



## Three Code of Practice

### 1.0 Who are we?

Three is Ireland's largest mobile telecommunications provider with 48.7% market share with almost 5.1 million customers (as of March 2025). Three has to date invested over €2 billion in building our business in Ireland.

At Three, we strive to provide our customers with a better connected life through meaningful products, best in class service and a connected network experience. Our network is built for data; we have over 94% 5G coverage and 99% 4G coverage, offer All You Can Eat Data, and carry over 65% of all mobile data on our network, that's more than all other Irish operators combined.

Three's head office is in Dublin, while our Customer Care centre is located in Limerick. Three operates 63 retail stores and currently employs over 1,400 employees throughout Ireland.

Three's sponsorship focus is in music and our portfolio includes Ireland's largest indoor music venue, 3Arena, Electric Picnic and Longitude.

Three is owned by CK Hutchison Holdings (CK Hutchison), a renowned multinational conglomerate committed to innovation and technology. Its diverse businesses employ approximately 300,000 people in over 50 countries worldwide. CK Hutchison has five core businesses - ports and related services, retail, infrastructure, energy and telecommunications.

For more about us, please check out [three.ie](https://www.three.ie)

### 1.1 Coverage

Three has 99.7% population coverage for voice and text, 99.3% for 3G data, 99% for 4G and 94% 5G. Check out our coverage map to find out more about Three coverage in your area at [three.ie/coverage-checker](https://www.three.ie/coverage-checker)

### 1.2 Customer terms, conditions and policies

Our terms and conditions and our policies are available to customers on our website and in the terms and conditions booklet with new Three SIM packs. Please get in touch for more information or visit [three.ie/legal/terms](https://www.three.ie/legal/terms)

## 2.0 Customer service

We're committed to giving our customers great service. Excellent customer care is at the core of Three's business. It underpins our relationship with you and dictates how we run and grow our network and services. Most importantly, it frames how we deal with and respond to you. We are always looking for ways to improve our service. If you feel we are not achieving this, please contact Three Customer Care using the details below.

### 2.1 How consumer customers can contact us

You can call Customer Care on freephone 1913 or from abroad on +353833333333. We will answer your call as soon as possible during opening hours, Monday to Friday, 9am to 6pm, Saturday and bank holidays, 9am to 5.00pm.

- Live Chat at [three.ie/chat](https://www.three.ie/chat), Monday to Sunday, 7am to midnight
- By email at [three.ie/contact-us](mailto:three.ie/contact-us)
- Join our community at [three.ie/community](https://www.three.ie/community)
- Online at [three.ie](https://www.three.ie)

Customers can also contact our 24-hour automated voice response system to check account information and use self-service on freephone 1913.

- By post:

Three Customer Care,

PO Box 333,

Dublin 2

- By fax on 061 203510 - please mark your message for the attention of Customer Care.

### 2.2 How business customers can contact us

- You can call the Business Support Team free on 1913. Three will endeavour to answer your call as soon as possible during opening hours, Monday to Friday, 9am to 6pm, Saturday and bank holidays, 9am-5.00pm. If you have an account manager, they are available Monday to Friday, 9am to 5pm.
- Business Sales: freephone 1800 200 017.
- Landline and broadband support: freephone 1800 800 002 or +353 61 203649 if calling from abroad. Three will endeavour to answer your call as soon as possible during opening hours, Monday to Friday, 9.00am to 6pm.
- Live Chat at [three.ie/chat](https://www.three.ie/chat), Monday to Friday 9am until 6pm. Saturday and Sunday 9am until 5pm

### 3.0 Social responsibility at Three

Corporate responsibility at Three means showing a strong and visible commitment to the communities we work in across Ireland. This lets us maximise the benefits we bring to communities as a mobile operator. Our commitment to corporate responsibility begins with a simple and straightforward commitment to principled decision-making in everything we do.

Our business connects people to the things they need and care about. So, we think it's also important to address the wider social and environmental concerns of our customers. Our CSR programme is about doing the right thing in communities to develop our business and customer relationships. Three's corporate responsibility activities help us to better meet our customers' needs, enhance employee engagement, reduce our environmental impact, grow community support and build a stronger company.

