

# MEDTRONIC DIABETES REPUBLIC OF IRELAND Contacting MiniMed Care™ (Product Support)

Medtronic

**21<sup>st</sup> November 2018**

Dear Insulin Pump / CGM User

It has come to our attention that customers in the Republic of Ireland may have difficulty connecting to our Irish contact number (015111444) for Product Support from certain mobile phone networks. We are in the process of investigating the issue with network providers.

If you are dialing our support number but do not hear any Medtronic messaging or call menu options, then you are affected by this issue. If your calls are affected please follow the below steps to contact us:

- Please contact us on the usual number (015111444) from a landline
- If you do not have access to a landline, you can call our team on our UK number (+44 (0)1923 205167) and ask the representative to call you straight back to avoid additional call charges
- Please use our contact form for non-urgent enquiries  
<https://www.medtronic-diabetes.ie/contact-medtronic-diabetes>

We apologise for the inconvenience caused and are working hard to rectify the situation as quickly as possible with network providers.

Sincerely,  
The Medtronic Diabetes Ireland Team  
Medtronic Limited