Vodafone Accessibility Statement

At Vodafone we are dedicated to meeting the needs of people with disabilities and are here to help you get the most out of your Vodafone service and device whether you have:

- Restricted vision
- Difficulty hearing
- Limited dexterity or mobility
- Cognitive conditions

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Our website

Our website follows top accessibility standards set by W3C and the Irish National Disability Authority is designed to work well on all devices and browsers.

- H1 tags are used for main tiles and H2 for subtitles
- Cascading style sheets for visual layout.
- We made sure the pages meet XHTML 1.0 Strict standards
- We designed self-care options such as the My Vodafone portal and app services for ease of registration and use

Maintaining Accessibility

Vodafone has created internal guidelines to guide web administrators and authors in the creation of accessible web content e.g.

- Creating user friendly web content
- Writing meaningful alternative text
- Creating accessible tables
- Creating accessible forms
- Creating accessible link phrases

Page Layout and Navigation

Pages on the website are structured as follows:

- Header links– links to the homepage
- Main navigation– links to the main sections of the web site
- Content – main content for that page, structured using headings and paragraph elements
- Sub navigation– when you select a category in the main navigation panel, a list of further navigation links is available for that section
- Footer links– Contact Us, About Us, Jobs, Accessibility, Privacy Policy, Code of Practice, Terms & Conditions

The Products and Services we offer

Accessible Billing Options

Please contact us directly at any time if you need to discuss your billing requirements.

- We use dark coloured text on a white paper background
- Colour is kept to a minimum
- Terms on the bill are standard, applied consistently and in plain language

We offer:

- Print by post
- e-bill in pdf format - compatible with 'Read out Loud' pan and zoom functionality
- Braille billing

Irish Text Relay Service – ITRS www.itrs.ie

ITRS is a service that translates text into voice and voice into text

- ITRS agents relay calls and perform this translation
- ITRS customers can make and receive text relay calls using a range of PC or mobile media devices.
- The ITRS App is available on iOS through the App Store, on Google Play for android or via your PC using the ITRS web client.
- To use the ITRS app you must first register the phone number you will be on the app.
- Register on the ITRS website.
- You can also access details on how to make and receive calls and other important app features.

Your Phone

Vodafone offer a wide range of phones with many useful accessible features including:

- Large display and backlit keypad with adjustable contrast and font size

- Large, well-spaced actual keys, and a raised dot on the 5 for easy navigation

- Sound settings that alert you when the phone is powering up or down, or when the battery is low

- Personalised ringtones for each person, so you know who is calling you

- Speed-dial for calling with minimum keystrokes

- A Bluetooth headset, so you can answer your phone without having to find it

- Actual or touchscreen buttons that vibrate or make a sound when pressed

- Predictive texting, or a predictive typing app, to limit the keystrokes needed

Testing your phone

- If you wear a hearing aid/cochlear implant you have the option to test your phone.

- If you buy your phone and find that your hearing aid/cochlear implant is not compatible with the phone, we offer a refund or replacement within 14 days of your in-store purchase

- We can talk you through your handset features in any of our Vodafone stores.

Price Plans

We have a wide range of plans designed to meet your requirements whether you need more a plan that includes more data, more text or voice options. Talk to us instore or contact us on Live Chat. Go to our support page for contact information.

Accessible Directory Enquiries

If you have a vision impairment and have difficulty reading the phone book you can register to avail of a free 196 directory enquiry service.

- Contact 1800574574 to get a registration form. As part of registration,

- You will need to provide certified confirmation that you are eligible to register.

- Once registered you will be given a PIN number

- You must provide to the pin to the 196 operator each time you make a directory enquiry.

The Emergency 112 SMS Service

When you register for the 112 SMS service at www.112.ie. it lets deaf, hard of hearing and speech-impaired people in the Republic of Ireland send an SMS text message* to the Emergency Call Answering Service (ECAS) where it will be passed to:

- An Garda Síochána
- The Ambulance service
- The Fire service
- The Irish Coastguard

Support and More Information

If you have any questions, contact us anytime or visit one of our stores. For Vodafone Customer Care support and contact details, click here.

- Vodafone takes part in the ComReg forum on Electronic Communications Services for people with Disabilities. Find more information on the ComReg website.
- The GARI (Global Accessibility Reporting Initiative) website offers detailed information on handset accessibility options. Click here for more details.
- Locate your nearest store with our Store Locator. Our staff can help you with any services.

Last Updated February 2025.