Policy	Our comprehensive data protection guide, detailing how we securely process and store your data in strict compliance with GDPR.	https://ifamemberservices.ie/Privacy-Policy
Accessibility Statement	Information on our inclusive communication tools, support formats, and specialised 14-day terminal equipment returns policy.	https://ifamemberservices.ie/Accessibility
Service Fair Usage Policy	The sensible boundaries that protect our network's integrity and ensure equitable service speeds for all users.	https://ifamemberservices.ie/Fairs-Usage-Policy
IFA Telecom Price Guide	A comprehensive overview of our standard subscription packages, bundle options, and core service pricing.	https://ifamemberservices.ie/Price-Guide
Out of Bundle Rates	A detailed breakdown of the standard usage charges that apply once your monthly plan allowances have been exceeded or for services not covered by your core bundle.	https://ifamemberservices.ie/Call-Rates

9. Forms and Additional Resources

To help you manage your account quickly and efficiently, below are direct links to our most frequently used customer forms.

Document	Description	Weblink
14-Day Cancellations Form	To cancel your new service agreement within the statutory 14-day cooling-off period.	https://ifamemberservices.ie/14Day
Cancellations Request Form	To request the termination of your existing telecommunications service.	https://ifamemberservices.ie/cancellation
Direct Debit Form	To set up or amend a direct debit mandate for your monthly bill payments.	https://ifamemberservices.ie/DirectDebit
Transfer of Ownership	To transfer the legal responsibility of your account to another person.	https://ifamemberservices.ie/transfer
Add Joint Account Holder	To add an additional authorised person to share ownership of your account.	https://ifamemberservices.ie/joint
User Access Request	To grant a third-party permission to access and manage your account details.	https://ifamemberservices.ie/authorisation
Bereavement Request Form	To notify us of the passing of an account holder and manage the account transition or closure.	https://ifamemberservices.ie/Bereavement

10. Latest News and Updates

The latest updates for IFA Telecom can be found online via the following link: <https://ifamemberservices.ie/Updates>