

Ireland Complaints Code of Practice

Last updated: October 2026

This Complaints Code of Practice ("Code") sets out how complaints relating to electronic communications services provided by **Gigs Wireless IE Ltd** ("we", "us", "our") in Ireland may be raised and how they will be handled.

This Code applies to you as a customer of our services in Ireland.

This Code is published in accordance with the requirements of the Commission for Communications Regulation ("ComReg").

For the purposes of this Code, a complaint is any expression of dissatisfaction made by you relating to the provision of our services, billing or charges, the quality or availability of service, customer service interactions, or the handling of a previous complaint.

Your statutory rights are not affected by this Code.

If you require this Code in an alternative format, please contact us.

How to Make a Complaint

Complaints may initially be raised directly with the Gigs customer support team, or via a Partner's support flow, who will seek to resolve the matter promptly.

You may contact Gigs using the following methods:

Online: Contact at support@gigs.com

Phone: Call us at 1800 816 644

Post: Write to us at *Ground Floor, Two Dockland Central, Guild Street, I.F.S.C., Dublin 1*

When raising a complaint, please provide your full name, mobile number, and a clear description of the issue, including any relevant reference numbers or dates.

Gigs will acknowledge receipt of your complaint within two working days of receiving it and provide a complaint reference number. We keep a record of your complaint and use this reference number to identify and track it through to resolution. The details we record include:

- your name, mobile number and contact details;
- the date the complaint was raised and the dates of all communications until it is finally closed;
- a copy of your written complaint, or notes of any contact with you about it; and all communications with you, including our response, the final resolution, and any related documentation.

We will send you a complaint response within a maximum of 10 working days of receipt. Where any aspect of your complaint cannot be resolved within that time, the response will explain what remains outstanding and when we expect to resolve it.

Reimbursement and Compensation

Where appropriate to the circumstances of your complaint, we may provide reimbursement of payments, compensation, or settlement of losses as part of resolving your complaint. To request reimbursement or compensation, please include this in your complaint through the channels above, and we will assess your request as part of our complaint handling process. The type and amount of any reimbursement or compensation will depend on the nature of the complaint and its impact.

Porting and Switching Compensation Scheme

Under ComReg Decision D01/24, you may be entitled to compensation if your service is interrupted for more than one working day during the switch, or if porting takes longer than expected.

Compensation is calculated daily based on the cost of your monthly plan for each day of eligible service disruption or delay. For example, if your monthly plan costs €12.99, you'll receive approximately €0.43 per day in compensation.

If you believe you qualify for compensation, you can submit a claim by emailing support@gigs.com. Our team will review your case and respond to you by email.

Escalation Process

If you are not satisfied with the outcome of your complaint, you may request that it be reviewed.

We will conduct a further review and issue a final response. If your complaint remains unresolved after 10 days from the date it was first raised, or if you are dissatisfied with our final response, you may refer the matter to:

Commission for Communications Regulation

Website: www.comreg.ie

Phone: 01 8049668

Email: consumerline@comreg.ie

ComReg provides a free and independent dispute resolution service for consumers.

We maintain records of complaints in accordance with applicable regulatory requirements.