

# Accessibility Statement

We want to make sure that all our customers get the best out of our network and our services – whatever their age, whatever their needs and abilities.

## Website Accessibility

We have created an Accessibility section on our website, to provide our customers with some practical advice and information on using our services. This section of our site is designed to comply 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 provides guidance for the different browsers available.

## Accessibility Guide

As a member of 'ComReg's Forum on Electronic Communications Services for People with Disabilities', we have worked with the National Disability Authority, ComReg and the communication sector to produce a Consumer Guide for people with disabilities and older people. The guide has been designed to inform users of the various phone features and services available from Service Providers.

Click here to access the complete guide: [Phones and Broadband – a guide for people with disabilities and older people](#)

## Handset Information

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

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

## Hearing

Key Features:

- 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 particularly adapted to heavy use of text messages, instant messaging and email. A large screen, predictive text, and a 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 wirelessly sent to your hearing aid.

[Search for Smartphone Apps for hearing here](#)

## **Vision**

Key Features:

- Easy-to-use keypad: features like large buttons, a raised dot on the 5 key, back-lit 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 camera phones 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 & Dexterity**

Key Features:

- 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 number of 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 dexterity here](#)

## **Accessibility Apps**

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

Find Mobile Apps <http://www.gari.info/findapps.cfm>

Find Phones & Tablets <http://www.gari.info/findphones.cfm>

### **Picking the Right Price Plan**

We have plenty of options to help you design a plan that suits 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 pay 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 Stores or call customer care on 1913. Whatever suits you best.

### **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 it details the various mediums available to our customers to 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 mail, 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, which can assist you in contacting us or querying your account. They must be registered as an authorised contact on your account in order to discuss your account or make any changes.

### **Disability Awareness Training**

With regard to the implementation of disability awareness training for staff to ensure that staff handling complaints are aware of disabled end-users and have the requisite skills to appropriately deal with those requirements, Three undertook a review of its awareness training and engaged the services of the National Learning Network to design and deliver training on Equality & Diversity incorporating Disability Awareness. The training programmes were incorporated into all retail and customer care training. The training includes educating staff on the effective ways to find out the needs of the customer e.g. what is important to them regarding handset features, how do they want to be able to use it, also what do they currently use and what do they like about that, this training is designed to get the staff to

probe around the real needs and requirements for all customers including anyone with a disability.

## **Billing & 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. We will also use your preferred medium of communication to notify you of any proposed changes to your contract and inform you of your rights should you not accept the proposed changes.

## **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 and you can find out how it works on the following website [www.112.ie](http://www.112.ie).

## **Directory Enquires 196**

If you have a vision impairment and have difficulty reading the phone book you can register to avail of a free directory enquiry service. You can 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 you are registered you will be allocated a special PIN number 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 number, your name, and the name and address of the person/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.

## **Phone Testing & Returns**

If you have purchased a handset in-store and you use a hearing aid//cochlear implant you can return your device if it does not meet your specific hearing needs. 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 charges which apply for using the services provided by Three. You will also be responsible for any decrease in the value of the goods returned by you which results from using the goods in a way which is above what is necessary to establish the handset features and how the handset work.

### **Topping up is easy with Three.**

Register for My3 to check your balance and top up yourself or friends and family with your debit/credit card. Visit My3 or download our My3 app available on our website or Google Play.

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

### **Instant Top up**

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

**Call:** Free call 1744 and choose the top up option. You can use your debit/credit card and choose amount to top up by. There is the option to securely save your card details for future use.

**Text:** Freetext 'TOPUP', the amount and the last 4 digits of your registered card to 50100 E.g.'TOPUP 20 1234'.

### **Cash top up**

Buy a voucher from your local Three store 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 BOI, through telephone or online banking.

### **Facebook**

You can top up your own or a friend's phone in three easy steps using your credit/debit card. A Facebook account is not needed. Top up via facebook [here](#).

### **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 - You can now see your balance on screen, anytime anywhere and it's FREE. Alternatively login into My3.

### **How to contact us**

For more information about our handsets, tariff plans, services or any other enquiry you may have you can contact us using the following mediums. Please ensure to quote your account number and /or mobile number.

#### **By telephone:**

**Customer Services** – Free when you dial 1913

#### **By fax:**

083 333 3334 - please ensure you 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 [here](http://www.three.ie/contact-us): [www.three.ie/contact-us](http://www.three.ie/contact-us)

#### **Website:**

Our website is a great source of information – it is the most up to date source of information. Please check out [www.three.ie](http://www.three.ie).

You can also contact us via the following social media forums

**Boards:** <http://www.boards.ie/three>

**Facebook:** <https://www.facebook.com/3Ireland>

**Twitter:** <https://twitter.com/ThreeCare>

**Community:** <http://www.three.ie/community/>

### **Useful Links**

Please see below a list of other organisations that may be of interest:

- [National Disability Authority](#)

- Commission for Communications Regulations (ComReg)
- Disability Federation of Ireland
- National Council for the Blind of Ireland