

Accessibility Statement

Tesco Mobile is committed to making its services accessible, in accordance with [European Union \(Accessibility Requirements of Products and Services\) Regulations 2023](#).

This accessibility statement applies to:

- Tesco mobile website
- Tesco mobile android and iOS mobile applications
- Documents necessary for use of the service

*It does not apply to other content or websites published on any of its subdomains. These websites and their content will have their own specific accessibility statement.

These platforms are designed to comply with the [technical standard for websites and mobile apps, EN 301 549 v.3.2.1](#). This closely follows level 'AA' of the [Web Content Accessibility Guidelines 2.2 level AA](#).

Compliance Status

Tesco Mobile is **partially compliant** with [technical standard EN 301 549 v.3.2.1](#) and the [Web Content Accessibility Guidelines 2.2 level AA](#). See 'Non-accessible content' for more details.

Tesco Mobile is committed to providing a digital service that is accessible to the widest possible audience, regardless of technology or ability.

We are currently working with Vially and Vision Ireland to ensure we meet accessibility standards. We are continually improving the user experience for everyone and adhering to the required accessibility standards.

The Web Content Accessibility Guidelines (WCAG 2.2) defines requirements for designers and developers to improve accessibility for people with disabilities.

Preparation of this Accessibility Statement

The Statement is based on a combination of manual and automated accessibility testing, using multiple platforms;

- Windows (JAWS, NVDA),
- Mac (VoiceOver),
- iOS (VoiceOver) and Android (TalkBack) and their native accessibility tools.

A detailed issue log was created to measure against WCAG 2.2 standards. These issues were presented to the development team who are amending these issues and bringing the platforms into WCAG 2.2 AA compliance.

This statement was created by Vially in June 2025.

The statement was last reviewed in June 2025.

Feedback and Contact Information

We welcome feedback on the accessibility of any of our services. If you have any comments or find any problems not listed on this page, please contact us. See page 8 below for our contact details.

Compatibility with browsers and assistive technology

Tesco Mobile is designed to be compatible with the following most used assistive technologies:

The latest version of Google Chrome, Microsoft Edge and Apple Safari browsers;

In combination with the latest versions of NVDA, VoiceOver and TalkBack.

Technical specifications

The accessibility of this platform relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript



Accessible Content

Correctly structured content with good heading usage – Many pages on the website have a programmatically determinable heading structure which follows a logical structure to aid navigation with assistive technology.

Skip to content link has been implemented on every page except the Home page.

Videos - All videos have closed captioning available on the website.

Non-accessible Content

Despite our best efforts to ensure accessibility, we are aware of some limitations, which we are working to fix. Below is a description of known limitations and potential solutions. Please contact us if you encounter an issue not listed below.

Known limitations:

Keyboard/Screen reader navigation is not yet accessible in certain areas. The majority of limitations are in relation to modals and popups.

Images – Some pages feature photos or icons that have incomplete alt text. We are currently working through images to add contextual alternative text.

Forms – Some input fields lack programmatically determinable names and roles. Some fields are improperly marked up with the wrong roles. Error messages are not read aloud automatically to the user when the error is made, or when the user tabs to the respective field. Some fields lack any error identification. Some combo-boxes cannot be accessed when using a screen-reader. We are currently working through forms to add accessible error validation and focus.

Videos – we are currently working through videos to add accessible captions and other media alternatives.

Colour Contrast – Some pages on this website feature elements that have a low contrast ratio against the page background. We are adjusting the colour contrast of all text, elements and backgrounds in order to reach a higher contrast ratio.

Moving Content – we are currently adding alternative functionality to all moving, blinking or auto-scrolling content across our platforms.

Link Text & Graphical Elements – we are working to remove links named ‘click here’ and ‘find out more’ where possible, links and graphical elements such as icons, will be given clear labels.

Correctly structured content with good heading usage – there are a few webpages on the website that have heading structure that is not sequential. We are still working on implementing a logical heading structure on the mobile apps and documents.

