

PrepayPower Missed and Delayed Broadband service and Installation Appointments - Compensation Scheme

Our Commitment:

We at PrepayPower understand how valuable your time is. When you book a service and/or installation appointment that requires a home visit when switching to PrepayPower Broadband, we commit to honouring your booking. If we miss and/or delay your appointment, you may be entitled to compensation.

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.

This policy explains:

- What counts as a missed and/or delayed appointment;
- How much compensation you can claim from us;
- How to make a claim; and
- When compensation is not payable from us.

What Counts as an Appointment:

An appointment means an agreed date and time slot for one of our approved technicians to visit your home to carry out a service or installation.

Time Slot: Up to 5 hours, between 8:00 AM and 8:00 PM, Monday to Sunday, excluding public holidays.

For longer installations, we may agree to two back-to-back time slots on the same day as may be necessary. In these instances, a technician must attend the property within the first time slot.

We will confirm your appointment by email, SMS, or another durable format.



When Compensation Applies:

Missed Appointment:

- An appointment is missed if our technician does not arrive during the agreed time slot and day.
- It is not considered missed if we gave you notice by 3:00 PM the day before to reschedule or cancel, or if our technician arrived but could not gain access due to reasons outside our control (for example, you were not home).
- Should you fail to notify us that you will not be present for your appointment you may be liable for fees as set out in our schedule of charges

Delayed Appointment:

- An appointment is delayed if we rearrange it before the original time slot expires and move it to another time slot on the same day, and you agree to the rearrangement.
- If the rearrangement means a different day, this will be treated as a missed appointment.

Compensation Amounts:

Compensation is capped at the monthly cost of your broadband plan with Prepay Power. Compensation is as follows:

- Missed Appointment: €10 credit or refund per appointment
- Delayed Appointment (if not kept for the same day): €3 credit or refund per appointment

Compensation Exclusions:

Compensation is not payable if an appointment is missed for reasons outside of our control including but not limited to:

- Incorrect details provided, customer not present, or access refused
- Appointment cancelled or rescheduled by the customer
- Delay or missed appointment due to force majeure (e.g., extreme weather, natural disasters, riots, strikes outside our control, or safety concerns)
- Where an alternative appointment was agreed (e.g., special arrangements outside standard hours for business customers)

How to Claim Compensation:

To claim compensation under this scheme please call 019 682 281 or e-mail us at

Broadbandappointments@prepaypower.ie



Opening hours:

- Monday - Friday: 9am – 7.30pm (Bank holidays 10am - 6pm)
- Saturday: Closed. Sunday: Closed.

How We Pay Compensation:

- If you are a current customer, compensation will be applied as a credit to your account.
- If you are no longer a customer, compensation will be issued by cheque.
- All compensation will be paid within 20 working days of approval of your claim.

