



# Accessibility Statement

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# 1. Accessible Products and Services

## Products and Services

We offer a range of broadband and home telephone packages, designed to suit individual needs. Our services are structured to be inclusive and accommodating, supporting users with different accessibility requirements. For detailed information, visit [www.ifamemberservices.ie](http://www.ifamemberservices.ie). Our team is happy to assist with any queries or personalised recommendations to help you select the most suitable plan.

*Terminal Equipment Returns Policy:* Customers who use a hearing aid or cochlear implant and purchase terminal equipment (such as a home phone or broadband router) from us have the right to return the device within 14 days of purchase if it fails to meet their specific hearing needs and they were unable to test the device in advance. To avail of these specialised returns policy, you must provide certification of your hearing disability from a registered medical practitioner.

## Accessible Communication

IFA Telecom is committed to providing inclusive services for all customers. Irish Text Relay Service (ITRS): For customers who are deaf, hard of hearing, or speech-impaired, we support the Irish Text Relay Service (ITRS). This service allows you to make and receive phone calls by translating text to speech and speech to text. To use this service, you must first register your IFA Telecom phone number at [www.itrs.ie](http://www.itrs.ie). Once registered, you can access the service by calling 1800 207 900.

*Special Directory Enquiries (196):* If you are unable to use the printed or online phonebook due to a vision impairment or severe reading difficulty, you can access the Special Directory Enquiries service free of charge by dialling 196. To use this service, you must first register by calling Freefone 1800 574 574 to obtain an application form. Registration requires certified medical confirmation of eligibility from a registered medical practitioner or appropriate agent. Once registered, you will be issued a unique PIN to access the 196 service.

## Authorised Access for Your Account

*Nominees:* You may nominate someone to act on your behalf regarding your account. This allows your trusted representative to discuss account details and carry out authorised transactions on your behalf, ensuring smooth management.

*Facility to Register Requirements (Disability Register):* We also provide a formal facility for disabled subscribers to register their specific accessibility requirements with us. By registering, you can securely log your preferred means of communication (e.g., Large Print, Braille), billing preferences, terminal equipment specifications, and details of your nominated third-party contacts. This ensures our frontline customer service agents are automatically aware of your needs when you contact us, preventing you from having to repeat your requirements

## Accessible Billing

While e-billing is our standard billing method, in strict accordance with ComReg regulations, if you do not have broadband access, or if you cannot access or use the electronic billing medium for any reason, you retain the absolute right to receive a paper bill. Upon notification that you cannot access the alternative billing medium; IFA Telecom will issue your paper bill entirely free of charge. Furthermore, we provide bills and detailed transaction histories in alternative accessible formats—including Large Print, Braille, and Audio—entirely free of charge upon request.

## Terms and Conditions

Our terms and conditions, including out-of-bundle call rates, package pricing, the code of conduct for complaints handling, and our privacy policy, are available on our website at [www.ifamemberservices.ie](http://www.ifamemberservices.ie).

*Accessible Complaints Procedure:* We offer multiple accessible channels to lodge a complaint, including phone, post, and an online email/web form. Our electronic forms have no character limits, allow document attachments, and allow you to keep a durable record of your submission. We acknowledge complaints within 2 working days and aim for a resolution within 10 working days. Furthermore, our frontline customer service staff receive specific disability awareness training to ensure they can appropriately assist with your unique needs.

## 2. Accessible Contact Methods

If you have a disability and wish to inform us of your requirements or need further assistance, please contact us:

Freephone	1800 265 500
Email	support@ifatelecom.ie
Online	<a href="https://ifamemberservices.ie/contact-us/">https://ifamemberservices.ie/contact-us/</a>
Post	IFA Telecom Support, Irish Farm Centre, Bluebell, D12 YXW5

*Statement Formats:* This Accessibility Statement is available online in HTML format (meeting WCAG 2.1 Level AA) and as an Accessible PDF. It is also available in Large Print as standard. You may request this document in Braille or Audio formats by contacting our support team.

## 3. Accessibility Policy and Approach

### General

At IFA Telecom, our aim is to make our products, services, and support accessible and enjoyable for everyone. We are committed to inclusivity and recognise the importance of providing accessible solutions for all, including those with disabilities. We offer specialised services to meet diverse accessibility needs related to vision, hearing, mobility, or dexterity. We operate in strict compliance with the European Accessibility Act (Directive (EU) 2019/882), as transposed by S.I. No. 636/2023, to ensure barrier-free access for our rural and agricultural consumers.

### Website Accessibility

Our goal is to create a website that is easy to navigate and provides a positive experience for all users. We guarantee that our website and digital customer portals meet industry accessibility standards, maintaining strict Web Content Accessibility Guidelines (WCAG) 2.1 Level AA compliance. We are committed to ongoing improvements to ensure our website remains fully accessible, understandable, and robust for assistive technologies.

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## 4. ComReg Forum Participation

### Independent Support

Please see below a list of other organisations that may be of interest:

[National Disability Authority \(NDA\)](#)

[Commission for Communications Regulations \(ComReg\)](#)

[Disability Federation of Ireland \(DFI\)](#)

[National Council for the Blind of Ireland \(NCBI\)](#)

*Participation in ComReg's Forum:* IFA Telecom is fully committed to the continuous improvement of electronic communications accessibility. We actively support and participate in the Commission for Communications Regulation's (ComReg) Equivalence of Access and Choice Forum, collaborating with industry stakeholders and disability advocacy groups to ensure equivalent access and choice for all consumers.

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## 5. Document Review and Updates

### Review and Revision Dates

Date Last Updated	Date of Next Review
Jun 2026	Jan 01,2027

### Version Control & Revision History

Date	Version	Summary of Changes
Jan 2020	1.0	Baseline accessibility statement published.
Jan 2024	1.1	<b>Compliance Review.</b> Updated complaints handling channels to comply with ComReg’s Code of Practice. Incorporated the revised communication guidelines and registration procedures for the refreshed Irish Text Relay Service (ITRS) app.
Jan 2025	1.2	<b>Compliance Review.</b> Document layout formatting was completely overhauled. Conducted technical accessibility audit to align with the forthcoming European Accessibility Act (EAA) and verified full WCAG 2.1 Level AA conformance on the website and online e-billing interfaces.
Jan 2026	1.3	<b>Compliance Review.</b> Formally integrated missing operational disclosures including the 196 Special Directory Enquiries service, the 14-day Terminal Equipment Returns Policy for hearing-impaired customers, and the Disability Register.
Jun 2026	1.4	<b>Compliance Review.</b> Executed structural overhaul to strictly conform with ComReg Decision D06/15 (Document 15/98) and integrated S.I. No. 636/2023 EAA compliance declarations. Rectified e-billing exemption clauses to strictly comply with ComReg Document 13/52, removing unlawful restrictions on paper bills.