



## Clear Customer Charter

This Charter provides information on the level of quality of customer service that Clear commit to offer you and which you can expect to get from us. 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](http://www.comreg.ie/customercharter). The Charter is available on request in PDF by contacting us at [Welcome to Clear Mobile](#)

### 1. Contacting Customer Service

#### When you contact on Live Chat

**Chat:** Our chat option is available via our website - [Help & Support - Clear Mobile](#)

**Opening Hours:** 10am – 6pm Monday to Saturday & Bank Holidays

Closed – Sunday

We do not offer any commitment on chat response times.

#### When you phone us

We do not offer a phone contact channel

#### When you contact us via Email

We do not offer an email contact channel

#### When you contact us via Post

We do not offer a post contact channel

### 2. Refunds

We do not offer any commitment on refund times

Please allow 5-7 working days for funds to appear in your bank account.

Customers can choose Electronic Fund Transfer or Account Credit as their preferred refund method.

C2 General Clear does not have a separate refund policy. Refunds are processed in line with our standard billing procedures. If you believe you are due a refund, please contact us via the listed channel above.

### 3. Connecting A New Service

We do not offer a commitment on connecting a new service

### 4. If There Is A Service Outage

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

We do not offer any commitment on times within which we will inform customers of unplanned service outages.



## 5. Compensation

**Mandatory Compensation:** You can request compensation from us if we fail to meet obligations on porting and switching services.

### Porting and Switching Compensation Scheme

Under Regulation we must have compensatory measures in place if there is a failure when we are moving your mobile number (often referred to as porting your number). If you believe you are entitled to a credit, please contact us on our Live Chat channel - [Help & Support - Clear Mobile](#).

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

## 6. Accessibility

We're committed to making our services accessible for everyone. We provide support for auditory, visual, physical, and cognitive needs to ensure all customers can stay connected. Our trained teams are here to ensure an inclusive, comfortable, and empowering experience for every customer. To avail of this charter in an alternative format, please contact us on our Live Chat channel - [Help & Support - Clear Mobile](#).

Our accessibility statement can be accessed at:

[Accessibility – Clear Mobile](#)

## 7. How We Will Handle Complaints

We will handle complaints in accordance with our Code of Practice for complaint handling which you can access at

<https://clearmobile.ie/code.html>

## 8. Other Information

\* These figures are based on a 30-day average and may be affected by unforeseen circumstances, including force majeure events such as natural disasters, extreme weather, and other conditions beyond our reasonable control that could not reasonably have been foreseen or prevented.

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C2 General

Subject to quarterly review.

ENDS