

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 on request in print, large print, or braille. Let us know which format you require by contacting us at:

- **Email address:** cs@lycamobile.ie OR accessibility@lycamobile.ie
- **Call:** 1923
- **Postal address:** Unit C4, Block C, Centre Point Business Park, Oak Drive, Dublin 12, D12 YC89, Ireland

1. Contacting Us

Customer Service Response Time

Phone: Free Call from LycaMobile number 1923 for any assistance – Monday to Saturday: 9am–6pm. You will be connected to a trained customer service agent. If you are calling from abroad, dial 01 437 2322 or +353 1 437 2322 (charges depend on your network operator).

We do not offer any commitment to call response times.

Email: cs@lycamobile.ie

It may take up to 5–7 working days for us to respond via email.

Live Chat: Live Chat is available Monday to Saturday: 9am–6pm and is accessible from our website or via the following link: <https://www.lycamobile.ie/en/help/contact-us/>

We do not offer any commitment for Live Chat response times.

Post: Unit C4, Block C, Centre Point Business Park, Oak Drive, Dublin 12, D12 YC89, Republic of Ireland

We do not offer any commitment on postal response times.

2. When You Are Given a Refund

Time to Issue Refund - We do not offer any commitment to the refund times.

3. If There Is a Service Outage

Planned Service Outages

We do not offer any commitment to publishing information for customers in advance of planned network outages.

Unplanned Service Outages

We do not offer any commitment at the time at which we will publish information to inform customers of unplanned service outages.

4. Compensation

Mandatory Compensation: You can request compensation from us if we fail to meet certain obligations.

Switching and Porting Compensation: Delays or other issues when porting your mobile number may mean you can claim compensation. Please see our terms and conditions for further information.

<https://www.lycamobile.ie/en/termscondition/>

5. Accessibility

We are required to ensure our services are accessible. Further information is available by emailing our dedicated team at accessibility@lycamobile.ie

6. How We Will Handle Complaints

We will handle all complaints in accordance with our Code of Practice for Complaints Handling, which can be accessed at: <https://www.lycamobile.ie/en/code-of-practice/>

7. Any Other Information

Our Help Centre is a valuable resource, providing information about plans, payment options, roaming, account management, and switching services: <https://www.lycamobile.ie/en/help/contact-us/>