

Accessibility statement

We want to make sure that all our customers get the best out of our network and services – whatever their age, needs and abilities. We are a member of ComReg's Forum on Electronic Communications Services for People with Disabilities along with various NGOs and individuals that represent people with accessibility needs, as well as representatives from the communication sector.

Website accessibility

We have created an accessibility section on our website to provide customers with practical advice and information on using our services. This section complies with the Web Accessibility Initiative (WAI). Our accessible pages are structured so that they can be easily navigated with a keyboard (using tab, return and space keys). The webpage also provides guidance for the different browsers available.

Phone information

We offer a wide range of mobile phones with accessibility features. When you are looking for a phone to suit your requirements, there are some key features to look out for that can assist certain types of vision, hearing or mobility impairments listed below. If searching online – our online shop details each phone's features and specifications. With regard to specific accessibility features, we are working with manufacturers to extend the details provided. And there is a link below to an easy search function that helps you find suitable smartphone apps from the Global Accessibility Reporting Initiative (GARI) website.

Please [contact us](#) if you'd like any advice on phones.

Hearing

Key features to look out for:

- Volume settings: phones with a loud maximum volume will be easier to hear when they ring. Volume control keys on the phone body make it easier to control the volume while you talk.
- Vibrate: visual alerts and vibrate options are available on most phones.
- Hands free: an in-ear headset will cut out background noise and help you hear the conversation.
- Text-friendly: some phones are adapted to use of text messages, instant messaging and email. A large screen, predictive text and QWERTY keyboard can all help you communicate comfortably by text.
- Neckloop: some phones are compatible with inductive neckloops, meaning the sound from your phone can be sent wirelessly to your hearing aid.

Search for smartphone apps for hearing [here](#).

Vision

Key features to look out for:

- Easy-to-use keypad: features like large buttons, a raised dot on the five key, backlit keys or sound or touch feedback can help you use the keypad.
- Clear display: screens with changeable font size or backlighting can be easier to read.

- Speech recognition: some phones will allow you to dial a number by simply speaking the name or number.
- Hands free: using a headset means you don't have to search for your phone when it rings.
- Personalised ringtones: know who's calling by giving different ringtones to your contacts.
- Cameras with zoom: the zoom function on some phone cameras can be used to magnify things.
- Speaking software: text to speech software can be installed on some phones so you can listen to text you have trouble reading.

Search for smartphone apps for vision [here](#).

Mobility and dexterity

Key features to look out for:

- Big buttons: phones that have large buttons can be easier to grip and use.
- Easy dialling: phones with speech-activated dialling or speed dialling features make it easier to dial your favourite numbers.
- Text-friendly: some phones have handy texting features like pre-set messages or predictive text which reduces the keystrokes needed to send a text.
- Hands free: wireless headsets and loudspeaker functions mean you can have a conversation without having to hold your phone or even be next to it.

Search for smart phone apps for mobility and dexterity [here](#).

Accessibility Apps

There are lots of apps available to assist mobile phone and tablet users with additional needs. Check out the Global Accessibility Reporting Initiative (GARI) website to find the right app for you. You can easily search by your requirements and location. You can also search by device for your needs.

Find mobile apps www.gari.info/findapps.cfm

Find phones and tablets www.gari.info/findphones.cfm

Picking the right plan

We have plenty of price plans to choose from that suit how you use your phone, whether that's mainly voice, text or data. You can choose from a range of price plans and add-ons on prepay or bill that best suits your needs. If you'd like advice on which plan is the best one for you, please [contact us](#). You can also drop into one of our 3Stores or call customer care on 1913.

Three's Code of Practice

Our Code of Practice sets out how we are socially responsible and details how we deal with any billing, service or other issues. The code outlines a minimum set of standards that apply to the handling of complaints by Three and details the various ways customers can contact us, whether it is to lodge a complaint or make an enquiry.

For more information, [click here](#). Should you require a copy of the code in any particular format, please let us know.

Registering your requirements and nominating a third party to act on your behalf

You can register your requirements, including product and service preferences, billing preferences, equipment requirements and preferred means of contact at the point of sale or anytime by contacting our customer care team. Please [click here](#) to contact us directly via email, alternatively you can contact us via webchat which is available on our website or call us on 1913 or by post. You can also register another person on your account, who can assist in contacting us, querying your account or to make a complaint. They must be registered as an authorised contact on your account in order to discuss your account or make any changes.

Accessibility awareness training

We provide accessibility awareness training to ensure that staff handling queries or complaints have the requisite skills to deal with all our customers' requirements. Training includes educating staff on the effective ways to find out customer needs eg what is important to them regarding handset features and how they want to use it. The training is also designed to empower staff to discover the real needs and requirements of all customers, including anyone with an accessibility need.

