

## END-USER COMPENSATION SCHEME

### Our commitment

We are committed to providing you with the best telecommunications service in the world and this includes seamless switching and porting of your internet access service and porting. But, despite our best attempts, things can go wrong leaving you dissatisfied. If this happens, we want to know so that we can put things right as quickly as possible. Under regulation, you may also be entitled to compensation. Please review the scheme below for details.

### When you are covered

You may be eligible for compensation regarding your number porting or internet access service switching if:

- Your number porting or internet access service switching is delayed.
- You lose service for over a day during porting or switching.
- We fail to provide sufficient information during the process.
- We are not compliant with Sections 90 (1), (3), (4a) (5), (7), (8) of the Electronic Communications Code) Regulations, 2022.
- We do not offer adequate options to schedule an appointment at your premises.
- We have not confirmed your appointment in a durable medium.
- We scheduled an appointment at your premises for your internet access switching or number porting and it is missed or is delayed.

### When compensation does not apply

Compensation will not apply if:

- Incorrect information provided by you prevents completion of the request.
- We cannot attend your premises due to reasons outside our control.
- We notify you of appointment cancellation by 3 PM on the previous working day.
- A force majeure event occurs (as defined in ComReg Decision Instrument D07/25).

## How to claim

- Simply contact our team at **contractprofessional@bt.com**.
- We will investigate and confirm your eligibility and take it from there.
- Please note that you must contact us **within three months** of the incident for which you are seeking compensation for.

## What you will get

To compensate you for your inconvenience, we will credit a certain amount directly to your account.

- Porting and switching
  - We will credit 3 € per day to your account, up to a maximum of 20 days.
- Missed appointment
  - We will credit 10 € per order to your account.
- Delayed appointment
  - We will credit 10 € per order to your account.

Once your eligibility is confirmed, you will receive your credit to your account within 50 days. You will not be charged any fees for receiving compensation

**Your statutory rights are not affected by this Compensation Scheme**