

## **1.0 Who are we?**

Launched in 2005, Three has invested more than €2 billion in building its Irish business and is now one of Ireland's largest mobile operators with 35.8% market share and 2.3 million customers (as of December 2019).

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 97.3% 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. We also sponsor the Irish International Football teams.

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 and 97.3% for 4G. 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, 8am to 8pm, Saturday and Sunday, 9am to 6.30pm and bank holidays, 9am to 6.30pm.

- 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, 8am to 7pm, Saturday, 9am to 6.30pm and bank holidays, 9am-6.30pm. 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, 8.30am to 6pm.

## 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://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://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**

We want to make sure that all our customers get the best out of our network and our services – regardless of age, needs or abilities. For more on how Three ensures accessibility for all customers, please visit [three.ie/accessibility](https://three.ie/accessibility)

## **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 4.3 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**

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 swiftly to customer feedback.

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 channels below:

- Call 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 to 8pm, Saturday, Sunday and bank holidays, 8am to 6.30pm.
- Email us at [three.ie/contact-us](mailto:three.ie/contact-us)
- By post:

Three Customer Care  
PO Box 333  
Dublin 2

#### **Escalations process**

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 is empowered to do everything it can to make decisions, and ensure a speedy resolution to your query.

There may be occasions where the team needs to refer your query to a supervisor. If you are not fully satisfied with the outcome of your query, you may ask to refer your query to a supervisor. If after speaking with a supervisor, you are unsatisfied with the outcome or resolution, your query is considered a complaint and you will be provided with a unique complaint reference number and complaint acknowledgement within two working days. In the unlikely event that a supervisor is unavailable, the customer care team will provide you with a unique complaint reference number.

You can also email your complaint by going to our website at [three.ie/contact-us](https://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. Please ensure you quote your account number and/or MSISDN (08 number associated with your service) to help us respond swiftly. All complaints are tracked under these numbers and your unique complaint reference number on Three's IT systems.

Once your complaint has been referred by the supervisor or customer care team or is submitted by you in writing by email online or by letter, you will be issued with a unique complaint reference number. The escalations team will endeavour to resolve your complaint within 10 working days. Your complaint will be acknowledged in writing within two working days by email or letter and you will receive a contact email address for the escalations team. Our escalations team will respond to your complaint in writing by return letter, email or by phone call under exceptional circumstances. If your complaint is unresolved after 10 working days, the Three escalations team will tell you 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 escalations team are the highest point of escalation within Three and its role is dedicated to resolving your issue. 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.

## **Refunds**

Refunds for bill pay customers are generally applied as a credit to a customer's account. A credit can be applied towards the current balance due on the account or towards the next bill to issue. Once a credit is applied, the transaction will appear on the next bill.

Refunds for prepay customers are generally applied as a credit to a customer's account. Once an account credit is applied, it is visible immediately on the customer's credit balance.

In circumstances such as an account overpayment or a verified account discrepancy, a refund will be provided as soon as we become aware of the verified issue. In order to resolve any particular category of complaint, a refund may be applied to a customer's account where appropriate.

We may provide a refund to Three Ireland Services (Hutchison) Limited customers by electronic bank transfer or by cheque and to Three Ireland (Hutchison) Limited customers by cheque. Refunds may take around 21 days to issue.

## **4.2 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 4.0 above our target timeframes to resolve queries and in section 4.2 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.

### **4.3 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 in the Three SIM pack which can also be found on our website at [three.ie/terms-conditions/](https://www.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/)

#### **4.4 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 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.

#### **4.5 Data protection and privacy**

Please see the terms of your privacy policy with Three available on [three.ie/terms-conditions](https://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. 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 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 to 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)

## **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.