For more on the work we do, visit [three.ie/explore/about-three/corporate-responsibility](https://www.three.ie/explore/about-three/corporate-responsibility)

#### • Community

We operate a charity of choice model in the community where we partner with a dedicated charity for three years. For more information, see [three.ie](https://www.three.ie)

#### • Environment and health

We take our responsibility for health, safety and the environment very seriously. We are committed to smoothing the process of site development, ensuring information is publicly available, and improving communication between network operators, the public, planning authorities and other interested groups

#### • Protection of minors

We take the safety of all our customers seriously and recognise there are specific concerns in relation to children. Child protection is of paramount importance to Three. We have gone to great lengths to ensure parents and guardians are equipped to protect their children from the negative aspects of mobile phones use. Here are just some of the things we do:

- As an industry, we developed *The ICIA Code of Practice on the Responsible and Secure Use of Mobile Phones* and we abide by the principles of the code. This established the standards which mobile operators must adhere to on issues of parental controls for minors' access to mobile services, malicious or offensive person to person communications, spam, internet access, premium rate services and content access controls.
- We have produced a parent's guide on mobile phones, *Mobile phones – a parent's guide to safe and sensible use*, which describes the range of mobile phone services

on offer in Ireland, as well as the latest technology available. The guide gives a range of useful tips and advice to parents on how to keep their child safe. You can download a copy in our corporate responsibility section.

- We are members of the ISPAI (Internet Service Providers Association of Ireland) and we abide by its code. We also promote its service **Hotline.ie**, the online specialist reporting service from the ISPAI to combat child pornography.
- Along with the above, we are a signatory of the EU Framework for Safer Mobile Use by Younger Teenagers and Children, which is a self-regulatory initiative of the mobile industry. It aims to ensure that younger teenagers and children can safely access content on their mobile devices. The framework requires that operators provide blocking or filtering of internet access.

### 3.1 Accessibility

Three is committed to ensuring that all customers can access and use our services, regardless of age, needs or abilities. We are committed to meeting our obligations under applicable accessibility legislation, including the **European Accessibility Act (EAA)** and related Irish regulatory requirements.

We take appropriate steps to ensure that information about our services, customer care processes, complaints handling and key contractual information is accessible. Where required, we provide **accessible formats**, including **Braille and large print**, at no additional cost.

Customers may register accessibility needs with Three so that appropriate support arrangements can be put in place. Dedicated accessibility support is available through trained advisors.

Further information on our accessibility supports, policies and services is available

<https://www.three.ie/accessibility> and [this](#) includes:

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- Accessibility registration [form](#)
- [Accessibility statement](#)
- Accessible Bill formats (Braille, large print)
- Dedicated accessibility free phone number 1800-944785 for support

#### **4.0 Customer queries**

Three's Customer Care team handles all initial queries. Three will provide customers, where feasible, with an on-the-spot response to any query. Where follow up is required, we will provide a timeline for an update on the initial call. We have set out some query categories and target response timeframes below.

Please ensure you quote your unique account number and/or MSISDN (08 number associated with your service) to help us keep track of your query. All queries and contacts with customers are tracked under these numbers on Three's IT systems. These numbers will also be used in correspondence with you on your query or contact.

##### **Query category and target response times**

- **Billing**

We will endeavour to respond to all billing queries within five working days. If there are any verified discrepancies on a bill, a credit will be applied to the account as soon as we are made aware. If a refund is applicable, a cheque or electronic bank transfer, dependent on the account facility, will be arranged.

Customers will have online access to the billed account details through the My3 section of our website, 24 hours a day, 365 days a year. Three has set out a policy in relation to disconnection to ensure that customers receive fair and consistent treatment as detailed in section 4.5 below.

- **Network quality and coverage**

Immediate response in order to implement a network investigation. Our customer care team may need to carry out troubleshooting steps with the customer to help us to identify the source of the issue. We have 99.7% population coverage for calls and texts, and we make every reasonable effort to ensure customers have coverage at all times. However, coverage is provided by radio transmission and is available only within range of our network's base stations. Quality and availability of coverage is affected by factors which can cause radio interference, like physical obstructions, atmospheric conditions, technical faults in the network, or faults in other telecommunication networks.