Billing and contractual information

If you find it difficult to read printed text, there are other ways you can access your billing and contractual information. To request the right billing format for you, please contact a member of our customer service team. Should you require a copy of your contractual information in any particular format, please let us know.

112 – The EU Emergency Phone Number: SMS Service

The 112 SMS service 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, or the Irish Coastguard. You must register for the service before using it. You can find out more about how it works at www.112.ie

Directory Enquires 196

If you have a vision impairment and find reading the phone book difficult, you can register to avail of a free directory enquiry service. Contact 1800 574 574 to obtain a registration form. As part of registration will need to provide certified confirmation that you are eligible to register for the 196 service. Once registered you will be allocated a special PIN which you then provide to the 196 operator each time you make a directory enquiry. The service operates as follows: first dial 196. The agent will then ask you, in sequence, for your PIN, your name, and the name and address of the person or company whose number you require. Customers should have a means of recording the numbers close to hand. If for any reason you are unable to make the call yourself, you can have somebody else do so on your behalf.

Irish Text Relay Service

Irish Text Relay Service (ITRS) is a service provided for deaf, hard of hearing or speech impaired people in the Republic of Ireland. ITRS allows for the translation of text into voice and voice into text, to facilitate a person with making and receiving calls independently. This service is accessible from the Three network.

Customers can now make and receive text relay calls through a range of PC or mobile media devices. Customers can avail of the service from itrs.ie

The extent to which a customer can use the various features of the ITRS may vary depending on needs as follows:

Type and Read

You type and our and our ITRS agents will convert the words to speech. Speech at the other end appears as text on your screen.

Speak and Read

You speak and read the responses. An ITRS call incorporates a standard phone call, presenting the option to speak instead of typing

Type and Listen

You type and the standard call that operates in parallel, enables listening to what the other party is saying. The text on your screen can operate like subtitles, substituting or supplementing your hearing.

For more information regarding the ITRS and how to access the service please visit itrs.ie

Phone testing and returns

If you have purchased a handset in-store and use a hearing aid/cochlear implant, you can return your device if it does not meet your specific hearing needs. The device must be returned undamaged and in its original packaging. You have a 14 day cancellation right from the date of purchase and you will need to provide certification by a registered medical practitioner. You will be responsible for any charges which apply for using services provided by Three.

Topping up is easy with Three.

Register for My3 to check your balance and top up yourself, friends or family with your debit or credit card. Visit My3 or download the My3 app from our website, Apple app store or Google Play.

With My3, we can top up up once your credit drops below the balance you've set. This is done by scheduling a weekly or monthly top up, and is a handy way of keeping track of your spending.

Instant top up

Online: Use your mobile or go online to top up instantly using your debit or credit card at **three.ie** You can top up friends and family on Three, too.

Call: Free call 1744 and choose the top up option. You can use your debit or credit card and choose the amount to top up by. You can securely save your card details for future use if you like.

Text: Freetext 'TOPUP', the amount and the last four digits of your registered card to 50100 eg 'TOPUP 20 1234'.

Cash top up

Buy a voucher from your local 3Store or at your local shop. Call: Activate your top-up by calling 1744 and follow the instructions. Text: Text TOPUP + voucher number to 50272 to use your voucher. My3: You can also log onto My3 to activate your voucher online.

Bank

Top up with AIB or Bank of Ireland through telephone or online banking.

Need to talk but have no credit?

We'll text your friend asking them to call you. Just free text 'Call Me' followed by the mobile number you'd like to call you back to 50100.

Want to check your balance?

Call 1745 to see your balance on screen or dial 1744 to hear it anytime anywhere - free. Alternatively, visit My3.

How to contact us

For more information about phones, tariffs, services or anything else you can contact us using the following details. Please quote your account number and / or mobile number when getting in touch.

By phone:

Customer services – free when you dial 1913

By fax:

083 333 3334 - please state it's for the attention of customer services

By post:

3 Customer Services
Three Ireland (Hutchison) Limited,
PO Box 333,
Dublin 2.

By email:

By email at www.three.ie/contact-us

Website:

Our website is our most up to date source of information. you can find it at www.three.ie.

You can also contact us via social media.

Facebook: www.facebook.com/3Ireland

Twitter: www.twitter.com

Three Care Community: www.three.ie/community

Useful links

You may also find the organisations below useful:

National Disability Authority: www.nda.ie

Commission for Communications Regulations (ComReg): www.comreg.ie

Disability Federation of Ireland: www.disability-federation.ie

National Council for the Blind of Ireland: www.ncbi.ie

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