



Accessibility Statement

January 2020

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01. General

IFA Telecom want our products, services and all support facilities to be accessible and enjoyable for everyone. We are dedicated to meeting the needs of all our customers including those with disabilities and recognise the importance of accessibility for all our customers.

In this section we provide details of our services that are designed to assist in ensuring accessibility including vision, hearing, mobility or dexterity requirements.

Should you need further information that is not available on our website or further assistance we also set out the various means by which you can contact us <https://ifamemberservices.ie/contact-us/>

02. Website Accessibility

We aim to create a website that is user friendly and provides a great user experience for all our existing and prospective customers, including users with accessibility requirements.

To ensure we achieve the required standards, we are continuously enhancing the level of compliance of our website, aiming to meet level AA of the World Wide Web Consortium (W3C).

This statement is reviewed annually and was most recently updated in January 2020.

03. Products and Services

IFA Telecom offer a wide range of competitive broadband and telephone packages suitable for all. Please click on the link www.ifamemberservices.ie for further details.

04. Registering Accessibility Requirements

If you have a disability that you would like to make us aware of and have accessibility requirements or requests, we would be happy to discuss how our services are accessible to all via any of the following contact methods:

By Phone: 0818 924 851

By Email: info@ifams.ie

Or in writing to Customer Care, IFA Telecom Ltd, Irish Farm Centre, Bluebell, Dublin 12.

Our customer care team are available Monday-Friday 9am-8pm and Saturday's 10am-2pm.

Please specify your disability and if you would like us to use a particular way of contacting you (i.e. via phone or email). Please remember to have your phone number and or account number to hand.

05. Accessible Directory Enquiries

Phone listings are available to all free of charge at www.eirphonebook.ie

If you are unable to use the online or printed phonebook due to an accessibility requirement you can register for the free 196 directory enquires service.

Firstly, you must call 1800 574 574 to obtain a registration form. As part of registration, you will need to provide certified confirmation that you are eligible to register for the 196 directory enquires service.

Once you are registered you will be allocated a unique PIN number.

From then on, each time you dial 196 to reach the directory enquiries service, you provide your PIN to the 196 operators to make a directory enquiry.

The call to 196 directory enquiries service is free.

06. Authorised or Nominated User for Your Account

You can also choose to appoint a nominee authorised to act on your behalf in relation to your account. This will allow us to discuss aspects of your account and to carry out certain transactions with the nominated person. If you would like to nominate an authorised user, please get in touch with our customer care team.

07. Accessible Billing

Paper Bills – IFA Telecom issues a paper bill to all customers. We are currently working on an E-Bill version to make available to all customers. We will issue a notification once this is ready, and you will need to register with an email address.

Paying you bill – you can pay your bill by Debit or Credit Card by phoning 0818 924 851 and speak to a customer care agent who will deal with your query and can also set up a direct debit on your account without the need for a signature.

Other Options – If you find it difficult to read your standard paper bill, there are other options available. We will plan to deliver your bill to you in an accessible format. Please contact us directly at any time if you need to discuss your billing requirements.

08. Complaints Handling Procedure

If you wish to make a formal complaint, this can be registered with our Customer Service team whose contact details can be found within our Code of Practice at the following location within our website Code of Practice and is designed to handle complaints in an open and fair manner.

09. Terms and Conditions

To view the related terms and conditions to your services, please click on the following link [Terms and Conditions](#).

Customer Support

- By Phone: 0818 924 851

- By Email: info@ifams.ie
- In Writing: Customer Care, IFA Telecom, Irish Farm Centre, Bluebell, Dublin 12

Our customer care team are available Monday-Friday 9am-8pm and Saturday's 10am-2pm

You can use any of the contact methods above to avail of the following services:

- Pay your bill by Debit / Credit Card
- Set up Direct Debit
- Order a product or service
- Report a fault or track an order
- Avail of great online offers
- Register your billing preference
- Register how you prefer IFA Telecom to contact you

10. Useful Links

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 \(NCBI\)](#)

IFA Telecom follows the ComReg guidelines on Electronic Communications Services for People with Disabilities. [Click here](#) for ComReg information on accessibility.