



Accessibility Statement

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1. 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.

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

Phone	0818924851
Email	support@ifatelecom.ie
Online	https://ifamemberservices.ie/contact-us/
Post	IFA Telecom Support, Irish Farm Centre, Bluebell, D12 YXW5

2. Website Accessibility

Our goal is to create a website that is easy to navigate and provides a positive experience for all users. We aim for our website to meet and exceed industry accessibility standards, targeting WCAG 2.1 Level AA compliance.

We review and update our accessibility statement annually. The latest update was in January 2020, and we are committed to ongoing improvements to ensure our website remains accessible and user-friendly.

3. Products and Services

We offer a range of broadband and 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. Our team is happy to assist with any queries or personalised recommendations to help you select the most suitable plan.

4. Authorised Access for Your Account

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.

If you wish to appoint a nominee, contact our customer care team for guidance and support.

5. Accessible Billing

IFA Telecoms primarily uses e-billing, sending bills to the registered email addresses of our customers. This is our main billing method. Customers can also access their accounts online via the IFA Telecom Customer Portal, which allows easy viewing of bills and management of account details.

Customers with telephone-only services or accessibility needs can request a paper bill at any time. We are also in the process of developing an accessible e-bill option for all customers and will notify you when it is available. To receive e-bills or register for online access, you will need to provide an email address.

Bill payments can be made by Debit or Credit Card over the phone by calling 0818 924 851 and speaking to a customer care agent. We can also set up a direct debit on your account without requiring a signature.

If you find it difficult to read your paper bill, alternative accessible formats are available. Please contact us anytime to discuss your billing needs, request a paper bill, or set up online access through the customer portal.

6. 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.

If you have any questions or need further information, please don't hesitate to contact our customer care team. They will be happy to assist you and provide any clarification you require.

7. 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 \(NCBI\)](#)

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