



Clear Mobile Complaints Code of Practice

Update March 2026

We have a clear and simple process for you to raise any queries or complaints with us.

First Point of Contact

If you have any issues or queries about our products and services, your first point of contact will be with our customer care team. They are fully equipped to resolve your query; we aim to do this as quickly as possible and to your satisfaction. Our customer care agents can be reached by Live Chat on our website, [clearmobile.ie/help.html](https://www.clearmobile.ie/help.html), or through our Facebook page <https://www.facebook.com/ClearMobileIreland>

You may also choose to write to us at the following address. Please include your account details and contact number:

Address:

Clear Mobile,
Mountainview,
Leopardstown, Dublin 18,
D18 XN97
Ireland

You may contact us by phone on 1800 11 11 29.

Escalation Process

Escalation Process Our customer care team always aim to fully resolve your query on the first attempt. You will be provided with a complaint reference when you call. We will provide you with a 12-digit complaint reference number. If you believe your query has not been resolved to your satisfaction, please ask to be referred to a manager or team leader. If the team leader or manager is not available to speak to you immediately, we can arrange a call back within 48 hours at a time that suits you. We will provide you with your 12-digit complaint reference if callback is required so you have a reference for your case. You may contact our "Complaints team" by phone on 1800 11 11 29 with your complaints reference number.



If, after speaking to our customer care team, you still feel that we have not dealt with your complaint appropriately then we can further refer your complaint to our Customer Escalations team.

Customer Escalations
Vodafone Ireland Limited,
Mountainview,
Leopardstown,
Dublin 18,
Ireland

This will be reviewed by our Customer Escalations department who will then contact you. Please include the complaints reference number when you contact us, to assist us in resolving your complaint. .

Complaints

Definition

According to the Commission for Communications Regulation ('ComReg'), a complaint is:

An issue raised by an end-user to a Provider through one of the complaint handling channels in the Provider's code of practice for complaints handling or an issue that is otherwise handled by the Provider relating to the Provider's product, service, or its complaint handling process (which includes difficulty experienced making a complaint) and either:

- the issue remains unresolved following an initial attempt by the Provider to resolve it and the end-user expresses dissatisfaction, or
- there has been no attempt by the Provider to resolve the issue and 2 Working Days have elapsed since the issue was raised to the Provider by the end-user; in such circumstances the issue will be deemed to be a Complaint from the day the issue was raised to the Provider by the end-user.

Acknowledging your complaint

Once you've made a complaint to us, our Customer Escalations team will reply to you within two working days to acknowledge your complaint and attempt to meaningfully resolve your issue. This SMS you receive will contain the following:



- Confirmation that the complaint is recorded.
- Confirmation of the date the complaint was made
- A timeframe for resolving your complaint.
- The unique reference number you submitted with the complaint, which will be used to identify and track your case.
- The contact details of the Customer Escalations team.
- The next steps in the process; and
- A link to this Code of Practice.

Recording your complaint

We will keep a record of your complaint. These are the details we will record:

- Your name, account number and contact details including a phone number.
- The date the complaint was raised and dates of all communication throughout the life cycle of the complaint to final closure.
- A copy of the written complaint or notes made from the voice/online communications with you relating to the complaint; and
- All communications with you including details of the response to the complaint, final resolution, and any determination in respect of the complaint with associated documentation.

In line with our Data Retention Policy, we will retain these details on our system for a minimum period of one year. For legal reasons customer information may be held for up to 7 years.

Resolving your complaint

We will endeavour to resolve all complaints promptly. The Customer Escalations team aims to propose a final resolution to your complaint within 10 working days.

However, where a final resolution cannot be provided within 10 working days we will provide you with an appropriate timeframe for resolution, details of our ongoing resolution process, and details for contacting ComReg. If we have been unable to resolve your complaint to your satisfaction within 10 working days, you may refer the case to ComReg for further investigation.



Escalation to ComReg's Consumer Dispute Resolution Service

If you are not satisfied with our final response to your complaint through ComReg, or if 10 working days have passed since you first raised your complaint with ComReg and it remains unresolved, you have the right to refer your dispute to ComReg's Consumer Dispute Resolution Service (CDRS).

ComReg provides a free and independent service to help resolve disputes between consumers and electronic communications providers.

You can contact ComReg's CDRS as follows:

- **Website:** <https://www.comreg.ie/consumer-dispute-resolution/>
- **Phone:** 01 804 9668
- **Email:** consumerline@comreg.ie

For more information on the process and what to expect, please visit ComReg's website.

Refunds

Refunds will be granted on a case-by-case basis, depending on the details of the complaint. Our Customer Escalations team will let you know if you are eligible.

Where a refund is granted, it is typically applied as a credit to your Clear account. If you wish, we can facilitate refund via EFT to either your IBAN or by Credit Card once details are provided within 5 – 7 working days.

Accessibility

Clear is committed to making our complaint handling process accessible to all customers. If you require information or communications in an alternative format or need assistance due to a disability or language barrier, please let us know.

For more details on our accessibility services and support, visit our Accessibility page: [Accessibility - Clear Mobile](#)

Our team is trained to assist vulnerable customers and those with accessibility needs, ensuring you can make a complaint and receive updates in the way that suits you best.



Statutory Rights and Independent Bodies

Our Code of Practice does not affect your Statutory Rights as a consumer. If you are not satisfied with our response to your query, you can still seek independent advice from a number of independent bodies listed below.

Commission for Communications Regulation (“ComReg”)

ComReg is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications and broadcasting transmission) and the postal sector in Ireland.

Consumer Line: (01) 8049668

Address: 1 Dockland Central, Guild Street, Dublin 1, D01 E4X0

www.comreg.ie

consumerline@comreg.ie for consumer queries

businessconsumers@comreg.ie for business consumer queries

The Competition and Consumer Protection Commission (the “CCPC”)

The CCPC is the statutory body responsible for enforcing consumer protection and competition law in Ireland.

Consumer Helpline: 1890 432 432 or 01 402 5555

Address: Bloom House, PO Box 12585, Railway Street, Dublin 1.

www.ccpc.ie

Advertising Standards Authority of Ireland (ASAI)

The ASAI is an independent self-regulatory body set up to ensure highest standards of marketing communications by commercial bodies in Ireland.

Tel: (01) 613 7040



Address: Ferry House, 48 Lower Mount Street, Dublin 2.

www.asai.ie

Data Protection Commissioner (“DPC”)

The DPC is responsible for upholding the rights of individuals as set out in the Data Protection Acts 1988 and 2003 and enforcing the obligations upon data controllers.

Tel: 1890 252 231

Address: Canal House, Station Road, Portarlinton, Co. Laois.

www.dataprotection.ie

European Commission Online Dispute Resolution

Under EU Regulations Consumers who have a complaint about goods or services purchased on-line have a right to refer their complaint to an independent dispute resolution agency via the following link: ec.europa.eu/consumers/odr/

Small Claims Court

To contact the Small Claims Court, see your telephone directory under Courts Service for your local office or visit the following website for further information: www.courts.ie

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