

## **Digiweb Accessibility Statement**

Digiweb is committed to meeting the needs of people with disabilities and we understand the significance of abiding with accessibility standards. We want to provide and support a service which all members of society can enjoy.

This statement was last updated in January 2020 and is subject to an annual review. It will be updated as required following each review.

Should you wish to access this statement in other formats, please click:

- PDF
- Large Print
- Braille – Please call our team on 1902 or contact us via web chat facility on our website.
- Audio – Please call our team on 1902 or contact us via web chat facility on our website.

Should you need further information that is not available on our website we have several ways in which you can “Contact Us”.

In addition, should you wish to register any accessibility requirements, please do so via one of the Contact Methods noted below in this document.

Below we will detail the accessibility products and services available to our end users.

## **Contact Methods:**

### **Digiweb supports the following contact methods:**

- Telephone the Digiweb Customer Care Team on FREEPHONE 1918 or LoCall 1890 940400 from 9am to 7pm Monday to Thursday and 9am to 6pm on Friday.
- Send us a letter to the following address:  
Digiweb Customer Care,  
IDA Business Park,  
Dundalk, Co. Louth, A91 KR80
- By e-mailing Digiweb at: [customer@digicare.ie](mailto:customer@digicare.ie)

- Live Chat is [available here](#)

## **Services Provided:**

### **Website Accessibility**

Digiweb confirms that as our website is designed using Wordpress, all code deployed conforms with WCAG 2.0 guidelines at level AA.

In addition we are always working to improve the level of compliance of our website with the standards set under the Web Accessibility Initiative, as developed by the World Wide Web Consortium (W3C).

### **Free directory enquiries service**

Phone listings are available free of charge to all at [www.eirphonebook.ie](http://www.eirphonebook.ie). If you have a vision impairment you can register to avail of a free directory enquiry service. You can contact 1800 574 574 to obtain a registration form. As part of the registration you will need to provide certified confirmation that you are eligible to register for the 196 service. Once you are registered you will be allocated a special PIN number which you then provide

to the 196 operator each time you make a directory enquiry.

## **Billing options**

If you find it difficult to read your standard paper or online bill, there are other options available. We will make arrangements 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.

## **112 Emergency SMS Service**

The 112 SMS service allows a person that is deaf or hard of hearing to send an SMS text message to the Emergency Call Answering Service (ECAS) which will be relayed to An Garda Síochána, the Ambulance service, the Fire service, or the Irish Coastguard.

You must REGISTER for the service and you can find out how it works on [www.112.ie](http://www.112.ie).

## **Customer Complaints Handling Procedure**

Digiweb is committed to ensuring that customers receive excellent customer service when contacting us.

## **How do I make a complaint?**

If you have any issue or complaint about a Digiweb product or service your first point of contact will be with our Customer Care Team. We aim to resolve your query as quickly as possible.

## **How to contact Digiweb with a complaint:**

- Telephone the Digiweb Customer Care Team on FREEPHONE 1918 or LoCall 1890 940400 from 9am to 7pm Monday to Thursday and 9am to 6pm on Friday.
- Send us a letter to the following address:  
Digiweb Customer Care,  
IDA Business Park,  
Dundalk, Co. Louth, A91 KR80
- By e-mailing Digiweb at: [customercare@digiweb.ie](mailto:customercare@digiweb.ie)

- Live Chat is [available here](#)
- With your consent, Digiweb will attempt to deal with a nominated third party on your behalf.

## **Independent Advice**

Digiweb will do its utmost to resolve your complaint to your satisfaction. However, if you are not satisfied with the resolution of your complaint, you also have a right to seek independent advice from the bodies below:

### **Useful addresses and telephone numbers**

You can seek independent advice regarding your complaint from any of the following:

#### **Commission for Communications Regulation**

Block DEF, Abbey Court, Irish Life Center,  
Lower Abbey Street, Dublin 1

Tel: **1890 229 668** or Fax: **01 804 9680**

E-mail: [consumerline@comreg.ie](mailto:consumerline@comreg.ie)

**Office of the Director of Consumer  
Affairs (ODCA)**

National Consumer Agency

4 Harcourt Road, Dublin 2, Ireland, Dublin 1

Tel: **01 402 5500** or Fax: **01 402 5501**

Website: [www.odca.ie](http://www.odca.ie)

**Advertising Standards Authority**

Ferry House, 48 Lower Mount Street, Dublin

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Tel: **01 613 7040** Fax: **01 613 7043**

E-mail: [standards@asai.ie](mailto:standards@asai.ie)