



Customer Charter

Effective from: 5th January 2026

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 www.comreg.ie/customercharter

1. Contacting us

Customer service response time

Phone:

You can contact us on 1908. Our opening hours are 9am to 6pm Monday to Saturday.

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

	Percentage of calls we commit to connect	Timeframe
1		Within 1 minute
2		Within 3 minutes
3		Within 5 minutes
4	80% all calls	Within 10 minutes

Email:

We do not offer an email communication channel. Please complete our online form as an alternative.

3. Chat: Virgin Media's Webchat service

You can contact us at www.virginmedia.ie/customer-support/

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

	Percentage of chats we commit to connect	Timeframe
1		Within 1 minute
2	80%	Within 3 minutes
3		Within 5 minutes
4		Within 10 minutes

Web form:

You can contact Virgin Media via our webform at www.virginmedia.ie/contact/

When you submit a web form, you can expect a person trained as a customer service agent to respond within the following timeframes:

	Percentage of web forms we commit to connect	Timeframe
1		Within 4 hours
2		Within 12 hours
3		Within 24 hours
4	95%	Within 48 hours

2. Connecting a new service

When you request a new service, where no connection already exists at the premises, you can expect that we will acknowledge the request, confirm whether the order can be processed at this time or not and, if possible, agree a date for an initial appointment to provision the service, for the following percentage of service orders within these timeframes:

	Acknowledgement time for new line connection requests	Timeframe
1		Within 8 hours
2		Within 12 hours
3	90%	Within 24 hours
4	100%	Within 48 hours

Existing line connections/activations

We do not offer any Commitment on acknowledgement times for existing line connections.

3. When you are due a refund

We do not offer any Commitment on refund times.

How refunds are processed

Wherever possible we will refund you by way of a credit on your account, or where you are no longer a customer back to your original payment method. Where this is not possible, Virgin Media will issue the refund by bank transfer or cheque made payable to the account holder. Refunds are processed once the account has been reviewed and approved.

Refund timelines

Virgin Media aims to process approved bank transfer refunds within 7-10 working days. Please allow up to 40 days for delivery of cheques which are issued through An Post. Due to the variable nature of each circumstance, we do not offer any commitment on refund times.

4. If there is a service outage

Planned service outages

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

and

Unplanned service outages

In the event of an unplanned outage, we will inform and keep you updated. You can check the status of an unplanned outage by accessing your account on My Virgin Media, by calling 1908 or online at www.virginmedia.ie/customer-support/support-by-topic/service-status/

5. Compensation

Mandatory compensation

You can request compensation from us if we fail to meet certain obligations.

(a) **Switching and porting compensation:** Delays or other issues when switching your broadband service or porting your mobile 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[s], which can be accessed at www.virginmedia.ie/switching-compensation/

(b) **Switching for missed and delayed appointments.** You may be able to claim compensation for a missed or delayed appointment when you are switching your broadband. As part of switching your services if a scheduled appointment is delayed or missed you may also be entitled to compensation in the amount of €12.50

If you believe you are entitled to compensation please complete the form available at www.virginmedia.ie/switching-compensation/ and we will investigate your request.

Other compensation

We do not offer any other compensation related to the customer service commitments 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.virginmedia.ie/about-us/accessibility/

7. How we will handle complaints

We will handle any complaints in accordance with our code of practice for complaints handling which you can access at

www.virginmedia.ie/customer-support/code-of-practice/

8. Any other information

At Virgin Media, we are committed to delivering reliable services and excellent customer care for all our customers. Our goal is to provide a consistently positive experience whether you're using our products, reaching out for support, or giving us feedback.

This Customer Charter outlines the standards you can expect from us, and it will continue to evolve as we strengthen our services, enhance transparency, and improve how we report on our commitments. We are dedicated to listening, learning, and acting to ensure we meet your needs.

If you ever need help, have a question, or want to share your experience, you can always get in touch with us. Your voice helps shape our service, and we're here to support you every step of the way.

