

# Accessibility

## Accessibility Statement

Accessibility at Three means supporting our people and our customers with additional needs, to ensure they have access to and use of communications technologies so they can participate fully in society and enjoy the same services and opportunities as all. We want to make sure that all our customers get the best out of our network and services – whatever their age, needs and abilities.

## Website Accessibility

We have created this section, to provide you 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).

*Accessibility options for different browsers*

Your normal browser will have its own accessibility options or free downloads to increase accessibility options and improve your browsing experience.

- [Firefox](#)
- [Google Chrome](#)
- [Safari](#)
- [Internet Explorer](#)

## Accessible Device Support

Device Support Hub (*\*Create hyperlink to device support page in the community*)

Our device support hub has information on a range of different devices and their key features, including their accessibility functions.

## Audio Support

### Irish Text Relay Service

Three provides access to the Irish Text Relay Service (ITRS), which is a service we have developed and funded in partnership with other industry operators to facilitate deaf or hard of hearing people to make and receive calls. The full details of the service are available at [the ITRS official website](#).

## Accessible Directory Enquiries

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, you 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.

### **Third Party Account Management**

If you need a friend, relative, or third party to manage your Three account, you can register for third party account management. They must be registered as an authorised contact on your account. They will not be permitted to make changes without your additional consent.

### **Visual Support**

#### **Accessible Billing**

We've partnered with a range of third parties to bring you your bills in accessible formats to meet your needs including braille and large print. If you wish to change your billing format this please reach out to a member of our team by calling 1913, visit a 3Store or [contact us](#) here

#### **Accessible Directory Enquiries**

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, you 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.

### **Third Party Account Management**

If you need a friend, relative, or third party to manage your Three account, you can register for third party account management. They must be registered as an authorised contact on your account. They will not be permitted to make changes without your additional consent.

### **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 SMS text messages\* 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 their website [www.112.ie](http://www.112.ie).

## Phone Testing & Returns

If you have bought a phone in-store and 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. The device must be returned undamaged and in its original packaging. You will be responsible for any charges which apply for using Three service.

## Picking the Right Price Plan

We have plenty of plans to choose from that suit how you use your phone, whether that's voice, text or data. You also can choose from a range of price plans and add-ons on prepay or bill pay to suit you. We also provide best tariff advice and end of contract notifications. If you'd like advice on which plan is best for you, please [contact us here](#), call us on 1913 or visit one of our 3Stores.

### Have you a Prepay Phone? Topping up is easy with Three with many options:

Register for My3 to check your balance and top up yourself, friends or family with your debit or credit card. Visit My3 or download the My3 app from our website, Apple app store or Google Play. With My3, we can top up once your credit drops below the balance you've set. This is done by scheduling a weekly or monthly top up, and is a handy way of keeping track of your spending.

#### Instant top up

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

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

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

#### Cash top up

Buy a voucher from your local 3Store 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.

#### 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 to see your balance on screen or dial 1744 to hear it anytime anywhere - free. Alternatively, visit My3.

## Accessibility awareness training

At Three, it's important that our Customer Care team are trained to support all our customers, regardless of accessible needs. We provide accessibility awareness training to ensure that staff handling queries or complaints have the skills to appropriately handle all our customers' requirements.

## Three's Code of Practice

Our Code of Practice sets out how Three 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. For more information [click here](#).

Should you require a copy of the Code in any particular format, please let us know.

## Useful Links

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

- National Disability Authority: [www.nda.ie](http://www.nda.ie)
- Commission for Communications Regulations (ComReg): [www.comreg.ie](http://www.comreg.ie)
- Disability Federation of Ireland: [www.disability-federation.ie](http://www.disability-federation.ie)
- National Council for the Blind of Ireland: <https://www.ncbi.ie>