



# General Code of Practice

## Contents

1. Introduction.....	3
2. Customer Support .....	4
3. Complaints Handling.....	4
4. Customer Refunds and Compensation .....	6
6. Document Review and Updates .....	7

## 1. Introduction

At IFA Telecom, our Code of Practice reflects our commitment to exceptional customer service. We prioritise addressing inquiries, complaints, and feedback promptly to ensure customer satisfaction. This Code outlines processes for seeking assistance, submitting complaints, and understanding resolution procedures. Key areas covered include customer support, complaint management, refunds, disconnections, and guidance from Comreg for impartial advice.

We provide efficient support for account queries and technical issues. Our formal complaint procedures are designed to resolve complaints swiftly and fairly, assess refund eligibility diligently, and explain disconnection policies clearly. This includes matters related to bill settlements, overdue payments, and suspected fraud. Additionally, we facilitate customers in seeking advice from Comreg, contributing to a competitive telecommunications sector with regulatory clarity and consumer protection.

By adhering to our Code of Practice, IFA Telecom seeks to foster trust, transparency, and a customer-centric approach. Our dedicated team ensures timely responses, transparent communication, and tailored solutions that meet your needs. Your satisfaction is our primary focus, and we strive to ensure a positive experience with IFA Telecom.

## 2. Customer Support

Our customer service team provides exceptional assistance for a variety of concerns. Whether you need help with account management, billing details, technical issues, or any inquiries related to our services, we possess the expertise and commitment to support you effectively. Our team is trained to handle a wide range of customer needs, from simple questions to more complex service issues. We also excel in offering comprehensive solutions to common queries regarding IFA Telecom and our extensive range of services, ensuring you receive accurate information tailored to your situation.

### 2.1 Requesting Support

Our customer service team is available to assist you 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). You can reach our representatives through several convenient communication channels, including:

Phone	1800 265 500
Email	support@ifatelecom.ie
Post	IFA Telecom Support, Irish Farm Centre, Bluebell, D12 YXW5

For quick inquiries, you can also utilise our online contact form available on our website. We aim to provide multiple communication channels for easy access to support, allowing you to choose the method that best suits your preferences.

Additionally, we recommend having your account details ready when you contact us, as this will facilitate a quicker and more efficient response to your inquiries.

### 2.2 Account Authorisation

At IFA Telecom, we prioritise customer satisfaction. If you are dissatisfied with the support received, we encourage you to submit a formal complaint as part of our commitment to continuous improvement. This process ensures all grievances are acknowledged and resolved promptly and efficiently, demonstrating our dedication to quality service.

To file a complaint, you may reach out through any of the support channels provided earlier. Please ensure you provide detailed information about your concerns, including your account number and a summary of the issues encountered. This will enable us to investigate thoroughly and respond more effectively.

Our goal is not only to address your immediate concerns but also to learn from your feedback to improve our services continually. Customers can expect a follow-up communication within **2 working days** after submitting a complaint, assuring you that we are taking your concerns seriously.

We value your input and appreciate your patience as we work to resolve any issues you may encounter. Customer feedback is vital in helping us enhance our service offerings and ensure that we consistently meet your expectations.

## 3. Complaints Handling

In strict accordance with ComReg Decision D10/25, a 'Complaint' is defined as an issue raised by an end-user relating to IFA Telecom's product, service, or complaint handling process (including any difficulty experienced while attempting to make a complaint). An issue is automatically deemed a Complaint if: (a) it remains unresolved following an initial attempt by us to resolve it and the end-user expresses dissatisfaction; or (b) there has been no attempt by us to resolve the issue, and 2 Working Days have elapsed since it was raised. In such circumstances, the issue will be deemed a Complaint from the exact day it was initially raised to us. You do not need to use a specific formula of words to make a Complaint. Furthermore, if a customer attempts to submit a complaint via a 'non-complaint handling channel' (such as an unauthorised email address, general sales line, or unrelated department), IFA Telecom is obligated to either internally route the communication to the correct complaints team or promptly and clearly advise the customer on the correct designated channels to use, ensuring the complaint is officially logged.

### 3.1 Submitting a Complaint

We offer multiple accessible channels for customers to reach our customer service team and conveniently lodge complaints. At a minimum, we provide a dedicated Freephone number, an electronic means of contact, and a postal address for all dispute resolutions. Complaints can be raised during our specified operating hours: 9:00 AM to 5:00 PM on weekdays, and 10:00 AM to 2:00 PM on Saturdays (excluding bank holidays).

Phone	1800 265 500
Email	complaints@ifatelecom.ie
Post	IFA Telecom Support, Irish Farm Centre, Bluebell, D12 YXW5

### 3.2 Handling of Complaints

At IFA Telecom, we prioritise swift and effective complaint resolution by acknowledging complaints within 1-2 working days. Upon receipt of a complaint, we will promptly send an acknowledgment to the customer via your chosen communication method, indicating our active involvement in investigating and resolving the matter. Upon logging a complaint, IFA Telecom will acknowledge receipt and provide you with a unique complaint reference number within 2 working days. For all complaints, including those submitted via our online form or email, we guarantee that you will receive a record of your exact submission on a durable medium (a format that cannot be subsequently altered, such as a PDF attachment or an immutable email confirmation). Throughout the investigation process, we will provide you with access, on a durable medium, to all key communications sent by us regarding the progression, investigation, and resolution of your complaint.