Third-party content – there are areas of our website controlled by third-party companies, such as the event submission form. These are not funded by, developed, or controlled by [client name], but work is in progress to resolve as many issues related to these areas as feasibly possible.

Documents – some documents are missing alternative text for images, logical tagged structure, and links which cannot be accessed using a screen reader. These documents are currently under review and we will resolve as many issues as soon as possible.

Tesco Mobile wants all of our customers to be able to get the most from Tesco Mobile. Here are the services we already have available, but contact us if you need more information.

Handset Information and Accessibility Features

We offer a wide range of mobile phones with lots of accessible features. See following links to some of the manufacturer's websites to find out the accessibility features of our most popular smartphones:

[Apple Accessibility Support - Official Apple Support](#)

[Samsung Accessibility - Mobile | Samsung Ireland](#)

[Xiaomi Xiaomi Accessibility](#)

The list below will help you choose a phone that suits your needs. There's also a link to an easy search function that helps you find suitable smartphone apps from the GARI website (Global Accessibility Reporting Initiative), and if you would like any help or advice, please contact us.

Hearing

- Phone Volume - Phones with a loud maximum volume can make life easier.
- Vibrate - Vibrate options are available on most phones.
- Hands free –in-ear headsets can cut out background noise and help you hear the conversation better.
- Text message friendly - a large screen and predictive text can help you communicate more comfortably by text message.
- Neckloop - some phones are compatible with inductive neckloops so the sound from your phone can be sent wirelessly to your hearing aid.
- [To search the GARI website for Apps for hearing click here](#)

Mobility & Dexterity

- Buttons - large phone buttons can be easier to grip and use.
- Speed/Speech dialling - speech-activated dialling or speed dialling features make it easier to dial numbers you contact regularly.
- Text features - Features like predictive text will reduce the number of keystrokes needed to send a text.
- [To search the GARI website for Apps for Mobility & Dexterity click here](#)

Vision

- Easy-to-use keypad –large buttons, back-lit keys or sound or touch feedback can help you use the keypad.
- Clear display - Some phones will allow you to change the font size, and backlighting on the screen can make it easier to read.
- Speech recognition – Most modern phones allow you to dial a number by speaking the name or number.
- Personalised ringtones – give different contacts their own ringtones, so you know who's calling you.
- Cameras - the zoom feature on a camera phone can be used to magnify things.
- Speaking software – text-to-speech software can be installed on some phones so you can listen to text you have trouble reading.

- To search the GARI website for Apps for vision click [here](#)

Accessibility Apps

The GARI (Global Accessibility Reporting Initiative) website can help you find apps to help you and give you advice on the right device for you.

- *Find Mobile Apps*
- *Find Phones & Tablets*

Billing and Customer Contractual Information

If you find it difficult to read printed text, there are other ways you can access your billing and contractual information. To request the right billing format for you, please contact a member of our customer service team. Should you require a copy of your contractual information in any particular format, please let us know. We will also use your preferred medium of communication to notify you of any proposed changes to your contract and inform you of your rights should you not accept the proposed changes. See below for the multiple ways you can contact Customer Care.

How to Top Up & Manage Your Spend

Topping up with Tesco mobile is simple, easy and uncomplicated. You can top up using our Tesco Mobile App or Online via the website (using your handset or pc); using a voucher you can use the IVR or top up via SMS. AIB customers can also top up using their online accounts – [click on the following link for more details on the options available https://www.tescomobile.ie/how-to-top-up.aspx](https://www.tescomobile.ie/how-to-top-up.aspx)). You can also manage your account using the Tesco Mobile App.

112 – The EU Emergency Phone Number: SMS Service

The 112 SMS services lets deaf, hard of hearing and speed-impaired people in the Republic of Ireland send an SMS text message to the Emergency Call Answering Service (ECAS), where it will be passed to An Garda Síochána, the Ambulance service, the Fire service, or the Irish Coastguard. The ECAS operator will act as a relay between the texter and the required emergency service.

