

# ACCESSIBILITY STATEMENT FOR 1GLOBAL

Last update: 29-09-2026

At 1GLOBAL, we are committed to ensuring that our website and services are accessible to all customers, including individuals with disabilities. This statement sets out how we meet our obligations under ComReg's accessibility measures for electronic communications services, and under the European Accessibility Act (EAA) which came into effect on 28 June 2025.

## 1. European Accessibility Act (EAA)

The EAA (implemented in Ireland by S.I. 636/2023) gives new rights to consumers with disabilities. It requires that electronic communications services, including mobile services, are accessible, understandable and usable by everyone regardless of age or ability. ComReg is responsible for monitoring compliance with EAA requirements for electronic communications services in Ireland.

## 2. Website accessibility

1GLOBAL website aims to meet the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA, which provide standards to make websites accessible for everyone. While we are partially conformant, meaning some areas of our website do not yet fully meet these accessibility standards, we are actively working to address these gaps.

Certain visual elements and interactive forms may not fully meet Level AA standards due to legacy systems, but we are prioritizing updates to bridge these gaps.

Some downloadable content and multimedia elements may require additional enhancements to ensure full accessibility.

This statement is based on a self-evaluation carried out by 1GLOBAL against the applicable accessibility requirements, including WCAG 2.2 Level AA.

## 3. Accessibility contact methods and assistance

Customers with disabilities can contact us through the following accessible channels:

- Phone: +353 1 920 3010
- Email: [help@1global.com](mailto:help@1global.com)
- Post: Riverside One, Sir John Rogerson's Quay, Dublin 2, D02 X576, Ireland

We will endeavour to respond to accessibility queries within 3 business days. All customer care staff handling disability-related queries have received appropriate accessibility training. If you require assistance using our services, please contact us by phone and our team will assist you where possible.

## 4. Irish Text Relay Service (ITRS)

The Irish Text Relay Service (ITRS) is available to customers who are deaf, hard of hearing or speech-impaired. It translates text into voice and voice into text, allowing customers to make and receive calls independently via ITRS agents.

Operating hours: 08:30–18:30 Monday–Thursday; 09:00–21:00 Friday and Saturday; 10:00–18:00 Sunday and Public Holidays

Register and find out more at: [www.itrs.ie](http://www.itrs.ie)

## **5. Real-Time Text (RTT)**

Real-Time Text (RTT) allows text to be transmitted instantly, character by character, during a voice call — without needing to press send. This is particularly useful for customers who are deaf, hard of hearing or speech-impaired. RTT is compatible with Ireland's Emergency Call Answering Service (ECAS), allowing customers to contact emergency services (112/999) in real time. RTT is supported on compatible Android and iOS devices. Customers should check their device accessibility settings to enable RTT.

## **6. Emergency 112 SMS Service**

The 112 SMS service allows customers who are deaf, hard of hearing or speech-impaired to send an SMS text message to the Emergency Call Answering Service (ECAS), which will relay the message to the appropriate emergency service:

- An Garda Síochána
- The Ambulance Service
- The Fire Service
- The Irish Coastguard

You must register for this service in advance. Find out how it works and register at: [www.112.ie](http://www.112.ie)

## **7. Free Directory Enquiries — 196 Service**

Customers with a vision impairment who have difficulty reading the phone book or using online directory services can register to avail of a free directory enquiry service by dialling 196.

To register: Freephone 1800 574 574

A doctor's certificate confirming eligibility is required at registration.

Once registered, you will be allocated a PIN number to use each time you make a directory enquiry.

## **8. Accessible Billing**

We offer bills in a range of accessible formats to meet the needs of customers with disabilities. Available formats include:

- Standard electronic bill (e-bill in PDF format, compatible with screen reader functionality)
- Large print
- Braille (on request)

To request an accessible billing format, please contact us using the details in Section 3.

## **9. Accessible Complaints Handling**

Our Code of Practice for Complaints Handling is available in accessible formats including large print and, on request, in braille. It is available online at our Code of Complaint [here](#).

Customers with disabilities can lodge a complaint or make an enquiry via any of the contact methods listed in Section 3. You may also nominate a third party (such as a family member, friend or representative) to deal with complaints or queries on your behalf. To register a nominated third party, please contact us.

## **10. Register Your Accessibility Requirements**

We maintain a facility for customers to register their accessibility requirements with us. With your consent, we can record:

- Your name, address and preferred contact details
- Your preferred means of communication
- Details of any alternative billing medium requirement
- Details of any nominated third-party contact

To register your requirements, please contact us using the details in Section 3.

## **11. Customer Charter in Accessible Formats**

Our Customer Charter is available in alternative accessible formats on request. Please contact us using the details in Section 3 and we will provide the Charter in a format that meets your needs, unless it would be unreasonable in all the circumstances to do so.

## **12. Ongoing Improvements**

At 1GLOBAL, we recognise the importance of continuously improving accessibility across our services. We are committed to:

- Conducting regular evaluations to ensure compliance with WCAG 2.2 Level AA standards
- Implementing further enhancements in areas such as keyboard navigation, voice control and multimedia accessibility
- Expanding training for our team to ensure the design and development of accessible digital experiences
- Extending RTT availability to additional device types as network and device capabilities develop

## **13. Further Information**

Further information on accessibility requirements for electronic communications services in Ireland is available from ComReg at: [www.comreg.ie/advice-information/service-provider-requirements/service-provider-accessibility-requirements](http://www.comreg.ie/advice-information/service-provider-requirements/service-provider-accessibility-requirements).

We are dedicated to achieving full WCAG 2.2 Level AA compliance and are continuously improving the accessibility of our website and services. Our ultimate goal is to ensure an inclusive digital experience for all users.



We will review and update this accessibility statement annually, or whenever significant changes are made.