- **Roaming**

We will endeavour to respond within five working days. Three's Customer Care team handles all initial roaming queries. More complex queries and complaints may need to be dealt with by other Three personnel and may be referred to roaming partners in other countries. Three is dependent on the cooperation of our roaming partners to resolve roaming queries. Our team works with all roaming partners to provide a speedy resolution to roaming queries.

Three makes every effort to get a response from the relevant roaming partner on any query sent by Three to them. Three endeavours to resolve all roaming queries within five working days, however this is dependent on the timely provision of information from our roaming partners. Where Three has not received a response from a roaming partner within this timescale we will make a decision based on the information available.

- **Landline and broadband queries for business customers**

<b>Category</b>	<b>Resolution Time</b>
Service degradation	Immediate response with the objective that service not be lost for more than 24 hours.
Repair	Arrange for an engineer call out within two working days. If it is not possible to rectify the confirmed line fault a new timescale for the restoration of the service is required.
Miscellaneous	Within two working days.

#### **4.1 Customer Complaints and Disputes**

At Three, we are committed to providing high-quality service and to resolving any issues you may experience as quickly and fairly as possible. If you are dissatisfied with any aspect of our service, billing, coverage, or support, you may submit a complaint using any of the channels listed below. This Complaints section outlines how to contact us, how we will handle your complaint, and what steps you can take if you remain unsatisfied.

##### **How to Make a Complaint**

You can contact Three using any of the following methods:

##### **Phone**

- **Freephone 1913**

- From abroad: **+353 83 333 3333**

We will answer your call as soon as possible during our opening hours of Monday to Friday 9am to 6pm, Saturday, Sunday and bank holidays, 9am to 5pm.

#### Online

- **Live Chat:** available at *three.ie/chat*
- **Online Contact Form / Email:** available at *three.ie/contact-us*
- **Three Community:** *three.ie/community*

#### By Post

You may also submit a written complaint to our published customer care address.

Three Customer Care PO Box 333 Dublin 2

#### Escalations Process

Our Customer Care Team is your first point of contact for any query or issue, and we aim to resolve matters on the spot wherever possible. The team is empowered to make decisions and provide a fast resolution.

If your query requires further review, it may be referred to a supervisor. You may also request a supervisor at any stage. If you remain dissatisfied after speaking with a supervisor, they will log a formal complaint on your behalf with our escalations team.

You can also email your complaint by going to our website at <https://www.three.ie/contact-us.html> or by writing to Three Customer Care, PO Box 333, Dublin 2.

A case handler will be assigned to your complaint case and will be responsible for bringing it to resolution. You may also seek independent advice from several independent bodies set out below in sections 6.1 to 6.4.

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#### The definition of a complaint is:

‘Complaint’ means an issue raised by an end-user to a Provider through one of the complaint handling channels in the Provider’s code of practice for complaints handling or an issue that is otherwise handled by the Provider in accordance with section 5.1.3(i) of this Decision Instrument (D10/25) relating to the Provider’s product, service, or its complaint handling process (which includes difficulty experienced making a complaint) and either:

- (a) the issue remains unresolved following an initial attempt by the Provider to resolve it and the end-user expresses dissatisfaction, or
- (b) there has been no attempt by the Provider to resolve the issue and 2 Working Days have elapsed since the issue was raised to the Provider by the end-user; in such circumstances the issue will be deemed to be a Complaint from the day the issue was raised to the Provider by the end user.

## **Acknowledgement of Your Complaint**

Upon receiving your complaint, the Escalations team will provide an **acknowledgement within two working days**.

This acknowledgement will include:

- A **unique complaint reference number** for tracking.
  - Confirmation that your complaint has been logged.
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## **How We Handle Your Complaint**

**Where a complaint cannot be resolved within ten working days, we will:**

- Inform you of the reason for the delay,
- provide an updated timeframe, and
- explain the next steps available to you that includes your right to seek external escalation.
- If a complaint remains unresolved after ten working days, or you are dissatisfied with the outcome, you may refer the matter to ComReg or another appropriate independent body, as outlined in Section 6.0 below.

