

PrepayPower Broadband Customer Charter

Effective from: 5 January 2026

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 www.comreg.ie/customercharter.

This Charter is available to request in PDF by contacting us at broadbandcharter@prepaypower.ie

1. Contacting us

Customer service response times

Phone: Freephone 1800 448 811

Opening Hours

- Monday - Friday: 9am – 7.30pm (Bank holidays 10am - 6pm)
- Saturday: Closed.
- Sunday: Closed.

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	70%	1 minute
2	75%	3 minutes
3	80%	5 minutes
4	90%	10 minutes



Email: broadbandcharter@prepaypower.ie

When you email us, you can expect a person trained as a customer service agent to respond within the following timeframes:

	Percentage of emails we commit to connect	Timeframe
1	70%	Within 4 hours
2	75%	Within 12 hours
3	80%	Within 24 hours
4	90%	Within 48 hours

Webform: <https://www.prepaypower.ie/complaints-form>

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 form submissions we commit to respond to	Timeframe
1	70%	Within 4 hours
2	75%	Within 12 hours
3	80%	Within 24 hours
4	90%	Within 48 hours

Chat: <https://www.prepaypower.ie/contact-us>

Opening Hours

- Monday - Friday: 9am – 7.30pm (Bank holidays 10am - 6pm)
- Saturday: Closed.
- Sunday: Closed.

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	70%	Within 1 minute
2	75%	Within 3 minutes
3	80%	Within 5 minutes
4	90%	Within 10 minutes

Post:

PrepayPower,
Paramount Court,
Corrig Road,Sandyford
Industrial Estate,
Dublin 18,
D18 R9C7

When you contact us at the postal above address we will endeavour to address your query as soon as possible. As we are a paperless company, We do not offer any Commitment on post response times.

2. Connecting a new service

Acknowledgement time for new line connection requests

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:

	Percentage of new line connection requests we commit to acknowledge	Timeframe
1	-	Within 8 hours
2	-	Within 12 hours
3	90%	Within 24 hours
4	100%	Within 48 hours



Existing line connections/activations

When you request a new service, at a premises where a connection already exists, you can expect that we will activate the following percentage of new services within these timeframes:

	Percentage of new service requests we commit to activate	Timeframe
1	-	Within 4 days
2	90%	Within 8 days
3	100%	Within 10 days
4	-	Within 15 days

3. When you are due a refund

Time to issue refund

When you are due a refund, you can expect it to be issued within these timeframes:

Refund Type	Refund Method	Percentage of refunds issued	Timeframe
Cheque	Cash	90%	Within 30 days
Account credit	Account Credit	90%	Within 30 days

Please allow **3 working days** for a cheque refund to be delivered by post, and **2 working days** for funds to appear in your bank account.

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

4. If there is a service

Planned service outages

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

Unplanned service 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 certain obligations. This section details where compensation schemes are required.

Switching schemes: Delays or other issues when switching your broadband service including missed and delayed service and installation appointments may mean you can claim compensation.

We have a switching compensation scheme, which can be accessed at

- [Switching Compensation Scheme;](#)
- [Missed and delayed broadband installation appointments compensation scheme.](#)

6. Accessibility

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

<https://www.prepaypower.ie/prepaypower-accessibility-statement>

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:

<https://www.prepaypower.ie/support/complaints-process>