### 3.3 Response Timeframes

IFA Telecom guarantees that a formal 'Complaint Response' will be issued to you on a durable medium within a strict maximum of 10 working days from the day the complaint was first notified or deemed to exist. This Complaint Response will comprehensively outline the investigation's findings, the proposed resolution, and explicitly inform you of your statutory right to refer the dispute to the Commission for Communications Regulation (ComReg). If we cannot provide a final resolution within 10 working days due to highly complex technical or administrative circumstances, we will issue a 'Complaint Update' on a durable medium before the initial 10 working days elapse. This update will detail the reasons for the delay, provide a revised estimated resolution timeframe, outline our internal escalation process, and supply the direct contact details for ComReg. This update will outline the reasons for the delay and provide a revised estimated resolution timeframe. We commit to providing you with further status updates at least every 10 working days thereafter until the complaint is fully resolved.

### 3.4 Customer Updates

We provide regular service updates to keep our customers informed about the status of their complaints. For specific information regarding your complaint, please reach out to our Customer Services Team through the available channels, making sure to have your customer account number ready for efficient assistance. This ensures that we can provide you with accurate and timely information regarding your issue.

### 3.5 Record Retention and Auditing

In compliance with ComReg requirements, IFA Telecom will securely retain all records, correspondence, and documentation relating to a formal complaint for a minimum period of 12 months after the complaint has been officially closed. This retention ensures comprehensive oversight, maintains an auditable trail of interactions on a durable medium, and allows for accurate review should the dispute be subsequently escalated to an independent regulatory authority.

### 3.6 Resolution Process

Upon receiving your complaint, our team will meticulously review the actions taken to address your concerns. We will take care to provide a detailed follow-up via phone or email, outlining the implemented resolutions and any further steps necessary to ensure your complaint has been effectively handled. Our goal is not only to resolve the issue at hand but also to ensure that you feel satisfied and valued as a customer. Feedback on the resolution process is always welcome, as it aids us in continuously improving our customer service practices.

### 3.7 ComReg Escalation

In every final 'Complaint Response' we issue, we will explicitly inform you in writing of your statutory right to refer your unresolved dispute directly to the Commission for Communications Regulation (ComReg). If your complaint remains

unresolved after 10 working days, ComReg's Consumer Care team may be able to intervene on your behalf to monitor and track the progress of your complaint.

---

## **4. Customer Refunds and Compensation**

### **4.1 Complaint Resolution**

We address customer concerns by offering case-by-case refunds to ensure fair resolution. Refunds may be applied as credits to your account or as discounts on future bills. The approval process is personalised based on assessments by our complaint handlers and is communicated promptly by our Customer Escalations team. Approved refunds are typically processed as credits to your IFA Telecom account.

### **4.2 Fault Reimbursement**

For service disruptions due to faults, reimbursement may be available in the form of account credits. Timely reporting of faults is essential for evaluating eligibility, covering the period from reporting to resolution. Quick reporting enables us to take prompt actions to restore efficient service.

### **4.3 Statutory Compensation Schemes**

In addition to standard case-by-case billing refunds, you possess statutory rights to automated financial compensation under schemes mandated by the Commission for Communications Regulation (ComReg). If you experience unwarranted delays or a loss of service extending beyond one working day while migrating your service to or from IFA Telecom, you may be entitled to daily compensation under our Porting and Switching Compensation Policy. Furthermore, should an installation or repair technician fail to attend your premises during the agreed five-hour timeframe, you may be entitled to remuneration under our Missed and Delayed Appointment Compensation Policy. Full operational details, eligibility criteria, Force Majeure exceptions, and instructions on how to initiate a claim without charge are comprehensively detailed in these respective policy documents, which are available in a durable medium on our website or upon request from our support team.

---

## 6. Document Review and Updates

### Review and Revision Dates

Date Last Updated	Date of Next Review
June 01, 2026	June 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> Integrated updated definitions of a complaint and established preliminary durable medium communication protocols in alignment with emerging ComReg guidelines.
Jan 2025	1.2	<b>Compliance Review.</b> Document layout formatting was completely overhauled. Enhanced internal routing procedures to ensure complaints submitted via non-designated channels are immediately redirected to the correct complaint handling team without customer delay.
Jan 2026	1.3	<b>Compliance Review.</b> Formalised the 12-month complaint record retention policy. Updated escalation procedures to explicitly include ComReg referral rights in all final Complaint Responses.
Jun 2026	1.4	<b>Compliance Review.</b> Executed complete structural overhaul to strictly conform with ComReg Decision D10/25 (Document 25/54). Removed the Disconnection Policy to restrict the document exclusively to relevant complaint handling content, and integrated mandatory statutory compensation scheme disclosures.