Vodafone Customer Charter

This Charter provides information on the level of quality of customer service that Vodafone commit to offer you and which you can expect to get from us. 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. The Charter is available on request in PDF by contacting us at 1907

1. Contacting Customer Service

When you phone us

Phone: Freephone 1907 / 1747

Opening Hours: 8am – 8pm Monday to Friday

9am – 6pm Weekends and Bank Holidays

During opening hours, you can expect wait times in our call queues to be connected to a person trained as a customer service agent, will be as follows:

Contact Channel	Channel Detail	% calls we commit to answer	Timeframe
Phone	Bill Pay and Home Phone 1907 Pay as you Go 1747	-	Within 1 minute
		80%	Within 3 minutes
		-	Within 5 minutes
		-	Within 10 minutes
		-	Within 30 seconds

Our digital assistant, Tobi is available to consumer customers 24/7. It can provide you with information about your plan, bill and prepay balance. It can also assist you with making a top-up and help troubleshoot technical issues. If there is something Tobi cannot help you with, you will be directed to a person trained as a customer service agent.

When you contact on Live Chat

Chat: Our chat option is available via our website - https://n.vodafone.ie/support.html or within the My Vodafone App

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Opening Hours: 8am – 8pm Monday to Friday

9am – 6pm Weekends and Bank Holidays

Contact Channel	Channel Detail	% Live Chat contacts we commit to answer	Timeframe
Live Chat	https://n.vodafone.ie/support.html	-	Within 1 minute
		80%	Within 3 minutes
		-	Within 5 minutes
		-	Within 10 minutes
		-	30 seconds

Our digital assistant, Tobi is available to consumer customers 24/7. It can provide you with information about your plan, bill and prepay balance. It can also assist you with making a top-up and help troubleshoot technical issues. If there is something Tobi cannot help you with, you will be directed to a person trained as a

customer service agent. If an agent is available, you'll be connected almost immediately. We aim to answer 100% of the time during opening hours when an agent is available. If all agents are busy or it's outside opening hours, you'll receive a message letting you know that agents are currently unavailable or that it's outside our operating hours.

When you contact us via Email

We do not offer any commitment on email response times

When you contact on our Web Complaints Form

When you submit an online complaint, you can expect an acknowledgement by a person trained as a customer service agent to respond within 48 hours.

Contact Channel	Channel Detail	% Web Form contacts we commit to answer	Timeframe
Web Complaint Form	Make A complaint Here | Vodafone Ireland	-	Within 4 hours
		-	Within 12 hours
		-	Within 24 hours
		90%	Within 48 hours

When you contact us via Post

We do not offer any Commitment on post response times

2. 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:

	% we commit to acknowledge	Timeframe
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.* *Please note: While we aim to acknowledge and process all fixed line new 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.)	-	Within 8 hours
	-	Within 12 hours
	-	Within 24 hours
	90%	Within 48 hours

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3. Connecting A Fixed Service Where A Connection 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

Existing Connection	% we commit to activate	Timeframe
If a connection already exists, you can expect we will activate services within these timeframes.* *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.)	-	Within 4 days
	-	Within 8 days
	70%	Within 10 days
	-	Within 15 days

4. Refunds

When you are due a refund, you can expect it to be issued within these timeframes

Refund Type	Refund Method	Percentage of refunds issued	Timeframe
Electronic Fund Transfer (EFT)	Refund to bank acc	80%	5 working days
Credit Card	Card Refund	80%	5 working days
Account credit	Account Credit	80%	5 working days

Please allow 5 working days for funds to appear in your bank account.

Customers can choose Electronic Fund Transferor Account Credit as their preferred refund method.

Vodafone does not have a separate refund policy. Refunds are processed in line with our standard billing procedures. If you believe you are due a refund, please contact us via one of the listed channels above.

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5. If There Is A Service Outage

Planned outages	% we commit to notify in advance	Timeframe
We do not offer any commitment on advance minimum notice within which we will inform customers of planned network outages.	-	7 days
	-	5 days
	-	3 days
	-	1 day

Unplanned outages	% we commit to Updates	Timeframe
We do not offer any commitment on new service activation times where there is an existing line. In the event of an unplanned outage, we will keep you updated via our Call Centre IVR and social media channels.	-	2 hours
	-	4 hours
	-	6 hours
	-	10 hours

6. Compensation

Mandatory Compensation: You can request compensation from us if we fail to meet obligations on switching and porting services or if you experience a Missed and Delayed Service and Installation for porting and switching.

Porting and Switching Compensation Scheme

Under Regulation we must have compensatory measures in place if there is a failure when we are moving your mobile or fixed number (often referred to as porting your number) or switching your Internet Access Services which essentially means cancelling existing Internet with your existing Internet Access Service Provider.

Missed and Delayed Service and Installation Compensation Scheme

Under Regulation we must have compensatory measures in place for missed/delayed installation appointments for porting & switching. This applies to Internet Access Services (IAS) and Publicly Available Number-Based Interpersonal Communications Services (PANBICS)

Full information can be found here - Our Code of Practice | About Us | Vodafone Ireland

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

7. Accessibility

We're committed to making our services accessible for everyone. We provide support for auditory, visual, physical, and cognitive needs to ensure all customers can stay connected. Whether online, in-store, or over the phone, our trained teams are here to ensure an inclusive, comfortable, and empowering experience for every customer. To avail of this charter in an alternative format, please contact 1907.

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Our accessibility statement can be accessed at:

www.vodafone.ie/accessibility

8. How We Will Handle Complaints

We will handle complaints in accordance with our Code of Practice for complaint handling which you can access at

www.vodafone.ie/codeofpractice

9. Other Information

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

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Subject to quarterly review.

ENDS

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