



An Post Mobile Customer Charter

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An Post Mobile Customer Charter

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 [comreg.ie/customercharter](https://www.comreg.ie/customercharter).

This Charter is available to request in PDF by contacting us at care@anpostmobile.ie or 0818 789 789.

1. Contacting us

Customer service response times

Phone: Freephone 01 705 7070 or 0818789789. Opening hours: Monday to Friday, 9am - 5.30pm. Closed for lunch 1pm - 2pm. Closed weekends and bank holidays.

When you contact us by phone, you can expect:

- Access to trained customer service agents during opening hours
- Clear guidance and support on your mobile service, usage and transaction queries
- Escalation where required

We do not offer any commitment on response times however, we aim to answer your call as quickly as possible and ensure you can reach a trained customer service agent without unnecessary delay.

Our digital assistant is available 24/7 from our website at anpost.com. It can provide you with information about our bundles, how to get your prepay balance along with general information about our service and offers. It can also assist you with where and how to top up and help trouble shoot technical issues.

Further details can be found on our website anpost.com/Help-Support/Shop-An-Post-Mobile-personal

Email: You can contact us via email at: care@anpostmobile.ie

When you email us, you can expect

- Acknowledgement of your enquiry
- A response from a trained customer service agent
- Clear communication if more time is needed to investigate your enquiry

We do not offer any commitment on response times however, we aim to answer your email as quickly as possible without unnecessary delays.

Chat: Opening hours: Monday to Friday, 9am - 5.30pm.
Closed for lunch 1pm - 2pm. Closed weekends and bank holidays.)

Our chat service can be accessed online at anpost.com across multiple pages, including the Tracking page, the Help & Support page, and the Contact Us page. It's also available through the Contact Us section on the An Post app.

During opening hours, you can expect:

- Access to trained agents during opening hours
- A escalation process if the digital assistant cannot resolve your enquiry

We do not offer any commitment on response times however, we aim to answer all interactions as quickly as possible within business hours.

Post: An Post Mobile Customer Services, 6th Floor, Zone 7, Exo Building, North Wall Quay, FREEPOST, Dublin 1, D01 W5 Y2

When you contact us at the postal address above, you can expect:

- An acknowledgement by email or phone.

A written response issued within two working days of receipt (please allow delivery time for acknowledgment letter to be received). Please allow 3 working days for postal delivery.

Please ensure you include your return address and all relevant contact details.

2. When you are due a refund

We do not offer any commitment on refund timelines but please allow for the following:

- **Cheque Refunds:** Please allow 30 days.
- **Account Credit:** Please allow 2 working days.
- **Debit/Credit Card Refunds:** Please allow 5 working days for value to be credited.

Once issued, please allow **3 working days** for the cheque to be delivered by post, and **2 working days** for a refund to be credited back to your account.

Customers can choose either Cheque or Account Credit as their preferred refund method. Refunds to debit or credit cards can only be issued where the card was the original payment method and remains active at the time of refund.

Our refund policy can be accessed at

anpost.com/Shop/Shop-Terms-and-Conditions#Mobile

3. If there is a service outage

Planned service outages

We do not offer any commitment on advance minimum notice within which we will inform customers of planned network outages.

When a planned outage is scheduled, customers will be notified in advance through appropriate channels:

- SMS (where appropriate)
- Website
- Social Media (where appropriate)
- IVR Messaging - Contact Centre Customer Services

Unplanned service outages

We do not offer any Commitment on times within which we will inform customers of unplanned service outages. However, we will provide information as soon as it is available and continue to provide updates through the appropriate channels until service is restored.

In the event of an unplanned outage, we will inform and keep you updated by:

- SMS (where appropriate)
- Website
- Social Media (where appropriate)
- IVR Messaging - Contact Centre Customer Services

4. Accessibility

We are required to ensure our services are accessible. Further information is available in our accessibility statement, which can be accessed at: anpost.com/Mobile/Accessibility

5. How we will handle complaints

Complaints will be managed according to our complaints handling code of practice, available at: anpost.com/Help-Support/Post-Mobile-Customer-Charter

This includes:

- Clear acknowledgement of complaints
- Fair and timely investigation
- Escalation where required

6. Any other information

We value your trust in us. We pledge to provide you with clear policies and procedures to resolve your complaint promptly. Further policies and service information can be found at anpost.com/Mobile