## **Documenting Your Complaint**

We will maintain a record of your complaint. The information we log includes:

- Your name, account number, and contact details such as your phone number.
  - The date you first raised the complaint, along with dates of every interaction related to it until it is fully resolved.
  - A copy of your written complaint, or notes taken from any phone or online conversations we have with you about the issue.
  - All correspondence between you and our team, including our responses, the outcome of the complaint, and any final communication provided.
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## **4.2 Refunds**

Refunds may be issued on a case-by-case basis, depending on the details of your complaint. The Customer Escalations Team will confirm whether you are eligible.

Where a refund is approved, it will normally be applied as a credit to your account. We may process the refund via EFT to your IBAN (for direct debit customers) or to your credit card (if this is your existing payment method) within 10 working days. If your credit card has expired, an IBAN will be required to complete the refund.

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## **4.3. Your Statutory Rights**

If, after following Three's full internal complaints process, you remain unhappy with the resolution, you may escalate the matter to:

**Commission for Communications Regulation (ComReg)**

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

ComReg can provide independent information and advice and may review how your complaint was handled. Please also see Section 6 below.

**The below sections details where compensation schemes are required:**

**a. Switching and Porting Compensation**

When switching to Three, broadband services should be up and running within 8 hours (9 AM to 5 PM, Monday to Friday). For mobile numbers, the porting process typically completes within 2 hours (8 AM to 6 PM, Monday to Friday, and 8 AM to 4 PM on weekends).

If your service is interrupted for more than one working day during the switch, or if porting takes longer than expected, you may be eligible for compensation. This is calculated daily based on your monthly plan (e.g. €1/day for a €30 plan).

To claim, simply complete our [online form](#).

**b. Missed Broadband Install Compensation**

When switching to Three, your broadband install should take place on the date that has been agreed with our install partners. If the install appointment is missed by our install partner on the date that was previously agreed without any prior notice of rearranging the appointment, you may be entitled to compensation for the missed install. If this is the case, Three will contact you directly and proceed to credit your account with a compensation amount of minimum €25. Three will monitor any missed installs and will contact you in this event. Should you have any queries please contact us on 1913 chat to us at [three.ie/chat](http://three.ie/chat) or email [three.ie/contact-us](mailto:three.ie/contact-us).

For details on the Missed and Delayed Appointment Policy, click here: [missed-or-delayed-service-and-installation-appointment-compensation-policy.pdf](#)

**4.4 Customer Guarantee Scheme**

As outlined above, we aim to resolve your query on first contact. Where possible, we will endeavour to resolve all complaints within the timeframes below. We aim to resolve all complaints within 10 working days. Where this cannot be met, we will ensure that customers are advised of an estimated time. We will keep you posted on progress through to resolution. If your complaint remains unresolved after 10 working days, the escalations team will communicate the next steps by which you can progress the complaint. We commit to providing a high level of service. We set out in section 4.1 above our target timeframes to resolve queries and in section 4.1 above our target response timeframe to resolve complaints (where the solution is within our control). All your complaints will be recorded and all our advisors have access to these details. In extreme circumstances where the

resolution is beyond our control, eg if a third party is involved, or if we lack complete information, or in the case of adverse weather conditions and our contact centre is unavailable, we will keep you informed of progress and respond to your complaint as soon as possible. In the instance of a validated billing error, we will work to reimburse affected customer as soon as we become aware of the error.

In exceptional cases where we are unable to respond to or acknowledge your complaint within 10 working days, we will compensate you for that delay as per our Customer Guarantee Scheme. Where it is brought to our attention that, in relation to your complaint, we have failed to meet the response time within 10 working days, we will apply a credit to your account.

A credit offered for this purpose is given as a gesture of goodwill only and does not imply an acceptance of liability, breach of contract or otherwise on the part of Three. All complaints requiring a goodwill gesture, whether a reimbursement or settlement payment are implemented on an individual per case basis and applied as usage credit to the customers invoice.

