



Effective Date: 5th January 2026

Three Ireland (Hutchinson) Limited

Customer Charter

This Charter provides information on the level of customer service we commit to offer, details of any compensation and general information about our customer service. We are required to provide this Charter by the Commission for Communications Regulation (ComReg). Further information, including what you can use the Charter for, is available at www.comreg.ie/customercharter.

This charter is available to request in PDF by contacting us at three.ie/chat, email us at three.ie/contact-us or you can Freephone 1913 to speak to our Customer Service Team

1. Contacting us

Customer service response times

Phone: Freephone 1913 or from abroad +353833333333 (Opening hours Monday to Friday 9am to 7pm, Saturday and bank holidays, 9am to 6.30pm)

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

	Percentage of calls we commit to connect	Timeframe
1	-	1 minute
2	-	3 minutes
3	-	5 minutes
4	-	10 minutes
5	70%	30 Seconds

Our automated voice assistant is available 24/7, providing information on your plan, bill, and prepay balance. It also supports top-ups, payments, PUK codes, phone unlocking, and help with coverage or technical issues. These options remain accessible outside normal business hours, and our lost and stolen line is available 24/7. If there is something our automated voice assistant cannot help you with, you will be directed to a human customer service agent.

Email: three.ie/contact-us

When you email us, you can expect a person trained as a customer service agent to respond within the following timeframes:

	Percentage of emails we commit to respond to	Timeframe
1	-	Within 4 hours
2	-	Within 12 hours
3	85%	Within 24 hours
4	-	Within 48 hours

Webform: three.ie/contact-us

When you email us, you can expect a person trained as a customer service agent to respond within the following timeframes:

	Percentage of webform submissions commit to respond to	Timeframe
1	-	Within 4 hours
2	-	Within 12 hours
3	85%	Within 24 hours
4	-	Within 48 hours

Chat: three.ie/chat (Opening hours Monday to Sunday, 7am to midnight)

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

	Percentage of chats we commit to connect	Timeframe
1	-	Within 1 minute
2	80%	Within 3 minutes
3	-	Within 5 minutes
4	-	Within 10 minutes

Our digital assistant C.O.D.Y is available 24/7. It can provide you with information about your plan, bill and prepay balance. It can also assist you with your top up query, support you with your online account and help troubleshoot technical issues. If there is something C.O.D.Y cannot help you with, you will be directed to a human customer service agent.

Post: Three Customer Care, PO Box 3333, Dublin 2

We do not offer any Commitment on post response times

2. Connecting a new service

Acknowledgement time for new line connection requests

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:

	Percentage new line connection requests we commit to acknowledge	Timeframe
1	-	Within 8 hours
2	-	Within 12 hours
3	-	Within 24 hours
4	-	Within 48 hours
5	90%	Within 10 days

Existing line connection/activations

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:

	Percentage new service requests we commit to activate	Timeframe
1	-	Within 4 days
2	-	Within 8 days
3	-	Within 10 days
4	-	Within 15 days
5	90%	Within 10 days

3. When you are due a refund

Time to issue refund

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

Refund Type	Refund Method	Percentage of refund issued	Timeframe
Electronic Fund Transfer (EFT)	Cash	90%	Within 10 days
Cheque	Cash	-	-
Account Credit	Account credit	90%	Within 3 days

Please allow 10 working days for funds to appear in your bank account.

Customers can choose Electronic Fund Transfer or Account Credit as their preferred refund amount.

Our refund policy can be accessed at [Three Code of Practice](#)

4. If there is a service outage

Planned service outages

When there is a planned network outage, you can expect that we will notify you in advance of the following percentage of outages within these timeframes:

	Percentage of planned service outages we commit to notify you in advance	Timeframe
1	-	7 days
2	95%	5 days
3	-	3 days
4	-	1 day

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 through our call centre customer service, website and social media channels.

5. Compensation

Mandatory compensation

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

Switching and porting compensation schemes: Delays or other issues when switching your broadband service or porting your mobile or landline number including missed and delayed service and installation appointments may mean you can claim compensation. We have a switching and porting compensation scheme, which can be accessed at [Switching Compensation Form](#)

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 Freephone 1913, chat to us at [three.ie/chat](#) or email [three.ie/contact-us](#).

Other compensation

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

6. Accessibility

We are required to ensure our services are accessible. Further information is available in our accessibility statement, which can be accessed at:

<https://www.three.ie/legal/policies/accessibility-policy.html>

7. How we will handle complaints

We will handle any complaints in accordance with our code of practice for complaints handling which you can access at:

[Three Code of Practice](#)

8. Any other information

We value your trust in us. View our Three Code of Practice [Three Code of Practice](#)