



CUSTOMER CHARTER

Effective From February 2026

Magnet+

This Customer Charter sets out the customer service commitments we make when you use our electronic communications services. It explains what you can expect from us, how to contact us, and what happens if things do not go as planned.

1. Contacting Us

Phone

Telephone: 1800 789 789

Opening hours:

- Monday to Friday: 08:00 – 18:00
- Saturdays and Bank Holidays: 10:00 – 16:00

During opening hours, you can expect the following call handling performance, measured as the percentage of calls connected to a trained customer service agent within the timeframes below:

Percentage of Calls	Timeframe
60%	Within 1 minute
70%	Within 3 minutes
95%	Within 5 minutes

Email

Email: support@magnetplus.ie

When you contact us by email, you can expect a response from a trained customer service agent within the following timeframe:

Percentage of Emails	Timeframe
80%	Within 24 hours

2. Connecting a New Service

Acknowledgement of New Line Connection Requests

When you request a new service at a premises where no existing connection is in place, we will acknowledge your request, confirm whether the order can be processed, and where possible, agree a date for an initial appointment within the timeframes below:

Percentage of Requests	Timeframe
90%	Within 48 hours

*Please note: While we aim to acknowledge and process all fixed line new connection requests within the stated timeframe, there are circumstances, outside of our control, that may cause delays. These include, but are not limited to:

- Customer availability for appointments
- Non-standard solution designs and builds
- Delays from wholesale providers
- Access to customer premises
- Regulatory, legal, or force majeure events (e.g., natural disasters, extreme weather etc.)

Existing Line Connections / Activations

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

Percentage of Requests	Timeframe
60%	Within 4 working days

*Please note: While we aim to acknowledge and process all fixed line connection requests within the stated timeframe, there are circumstances, outside of our control, that may cause delays. These include, but are not limited to:

- Customer availability for appointments

Percentage of Requests	Timeframe
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- Non-standard solution designs and builds
- Delays from wholesale providers
- Access to customer premises
- Regulatory, legal, or force majeure events (e.g., natural disasters, extreme weather etc.)

3. Refunds

Time to Issue a Refund

Where you are due a refund for an overpayment, and once you have confirmed your bank details, refunds will be issued within the following timeframe:

Refund Type	Refund Method	Percentage Issued	Timeframe
Overpayment	Electronic Fund Transfer (EFT)	95%	Within 5 working days

4. Service Outages

Planned Service Outages

For planned, non-emergency network outages, we will provide advance notice within the following timeframe:

Percentage of Outages	Advance Notice
100%	At least 10 working days

5. Compensation

Mandatory Compensation

You may be entitled to compensation if we fail to meet certain regulatory obligations.

Switching and porting compensation:

Delays or issues when switching your broadband service may give rise to a compensation claim. Details of our switching compensation scheme are available at: <https://www.magnetplus.ie/code-of-practice-complaints/>

Compensation arrangements for corporate customers are set out in the terms of their contract with Magnet+.

Other Compensation

No additional compensation is offered in respect of the customer service commitments outlined in this Charter.

6. Accessibility

We are committed to ensuring our services are accessible. Further information is available in our Accessibility Statement at: <https://www.magnetplus.ie/accessibility>

Additional accessibility support information is available at: <https://www.magnetplus.ie/support/accessibility>

7. Complaints Handling

We will handle complaints in accordance with our Code of Practice for Complaints Handling, which is available at: <https://www.magnetplus.ie/code-of-practice-complaints/>

8. Additional Information

The figures set out in this Charter are based on a 30-day average and may vary due to unforeseen circumstances, including force majeure events such as natural disasters, extreme weather, or other conditions beyond our reasonable control.