

## Customer Charter

This Charter provides information on the level of quality of customer service that Digiweb commit to providing you with. It includes information on any compensation and general information on aspects of our customer service. We are required to provide this Charter by the Commission for Communications Regulation (“ComReg”).

For more information including what you can use the Charter for is available at [www.comreg.ie/customercharter](http://www.comreg.ie/customercharter).

The Charter is available on request in PDF by contacting us at [1902](tel:1902) or emailing [customercare@digiweb.ie](mailto:customercare@digiweb.ie)

\*You will also have received a copy of it if you connected with us after Jan 2026

### Contacting Customer Service

**Phone:** - Freephone 1902 option 1

**Email:** [customercare@digiweb.ie](mailto:customercare@digiweb.ie)

**Opening Hours:** 9am – 7pm Monday to Thursday  
9am – 6pm on Friday

Contact Channel	Channel Detail	% of Calls we Commit to Answer	Timeframe
Phone	Freephone 1902 Option 1	80%	Within 2 min

### Contacting Technical Support

**Phone:** - Freephone 1902 option 2

**Email:** [support@digiweb.ie](mailto:support@digiweb.ie)

**Opening Hours:** 8am – 7pm Monday to Friday  
10am – 5pm Saturday & Bank Holidays

Contact Channel	Channel Detail	% of Calls we Commit to Answer	Timeframe
Phone	Freephone 1902 Option 2	80%	Within 3 min

## Contacting Sales

**Phone:** - Freephone 1800 28 58 28

**Email:** sales@digiweb.ie

**Opening Hours:** 9am – 7pm Monday to Thursday

9am – 6pm Friday

10am -5pm Saturday & Bank Holidays

Contact Channel	Channel Detail	% of Calls we Commit to Answer	Timeframe
Phone	Freephone 1800285828	80%	Within 1 min

Our digital assistant, *Fiona is available 24/7*. It can provide you with information about your plan, bill and some help with troubleshooting technical issues. If there is something Fiona cannot help you with, your query will be directed to a customer service person to be dealt with that day if within working hours or on the next working day.

## Refunds

When you are due a refund, you can expect it to be issued through the same channel the payment was made.

**Electronic Fund Transfer (EFT) Refund:** We commit to completing 90% of all refunds within 10 days.

**Direct Debit Refund:** We commit to completing 90% of all refunds within 10 days.

**Credit Card Refund:** We commit to completing 90% of all refunds within 5 days.

**Account credit:** Within 48 hours of contacting helpdesk and credit amount being determined Refunds are processed in line with our standard billing procedures. If you believe you are due a refund, please contact us on one of the listed channels

## Connecting a New Fixed Service

When you request a new service, where no connection already exists at the premises, you can expect that we will acknowledge the request, confirm whether the order can be processed at this time or not and, if possible, agree a date for an initial appointment to provision the service, for the following percentage of service orders within these timeframes:

## Connecting a New Fixed Service Contd.

We will acknowledge all fixed line new connection requests where there is no connection at the premises. This means we will confirm whether the order can be processed at this time and if possible, agree a date for an initial appointment to provision the service

*We commit to installing 80% of all orders within 20 working days from order placed.*

**Please note:** While we aim to acknowledge and process all connection requests within the stated timeframe, there are circumstances that may cause delays.

These include, but are not limited to:

- *Customer availability for appointments*
- *Non-standard installation requirements*
- *Limited capacity or delays from wholesale providers*
- *Access issues at the premises*
- *Regulatory, legal, or force majeure events (e.g., natural disasters, extreme weather etc.)*

## Connecting a Service Where Service Exists

When you request a new service, at a premises where a connection already exists, you can expect that we will activate the following percentage of new services within these timeframes

*We commit to connecting 80% of all orders within 10 working days from order placed*

Please note: While we aim to acknowledge and process all connection requests within the stated timeframe, there are circumstances that may cause delays.

*These include, but are not limited to:*

- *Customer availability for appointments*
- *Non-standard installation requirements*
- *Limited capacity or delays from wholesale providers*
- *Access issues at the premises*
- *Regulatory, legal, or force majeure events (e.g., natural disasters, extreme weather etc.)*

## Service Outages

**Planned service outages:** We do not offer any commitment on advance minimum notice within which we will inform customers of planned network outages.

**Unplanned service outages:** We do not offer any commitment on times within which we will inform customers of unplanned service outages.

*In the event of an unplanned outage, we will inform you and keep you updated by means of announcements that we will add to our interactive menu when you call 1902 or on our social media channels*

## Compensation

You can request compensation from us if we fail to meet certain obligations. This subsection details where compensation schemes are required.

**Switching and porting compensation schemes:** Delays or other issues when switching your broadband service or porting your landline number including missed and delayed service and installation appointments may mean you can claim compensation. Full details can be accessed at: [Digiweb Code of Practice](#)

*\*We do not offer any other compensation related to the customer service expectations set out in this Charter*

## How we Handle Complaints

We handle complaints according to the guidelines laid out in our code of practice which can be accessed at: [Digiweb Code of Practice](#)

## Accessibility

Digiweb is committed to meeting the needs of people with additional needs 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. We provide support for auditory, visual, physical, and cognitive needs to ensure all customers can stay connected.

- [PDF – Digiweb Accessibility Statement](#)

### **Age friendly accredited business**

**Direct Age Friendly line:** 01 25 69 223

## Additional Information

These figures are based on a 30-day average and could be affected by unforeseen circumstances, including extraordinary events such as natural disasters, extreme weather, and other conditions beyond our reasonable control that we could not reasonably have foreseen or prevented.

*\*Subject to quarterly review.*