



## Accessibility Statement

At Imagine, we want all our customers to be able to access and enjoy our services. We understand that some people may need additional supports or accommodations, and we work continuously to make our digital platforms and customer facing services easier to use for everyone. This accessibility statement explains how we support customers in choosing and managing their service in a way that works for them.

We are committed to providing reasonable accommodations for customers with disabilities. If you need any adjustments when managing your account or accessing our services, please reach out and we will do our best to support you.

## Accessibility Services

### Website and Digital Accessibility

- To help make our online services easier to use, we support a range of accessibility tools built into modern computers and browsers.
- We design, develop, and maintain our digital platforms to try to ensure all customers can navigate and use our website.

### Making Text Larger

Our websites use a consistent font across all pages. If you need larger text, you can adjust this through your device's settings:[AS2.1]

- **Windows:** Use the Windows Magnifier to enlarge on screen text and images.
- **Mac:** Use Mac OSX Zoom for system wide magnification.
- Most browsers also allow you to zoom in or out directly, making content bigger or smaller as needed.

### Improving On Screen Visibility

Most operating systems provide additional options to help you customise the visual experience, including:

- Making the mouse pointer larger or more visible
- Adjusting colour schemes, brightness, or contrast
- Changing default fonts or font sizes to make text easier to read

### Using Voice Recognition

For customers with limited mobility or anyone who prefers hands free computing, built in voice recognition tools allow you to:

- Open programs
- Navigate your computer
- Dictate text
- Carry out tasks using spoken commands

### More Information

For detailed information about the accessibility features available on your device, you can visit:

- **Windows Accessibility:** <http://www.microsoft.com/enable/>
- **Apple Accessibility:** <http://www.apple.com/ie/accessibility/>

# Imagine.

## Free directory enquiries service

Phone listings are available free of charge to all at [www.eirphonebook.ie](http://www.eirphonebook.ie). If you have a vision impairment 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 the 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.

## 112 Emergency SMS Service

The 112 SMS service allows a person that is deaf or hard of hearing to send an SMS text message to the Emergency Call Answering Service (ECAS) which will be relayed 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 [www.112.ie](http://www.112.ie).

## General Queries

Customers with disabilities can contact us through multiple accessible channels, including phone, email, livechat and letter. Our customer care teams are trained to support customers with accessibility requirements. You can also choose to nominate an account contact to be set up on your account who is authorised to deal with any queries on the account.

## Contact Methods

- **Phone:** 1800 938 100
- **Email:** [care@imagine.ie](mailto:care@imagine.ie) / [support@imagine.ie](mailto:support@imagine.ie)
- **Livechat:** <https://www.imagine.ie>
- **Letter:** 6th Floor Block 4, Dundrum Town Centre, Sandyford Road, Dundrum, Dublin 16, D16 A4W6.

## Billing

Invoices are issued electronically by default. If you need your bill in an alternative format, we can provide it on request. Accessible formats are available, and any charges for printed copies will only apply where permitted. If you have a visual impairment, you can hear your account balance or pay a bill through our automated service by calling 1890 929 395. Our customer service team on 1800 938 100 are happy to read out invoices, take payments, set up direct debits and help with any queries over the phone. They can also arrange for your bill to be provided in Braille by post.

## Customer Complaints Handling Procedure

Imagine is committed to ensuring that customers receive excellent customer service when contacting us. If however, you want to make a formal complaint you can do this by following our [Code of Practice](#).

## Contract Changes

From time to time Imagine may change your pricing and / or terms and conditions of service. We'll always write to you, giving one month notice before any change and you can choose to cancel your service without penalty in this period. If you use the service after this date, the new pricing and terms and conditions will apply.

## Other information

Should you need further information that is not available on our website we have several ways in which you can contact us as above.

## Accessibility Registration

Should you wish to register any accessibility requirements, please do so by contacting us.

***We review our accessibility commitments regularly as part of our continuous improvement process. This statement was last updated in February 2026.***