You must register for the service on www.112.ie

Registering Your Requirements

You can register your requirements including any authorised account contact information, product and service preferences, billing requirements, equipment preferences and preferred means of contact by calling Customer Care using the means detailed below.

Irish Text Relay Service – ITRS

Tesco Mobile are pleased to support the Irish Text Relay Service to our customers.

ITRS translates text into voice and voice into text to facilitate a person with a hearing disability in making and receiving calls in the Republic of Ireland. Calls are relayed through our ITRS agents who performs this translation.

The ITRS service is operated by eir serving the customers of Three, eir, Meteor, Sky, Tesco Mobile, Virgin Media, and Vodafone and is funded by each of these operators. ITRS now incorporates multimedia access via new

app services and will supplement the existing Minicom service from May 31st 2017. Once you register with the ITRS – you can use the ITRS service to call Tesco Mobile on your behalf with any query you have.

To find out more information on ITRS please [click here](#).

Real Time Text

Real-time text (RTT) allows users to send and receive text messages as they are typed, character by character, during a phone call. It's a technology designed to enhance communication for individuals who are deaf, hard of hearing, or have speech disabilities, providing a more synchronous and accessible alternative to traditional text or TTY (teletypewriter) communication. RTT can be used on devices that support it for emergency calls only. For Person to Person (P2P) RTT, Tesco Mobile has not been in a position to implement RTT by 28 June 2025 due to technology constraints. Until we have it available for P2P, we suggest that customers use the following alternative services: WhatsApp; Snapchat; Facebook Messenger; Signal; Telegram; TextMe; LINE; iMessage (apple); and Microsoft Accessibility Support Applications – BeMyEyes

Directory Enquiries 196

If you have a vision impairment and have difficulty reading the phone book, you can register to use a free directory enquiry service. Contact 1800 574 574 to obtain a registration form and once you have completed this, you will be sent a PIN number by post. Dial 196 and quote your name and PIN number to use this service.

Full details of the service can be found on www.ncbi.ie

Phone Testing & Returns

If you have purchased a handset in-store and you use a hearing aid//cochlear implant you can return your device if it does not meet your specific hearing needs. You have a 14 day cancellation right from the date of purchase and you will need to provide certification by a registered medical practitioner. You will be responsible for charges which apply for using the services provided by Tesco Mobile. You will also be responsible for any decrease in the value of the goods returned by you which results from using the goods in a way which is above what is necessary to establish the handset features and how the handset work.

Tesco Mobile's Code of Practice

Our Code of Practice comprehensively details our Compliant Handling and Escalation Policy and sets out the contact mediums available to our customers to contact us, whether it is to lodge a complaint or make an enquiry. For more information click [here](https://www.tescomobile.ie/code-of-practice.aspx) (link to <https://www.tescomobile.ie/code-of-practice.aspx>). Should you require a copy of the Code in any particular format, please let us know.

How to Contact Us

For more information about our handsets, plans, services or any other enquiry you may have you can contact us using the following mediums. Please ensure to quote your account number and /or mobile number.

Freephone: 1903

National Call: +353 (0)89 420 0000- charged at 20c per min, or 60 seconds worth from your bundle minutes

Online Form: <http://www.tescomobile.ie/help-centre/contact-support.aspx>

Address: Tesco Mobile Ireland
Butlerstown IDA
Cork Road
Waterford

Chat: <http://www.tescomobile.ie/help-centre/contact-support.aspx>

Roaming
Freephone: 1743

Useful Links

Please see a list of other organisations that may be useful

- National Disability Authority – www.nda.ie
- Commission for Communications Regulations (ComReg) – www.comreg.ie
- Disability Federation of Ireland - www.disability-federation.ie
- National Council for the Blind of Ireland - www.ncbi.ie