#### **4.5 Disconnection policy**

Three has set out a policy in relation to disconnection to ensure that customers receive fair and consistent treatment. We endeavour to provide the best mobile communications service to all our customers. If, for any reason, you wish to terminate your contract with Three, you may do so by providing 30 days' notice to Three. Price plan charges will accrue until disconnection is fully completed. In the case of a formal billing complaint being lodged by a customer and a dispute ensuing, the service will remain available to the customer while Three is handling the dispute, providing payment is made on any undisputed portion of outstanding bills and that Three is satisfied that the complaint is a bona fide issue relating to the calculation of charges. If not, Three reserves all contractual rights to terminate the contract and service of that customer if bills remain unpaid.

Three is required to ensure that the numbers allocated to it by ComReg are used efficiently. For further information regarding our disconnection policy, please see the terms and conditions on our website at [three.ie/terms-conditions/](https://three.ie/terms-conditions/)

#### **Disconnection policy for prepay customers**

Three is required to ensure that numbers allocated to it by ComReg are used efficiently and that when a number becomes inactive, that it is made available to new customers. When a number becomes inactive, any unused credit on the account will be forfeited. Three may terminate the service and allocate the number to a new customer.

For further information on our prepay disconnection policy, please see the terms and conditions enclosed in the Three SIM pack. These can also be found on our website at [three.ie/terms-conditions/](https://three.ie/terms-conditions/)

#### **4.6 Retention of records**

We keep your personal data for as long as necessary for the purposes for which it was collected and to provide you with services, to conduct our legitimate business interests or where otherwise required by law. Details of complaints will be retained for a maximum of 24 months following the resolution of a complaint. We will retain your data for the lifetime of your account with us and for a period thereafter in accordance with our information retention policy.

#### **4.7 Data protection and privacy**

Please see the terms of your privacy policy with Three available on [three.ie/termsconditions](https://three.ie/termsconditions) which explains how your personal data is processed by Three. Subject to certain exceptions, you have the right to obtain a copy of personal data we hold about you and to have any inaccuracies in this data corrected or to have outdated data erased. We may ask you to provide proof of your identity and residence before we process such a request. If you would like to make a request to access, rectify or erase your personal data, please email [privacy@three.ie](mailto:privacy@three.ie) or by post to the Data Protection Manager, Three Ireland (Hutchison) Limited, 28/29 Sir John Rogerson's Quay, Dublin 2.

#### **5.0 Code for tariff presentation**

Three is required to adhere to and complies with the principles set out in the ComReg Code for Tariff Presentation.

#### **6.0 Your statutory rights**

While this Code of Practice for Handling Customer Queries sets a high standard of customer care, nothing contained in the Code derogates from or replaces the rights you may have under applicable law and regulations. If your complaint is not resolved within ten working days or the allowed regulatory timeframe, or if you are unhappy with the result or solution offered, you may seek independent advice or escalate the issue to external authorities.

#### **6.1 Commission for Communication Regulation**

1 Dockland Central

Guild Street

Dublin 1

D01 E4X0

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

Tel consumer: (01)8049668

Email: [consumerline@comreg.ie](mailto:consumerline@comreg.ie)

Online form: [www.comreg.ie](http://www.comreg.ie)

Webchat: [www.comreg.ie](http://www.comreg.ie)

Tel business: (01)8049707

Email: [businessconsumers@comreg.ie](mailto:businessconsumers@comreg.ie)

Information on making a complaint in relation to an ECS to ComReg under the EAA can be found [here](#) .

## **6.2 The Competition and Consumer Protection Commission**

PO Box 12585,

Dublin 1

D01C576.

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

Tel: Consumer Helpline on lo-call 1890 432 432 or 01 402 5500

Contact Form: [www.consumerhelp.ie/contact-us](http://www.consumerhelp.ie/contact-us)

## **6.3 Advertising Standards Authority of Ireland**

7 Herbert Street

Dublin 2 D02

K838

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

Tel: (01) 6137040

Email: [standards@asai.ie](mailto:standards@asai.ie)

## **6.4 Office of the Data Protection Commissioner**

Canal House

Station Road

Portarlinton

Co. Laois

R32 AP23 Ireland.

Tel: Lo Call 1890 252 231

Email: [info@dataprotection.ie](mailto:info@dataprotection.ie)

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

A customer may also have recourse to the Small Claims Court where they believe this is necessary. The Small Claims Court may be contacted through your local District Court Office.

