

Customer Charter

This Charter provides information on the level of quality of customer service that Imagine commits to offering you. It includes information on any compensation and general information on aspects of our customer service. We are required to provide this Charter by the Commission for Communications Regulation (“ComReg”). For more information including what you can use the Charter for is available at www.comreg.ie/customercharter. The Charter is available on request in PDF by contacting us at 1800 938 100 or emailing care@imagine.ie

*You will also have received a copy of it if you connected with us after February 2026

Contacting Customer Service

Phone: 1800 938 100 Email: care@imagine.ie

Opening Hours: 9am – 6pm Monday to Friday

Contact Channel	Channel Detail	% of Calls we Commit to Answer	Timeframe
Phone	Freephone 1800 938 100 Option 1	80%	Within 7 mins

When you contact us on Live Chat: Our chat option is available via our website: <https://www.imagine.ie/help/>

Opening hours: 9am – 6pm Monday to Friday

When you contact us via Email: We aim to answer 95% of emails within 8 working hours.

Contacting Technical Support

Phone: 1800 938 100 Email: support@imagine.ie

When you contact us via Email: We aim to answer 95% of emails within 8 working hours

Opening Hours: 9am – 6pm Monday to Friday

10am – 4pm Weekends & Bank Holidays

Contact Channel	Channel Detail	% of Calls we Commit to Answer	Timeframe
Phone	Freephone 1800 938 100 Option 2	80%	Within 7 mins

Contacting Sales

Phone: 1800 938 999 Email: sales@imagine.ie

Opening Hours: 9am – 7pm Monday to Thursday

9am – 6pm Friday, 10am – 4pm Saturday

Contact Channel	Channel Detail	% of Calls we Commit to Answer	Timeframe
Phone	Freephone 1800 938 999	80%	Within 1 min

Refunds

If your refund relates to cancelling your account, we will issue it through the same payment method used, within 14 days of the final invoice being issued. For all other types of refunds, we will process them within 10 working days.

Electronic Bank Transfer – This method returns an amount to the customer where the customer has direct debit information on their account or pay via Funds Transfer.

Credit Card / Debit Card – This method will return an amount by issuing the card initially used by the customer. Please note if a card is expired/lost we cannot refund to the same details. In these scenarios we must refund to a bank account so will require your BIC and IBAN to process an Electronic Bank Transfer.

You can read our full Refund Policy here: [Imagine Refund Policy](#)

Connecting a New Fixed Service

When you request a new service at a location where no connection currently exists, we'll acknowledge your request, confirm whether we can progress the order right now, and— where possible—agree a date for your initial installation appointment. The timeframes below outline the percentage of service orders we aim to complete within each period.

We commit to installing 80% of all orders within 20 working days from order placed.

Please note: While we work hard to acknowledge and process all connection requests within the expected timeframe, there are situations that can lead to delays. These may include:

- Customer availability for scheduled appointments
- Non-standard installation requirements
- Capacity constraints or delays from our wholesale partners
- Access issues at the premises
- Regulatory, legal, or force majeure events (such as severe weather or natural disasters)



Connecting a Service Where Service Exists

When you request a new service at a premises where a connection already exists, you can expect us to activate your service within the timeframes below, based on the percentage of orders we typically complete in each period.

We commit to connecting 70% of all orders within 10 working days from order placed

While we aim to acknowledge and process all connection requests within the expected timeframe, there are situations that may lead to delays. These can include:

- Customer availability for appointments
- Non-standard installation requirements
- Capacity constraints or delays from our wholesale partners
- Access issues at the premises
- Regulatory, legal, or force majeure events (such as extreme weather or natural disasters)

Service Outages

Planned service outages: We do not commit to a specific minimum notice period for planned network outages, but we always aim to give customers as much advance notice as possible.

Unplanned service outages We do not commit to a specific minimum notice period for planned network outages, but we always aim to give customers as much advance notice as possible. In the event of an unplanned outage, we will inform you and keep you updated by means of announcements on our website and our social media channels

Connecting a New Fixed Service Contd.

You can request compensation from us if we don't meet certain obligations. The section below outlines the situations where compensation schemes apply.

Switching and porting compensation schemes: Delays or other issues when switching your broadband service or porting your landline number including missed and delayed service and installation appointments may mean you can claim compensation. You can find full details at : [Imagine Code of Practice](#)

**We do not offer any other compensation related to the customer service expectations set out in this Charter*



How we Handle Complaints

We handle complaints according to the guidelines laid out in our code of practice which can be accessed at: [Imagine Code of Practice](#)

Accessibility

At Imagine, we are committed to ensuring our services are accessible to all customers. 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.

We offer accessible communication options, support tools for website use, alternative billing formats, and multiple contact channels to help you manage your service in the way that suits you best. If you have accessibility requirements or need assistance, we are here to help.

You can read our full Accessibility Statement here: [Imagine Accessibility Statement](#)

Additional Information

These figures are based on a 30-day average and may occasionally be impacted by unforeseen events. This can include extraordinary situations such as severe weather, natural disasters, or other circumstances outside our reasonable control.

*Subject to quarterly review.