

PrepayPower Switching Compensation Scheme



PrepayPower Broadband Switching Compensation Scheme

Our commitment to deliver reliable broadband services extends to our customer's experience when switching your broadband to/from PrepayPower. We have compensatory measures in place if there is a failure when we are switching your Internet Access Services which essentially means cancelling existing Internet with your existing Internet Access Service Provider.

This scheme sets out our specific commitments, the compensation that may be claimed if these commitments are not met, how to claim, the method and timing of compensation and scheme exclusions.

Broadband switching means switching your broadband (internet service) from one provider to another. Depending on the underlying broadband network, you may switch through the established industry switching process or you may be able to choose to simply order broadband from PrepayPower and cancel with your old provider yourself, in which case this scheme will not apply. In the case of switching broadband through the industry switching process, you must give PrepayPower the authority to instruct your old provider to cancel your old broadband.

To ensure that your service is not switched without your permission, two pieces of information will be requested by your new provider and checked by your old provider. These will be:

1. Your account number
2. And one of the following:
 - o Access Service Reference
 - o Eircode
 - o First line of your address

As your new provider, PrepayPower will guide you in identifying which pieces of information you should use.

When switching your Internet Access Service to PrepayPower - if you prefer us to notify your existing operator to cancel broadband, then we will only notify them to cancel once the new broadband service has been activated by us.

When you are switching from PrepayPower - If you are switching from PrepayPower and your existing operator notifies us to cancel your broadband service, then subject to receiving valid details, we will cancel your service within one working day of receipt of notice from your operator.



When switching we will endeavour to ensure minimal break in service and no more than one working day. If you advise us of an issue, then you might be entitled to compensation.

Under this scheme PrepayPower commits to the following when switching your services:

- Keep you adequately informed before and during a switch to us.
- Ensure continuity of the internet service unless technically not feasible.
- Activate your internet service on the date that was agreed.
- Limit any loss of service to one working day.
- Automatically terminate your contract for the switching service on successful conclusion of the switching process when switching from PrepayPower.

Compensation that you can claim

In the unlikely event that you experienced a failure by PrepayPower in respect of the above you can request to be compensated as set out below.

Compensation for Failure to keep you informed

Compensation for failure to keep you informed when switching will be €10 per broadband switching order.

Compensation for a delay

In many cases we connect a broadband service within 5 working days. However, in some cases a technician may need to visit your premises to complete the connection.

A survey of your premises may be required to determine if specific work needs to be carried out to complete your connection. If a survey is required, any delivery date may be determined by the outcome of the survey.

Where switching to PrepayPower, compensation of €1 (inc. VAT) will be payable for each day of a delay in switching broadband (excluding the first working day).

Compensation for a loss of service when switching

When switching your broadband to PrepayPower we will first ensure that your PrepayPower broadband is active and only then will we instruct your old provider to cease your old broadband service.



In the unlikely event that you do experience a loss in service when switching to PrepayPower, the compensation of €1 (inc. VAT) will be payable for each day that there is a loss of service (excluding the first working day).

Compensation for a delay in terminating service when switching

If you are switching from PrepayPower and your existing operator notifies us to cancel your service, then subject to receiving valid details, we will cancel your service within one working day of receipt of notice from your operator.

Compensation payable for a delay in terminating service when switching to another provider will be €10 per switching order.

In some cases you can choose to simply order broadband from a new provider and cancel with your old provider yourself. Your new provider would see this as simply an order for a new broadband service that does not trigger the industry switching process.

Exclusions

In the following circumstances compensation will not be payable by PrepayPower:

- If the failure resulted from a failure by your old provider (when moving to PrepayPower) or by your new provider (when moving from PrepayPower).
- If there was a failure on your part. For example, incorrect account details provided for the purpose of switching or porting.
- If related to an agreed service activation date and dependant on an engineer appointment:
 - Which you cancelled or for which you were not present.
 - Where you turned down an earlier appointment.
 - Where you were given notice that your appointment time has been changed.
- If you cancel an order or if PrepayPower deems an order to be undeliverable and cancels it, any daily compensation shall cease to be payable from the cancellation date.

Compensation limit

Compensation will be limited to the monthly price of the PrepayPower plan from which you were switching.

How compensation can be sought

To claim compensation under this scheme please call 01 514 3062



Opening hours:

Monday - Friday: 9am – 7.30pm (Bank holidays 10am - 6pm)

Saturday: Closed.

Sunday: Closed.

How and when compensation will be paid

- If you have a PrepayPower account, compensation will appear as a credit on your account.
- If you do not have a PrepayPower account, compensation will be issued as a refund by cheque.
- Any compensation due will then be issued within 20 working days.

Important

The scheme operates without prejudice to a customer's right to pursue compensation in respect of a specified failure by other legal means or proceedings.

