



ACCESSIBILITY STATEMENT

Last update: 30-08-2026

At Lidl Connect, we are committed to ensuring our digital platforms and mobile services are accessible to all our customers, including individuals with disabilities.

Lidl Connect mobile services are delivered in partnership with our telecommunications service provider, 1GLOBAL. While 1GLOBAL enables the connectivity behind the service and ensures compliance with accessibility regulations like the European Accessibility Act (EAA), Lidl Connect can remain your dedicated point of contact for support and inquiries.

Service Delivery & Accessibility Roles

Lidl Ireland manages customer support, accessible billing, and alternative document formats (e.g., Large Print or Braille).

1GLOBAL manages network accessibility and compliance with ComReg's accessibility measures and the European Accessibility Act (EAA), including features such as Real-Time Text (RTT), the Irish Text Relay Service (ITRS), Emergency 112 SMS, and accessible prepay top-ups.

Contact Customer Service

If you require assistance using our services, need to request documents in accessible formats (such as large print or Braille), or have any accessibility-related queries, please reach out to our Lidl Connect Customer Care team. We will assist you directly and, where appropriate, work with 1GLOBAL to help address your accessibility needs. Please note that you are free to contact either Lidl Ireland or 1GLOBAL directly regarding accessibility requirements.

Contact Channel	Details	Opening Hours
Phone	+353 1 9203010	Monday - Friday: 8:00am - 8:00pm Saturday: 9:00am - 6:00pm.
Email	If you prefer writing to us, you can fill out our Contact Form.	Monday - Friday: 8:00am - 8:00pm Saturday: 9:00am - 6:00pm.
Digital Assistant LiA	Chat with our online digital assistant LiA for general queries and be re-directed to another customer service channel where appropriate.	-

Service Provider Accessibility Statement

To deliver your service, TP Ireland Operations Ltd (operating as 1GLOBAL) manages network accessibility and compliance with ComReg's accessibility measures for electronic communications services. They aim to meet Web Content Accessibility Guidelines (WCAG) 2.2 Level AA and provide access to specialized network services, such as the Irish Text Relay Service (ITRS) and Real-Time Text (RTT) for customers who are deaf, hard of hearing, or speech-impaired.

To read our service provider's comprehensive accessibility policy—including details on accessible prepay top-ups, emergency 112 SMS services, and how to register your specific accessibility requirements—please view 1GLOBAL's full statement below. 1GLOBAL's contact details can be found in the below policy.

[Click here to read the full 1GLOBAL Accessibility Statement](#)