

## 1.0 Who are we?

Three has invested almost €2 billion in building its Irish business since launching in 2005 and acquiring O2 Ireland in 2014. We're now Ireland's second largest mobile operator with 35% market share and two million customers (as of March 2017).

Three operates 2G, 3G and 4G networks, with 96% coverage nationwide. And we're planning to invest another €300m in building our state-of-the-art 4G network over the next two years.

Three's head office is in Dublin and with our customer care centre is in Limerick. In February 2015, Three and Tech Mahindra also opened a customer service centre in Waterford creating 130 jobs. We currently operate 67 retail stores and have more than 1,200 employees throughout Ireland.

Three sponsors the Irish International Football team and Ireland's largest indoor music venue, 3Arena. In February 2015, Three announced a four year partnership with Electric Picnic, Longitude and the NYF Countdown Concert.

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

### 1.1 Coverage

Three has 99.6% population coverage for voice and text and 97.8% for 3G mobile broadband. Check out our coverage map to find out more about Three coverage in your area at [www.three.ie/coverage-checker](http://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 included with new Three SIM packs. Please visit [www.three.ie/terms-conditions](http://www.three.ie/terms-conditions) or contact us directly for more information.

## 2.0 Customer service

We're committed to giving our customers great service. Excellent customer care is at the core of Three's business as 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 for you, please contact Three Customer Care using the details below.

### 2.1 How consumer customers can contact us

- By phone: Customer Care on Freephone 1913 or from abroad on +353833333333. We will answer your call as soon as possible during our opening hours , Monday to Friday 8am-7pm, Saturday, Sunday & Bank Holidays, 8am-6.30pm.
- LiveChat: Our team are available at [www.three.ie/chat](http://www.three.ie/chat) Monday to Sunday, 7am to midnight.
- By email: Send your email to us using [www.three.ie/contact-us](http://www.three.ie/contact-us)
- Join our community at [www.three.ie/community](http://www.three.ie/community)

- Online: check out our website at [www.three.ie](http://www.three.ie)
- Customers can also contact our 24 hour automated voice response system to check account information and use other automated self-service options on Freephone 1913.
- By post:  
Three Customer Care  
PO Box 333  
Dublin 2
- By fax: 061 203510 - please state your message is for the attention of Customer Care.

## 2.2 How business customers can contact us

- By phone: Business Support Team - free when you dial 1913. Three will endeavour to answer your call as soon as possible during opening hours, Monday to Friday 8am-7pm and Saturday 8am-6.30pm. If you have an Account Manager, they are available Monday to Friday 9am-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 8.30am-6pm.

## 3.0 Social responsible at Three

Corporate responsibility at Three means showing a strong and visible commitment to the communities in which we work across Ireland. This is so we can maximise the benefits that we as a mobile operator bring to communities. 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 also think it's important to address the wider social and environmental concerns of our customers. Our CSR programme is about doing the right things 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 ultimately build a stronger company.

For more on the work we do, visit our corporate responsibility page [here](#).

- **Community**

We operate a charity of choice model in the community where we partner with a dedicated charity for three years. For further information, see [www.three.ie](http://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. The guide is available to download in the corporate responsibility section of our website, [here](#).
- We are members of the Internet Service Providers Association of Ireland (ISPAI) 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**

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. For more information on what Three does to ensure accessibility for all customers, please visit <https://www.three.ie/accessibility>

### **4.0 Customer complaints and disputes**

Our dedicated Customer Care Team is always the first port of call for queries or issues, and we will endeavour to give customers an on the spot response where possible. Our Customer Care Team are empowered to do everything they can to make decisions, which ensure a speedy resolution to your query. 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 our customers are tracked under these numbers on Three's IT systems. These numbers will also be used in correspondence with you regarding your query/contact.

There may be occasions where the team need to refer the query to a supervisor. If you are not fully satisfied with the outcome on first contact you may ask to refer your query to a supervisor. A call back will be arranged if the supervisor is unavailable. Once your query is escalated to a supervisor,

your query is considered a complaint. We take all customer complaints very seriously. Our commitment to our customers is centred on responding to your concerns as quickly and efficiently as possible, and we endeavour to respond pro-actively to customer feedback.

If after speaking with a supervisor, you are unsatisfied with the outcome or resolution of your complaint, you will be provided with a unique complaint reference number. You can refer the complaint by email by going to our website at [www.three.ie/contact-us](http://www.three.ie/contact-us) or by writing to Three Customer Care, PO Box 333, Dublin 2. You should state clearly the background and nature of the complaint in your correspondence.

