



Pure Telecom Customer Charter.

Effective 05 01 2026

Introduction.

This *Customer Charter*, as required under Section 38 of the *Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023*, 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 also available to request by contacting us at customercharter@puretelecom.ie.

1. Contacting Us

Customer Service Response Times

Phone: 01 2469000

(Opening hours: **8 am – 8 pm** Monday – Friday, **9 am – 5 pm** Saturday’s & Bank Holidays)

During opening hours, you can expect wait times in our call queues to be connected to a person trained as a customer service agent as follows:

Percentage of calls connected	Timeframe
90%	Within 3 minutes
95%	Within 5 minutes
100%	Within 10 minutes

Email: care@puretelecom.ie

(Opening hours: **8 am – 8 pm** Monday – Friday, **9 am – 5 pm** Weekends & Bank Holidays)

We do not offer any commitment on email response times.

Web Form: www.puretelecom.ie/contact-us

We do not offer any commitment on web form response times.

Chat: www.puretelecom.ie/

(Opening hours: **10:30 am – 16:30 pm** Monday – Friday).

During opening hours, you can expect wait times to be connected to a person trained as a customer service agent, to be as follows:

Percentage of chats we commit to connect	Timeframe
80%	Within 5 minutes
95%	Within 10 minutes
100%	Within 15 minutes

Post: Pure Telecom, 3018 Lake Drive, Citywest Business Campus, Dublin 24.

We do not offer any commitment on post response times.

2. Connecting a New Service

Acknowledgement for New Line Connection Requests.

We do not offer any commitment on acknowledgement times for new line connection requests.

Existing Line Connections / Activations

We do not offer any commitment on new service activation times where there is an existing line.

3. When You Are Due a Refund

We do not offer any commitment on refund times.

Where a refund is due, please allow 30 working days for a cheque refund to be delivered by post.

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.

Unplanned Outages.

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

In the event of an unplanned outage, we will inform you and keep you updated via our Call Centre IVR, customer service staff and social media channels.

|

5. 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 switching your broadband service or landline number including missed and delayed service and installation appointments may mean you can claim compensation. We have a switching and porting compensation scheme, which can be accessed at www.puretelecom.ie/pure-telecom-porting-and-switching-compensation-scheme.

Missed and Delayed Service and Installation Appointments Compensation.

If we fail to meet our obligations under the missed and delayed service and installation regulations, you may claim compensation. The compensation scheme is available at www.puretelecom.ie/missed-and-delayed-service-and-installation-appointments-compensation-scheme.

Other Compensation

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

6. Accessibility

We are required to ensure our services are accessible. Further information is available in our accessibility statement, which can be accessed at www.puretelecom.ie/accessibility.

7. Handling Complaints

We will handle any complaints in accordance with our code of practice for complaints handling which you can access at www.puretelecom.ie/code-of-practice.