



Customer Charter

Effective from: 05 January 2026

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About This Charter

At IFA Telecom, we are committed to providing reliable customer support and clear information regarding the services we offer. This Customer Charter outlines the standards of service customers can expect from us, together with information on complaints handling, compensation arrangements, and accessibility supports.

This Charter is provided in accordance with obligations set by the Commission for Communications Regulation (“ComReg”) under the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023.

More information on telecom consumer protections is available through ComReg.

Customers may also request a copy of this Charter directly from IFA Telecom by contacting us at: customercharter@ifatelecom.ie

1. Getting in Touch

Phone	0818 924 851
Support Hours	Monday to Friday: 9:00am – 5:00pm Saturdays: 10:00am – 2:00pm Target: 90% of calls answered within 3 minutes
Email	info@ifamemberservices.ie
Website	https://ifamemberservices.ie/contact-us/
Post	IFA Telecom, Irish Farmers Association, Irish Farm Centre, Bluebell, Dublin 12, Ireland, D12 YXW5

Target phone response times apply during opening hours only. IFA Telecom does not currently guarantee response times for email, website, or postal enquiries.

2. New Services & Installations

Requests for New Connections

IFA Telecom does not currently commit to specific acknowledgement times for new connection requests.

Activations on Existing Lines

Where a compatible line already exists at the premises, activation times may vary depending on operational and network factors. No guaranteed activation timeframe currently applies.

3. Refund Processing

Where a refund is due, IFA Telecom will aim to process it as efficiently as possible.

At present, we do not guarantee refund turnaround times. Customers should allow up to 30 working days for refunds to be completed where applicable.

4. Network Interruptions & Service Outages

Planned Maintenance

From time to time, planned maintenance or upgrade works may affect services. IFA Telecom does not currently provide a guaranteed minimum advance notice period for planned outages.

Unexpected Service Issues

In the event of an unplanned service disruption, IFA Telecom will make reasonable efforts to keep customers informed using available communication channels such as:

- Customer support teams
- Recorded service announcements
- Website notices
- Social media updates

Specific notification timeframes are not guaranteed.

5. Customer Compensation

Customers may have rights to compensation where IFA Telecom does not meet certain regulatory obligations relating to service switching, number porting, or technician appointments.

Missed or Delayed Appointments

Customers may also be entitled to compensation where an agreed technician appointment for installation or service is missed or delayed, in circumstances covered under the IFA Telecom Missed & Delayed Appointment Compensation Policy: www.ifamemberservices.ie/Missed-appointments-compensation-scheme

Broadband Switching & Number Porting

Where issues arise during the switching of broadband services or the transfer of a landline number, customers may qualify for compensation under the applicable IFAT Telecom compensation policy.

Additional Compensation

Other than the schemes specifically outlined above, IFA Telecom does not currently operate additional compensation programmes linked to customer service targets within this Charter.

6. Accessibility & Inclusive Services

IFA Telecom is committed to supporting accessibility and ensuring customers can access our services as easily as possible. Further information relating to accessibility supports and accommodations is available through our Accessibility Statement: <https://ifamemberservices.ie/Accessibility>

7. Complaints & Escalations

IFA Telecom aims to handle complaints fairly, efficiently, and transparently through our formal complaints handling process, which is outlined in our Code of Practice: <https://ifamemberservices.ie/Code-of-Practice>