Once your complaint is submitted in writing the escalations team will endeavour to resolve your complaint within 10 working days. Your email or letter will be acknowledged within two working days and you will receive a contact email address for the escalations team. If your complaint is unresolved after 10 working days, the Three escalations team will communicate the next steps by which you can progress the complaint.

We acknowledge that complaints may vary in nature and complexity. Three will fully investigate the complaint and escalate internally where appropriate. The escalations team review each complaint on a case-by-case basis. The escalations team will provide notification of resolution of the complaint to the customer. The customer may also seek independent advice from a number of independent bodies set out below in sections 6.1-6.4.

All our contact channels for queries are outlined in section 2.0 above. If you wish to make a complaint please contact us using the below channels:

- By phone: Customer Care on Freephone 1913 or from abroad on +353833333330. We will answer your call as soon as possible during our opening hours of Monday to Friday 8am-7pm, Saturday, Sunday & Bank Holidays, 8am-6.30pm.
- By email: you can send your email to [www.three.ie/contact-us](http://www.three.ie/contact-us).
- By post:  
Three Customer Care  
PO Box 333  
Dublin 2

#### **4.1 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 timeframe cannot be met we will ensure that customers are advised of this and given an estimated time of resolution. 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 4.2 below the maximum time to resolve queries/complaints under a number of categories (where the solution is within our control). All your queries/complaints will be uniquely recorded and all our advisors have access to these details. In extreme circumstances and 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 query/complaint as soon as possible.

In the instance of a validated billing error, we will work to reimburse the affected customer as soon as we become aware of the error.

In exceptional cases where we are unable to respond to or acknowledge your query/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 query/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.

#### **4.2 Categories of query/complaint and target response time**

- **Billing**

Within five working days. However, we will endeavour to respond to all billing queries/complaints within 24 hours. If there are any discrepancies on a bill, a credit will be applied to the account rectifying this as soon as we are made aware of the discrepancy. In the circumstances that 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 and unbilled 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 4.3 below.

- **Network quality / coverage**

Immediate response in order to implement a network investigation. We have 99.6% population coverage for calls and texts and we make every reasonable effort to ensure our customers have coverage at all times. However, coverage is provided by radio transmission and is available only within the 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 telecommunications networks.

- **Roaming**

Within five working days. Three's Customer Care team handle 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 work in conjunction with all roaming partners to provide a speedy resolution to customer roaming queries.

Three makes every effort to get a response from the relevant roaming partner on any query/complaint sent by Three to them. Three endeavours to resolve all roaming queries/complaints 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 take a decision based on the information available.

- **Other**

Three will provide customers, where feasible, with an on the spot response to any query/complaint. Where this is not possible, Three will respond to the customer within two working days with a resolution or update. Where the query/complaint has not been resolved within the two working days, our customer services team will agree a schedule for call back with the customer.

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

<b>Category</b>	<b>Resolution time</b>
Service degradation	Immediate response with the objective that service will not be lost for

	more than 24 hours.
Repair	Arrange for an Engineer call out within 2 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 group	Within two working days

#### 4.3 Disconnection policy

Three has set out a policy in relation to disconnection to ensure that customers receive fair and consistent treatment. Three endeavours 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 thirty days' notice to Three. Price plan charges will continue to accrue until disconnection is completed in full. In the case of a formal billing complaint being lodged by a customer and a dispute subsequently ensuing, the service will remain available to the customer while Three is handling the dispute, providing that 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 its 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 enclosed in the Three SIM pack which can also be found on our website at [www.three.ie/terms-conditions](http://www.three.ie/terms-conditions)

#### Disconnection policy for prepay customers

Three is required to ensure that the 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 at that time. Three may terminate the service and allocate the number to a new customer.

For further information regarding 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 [www.three.ie/terms-conditions](http://www.three.ie/terms-conditions)

#### 4.4 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 minimum of one year 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.

#### 4.5 Data protection and privacy

Please see the terms of your privacy policy with Three available on [www.three.ie/terms-conditions](http://www.three.ie/terms-conditions) 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 and, in the case of access requests, will charge €6.35 to cover the administrative costs of supplying any copies of personal data to you. If you would like to make a request to access, rectify or erase your personal data, please send an email to [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 Our customers' statutory rights**

Whilst 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 you are not satisfied with our response to your query, you can still seek independent advice from a number of independent bodies listed below in 6.1 – 6.4.

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

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

PO Box 12585  
Dublin 1  
D01 C576  
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**

48 Lower Mount Street  
Dublin 2  
Website: [www.asai.ie](http://www.asai.ie)  
Tel: (01) 6137040  
E-mail: [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  
E-mail: [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.