

Porting & Switching Compensation Policy

Version 1.0
Jun 2026

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1. Overview

At IFA Telecom, we are committed to delivering a high-quality service experience. As required under the Communications Regulation & Digital Hub Development Agency (Amendment) Act 2023 and overseen by the Commission for Communications Regulation ("ComReg"), we have implemented this compensation scheme. This document explains the circumstances in which compensation may be available to end-users if we fail to meet our regulatory obligations regarding the porting of phone numbers or the switching of broadband services. These obligations include:

- **Porting Fixed-Line Numbers:** Transferring your number within one working day of the agreed date.
- **Switching Fixed Broadband:** Ensuring your new service is active before your old service is cancelled.
- **Cancellations:** Processing away-switching requests within one working day of valid notification.

If you are moving your Internet Access Service away from IFA Telecom and your new provider submits a cancellation request to us, we will process the cancellation within one working day of receiving valid notification from that provider.

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2. When Compensation May Be Available

During the porting or switching process, we will make every effort to avoid interruptions to your service and, where unavoidable, ensure that any disruption lasts no longer than one working day. If you report a problem, you may be eligible for compensation. Examples of issues that may qualify include:

- Failure to port your number within one working day of the agreed timeframe.
- Cancellation of your existing Internet Access Service before your IFA Telecom service was activated, resulting in a loss of service lasting more than one working day.
- Failure to cancel your IFA Telecom Internet Access Service after receiving a valid request from your new provider.
- Failure to keep you appropriately informed throughout the switching or porting process.

If, following our investigation, we determine that compensation is due, a credit of €3 per day will be applied for each qualifying day, up to a maximum of €30. Any approved credit will be added to your IFA Telecom account within 10 working days of the final decision.

In some circumstances, the issue may be caused by another service provider. Where this is the case, we may direct you to the relevant operator for further assistance.

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3. Compensation Amounts

Customers may be eligible for the following compensation:

Porting or Switching Delay	€3 per day
Maximum Compensation	€30.00

Approved compensation will normally be applied as a credit to the customer's IFA Telecom account unless otherwise agreed.

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4. Exceptional Circumstances

There may be situations beyond the reasonable control of IFA Telecom that impact our ability to meet a porting or switching commitment, including severe weather events, network outages, or other unforeseen operational incidents. Where such circumstances arise, IFA Telecom reserves the right to assess compensation eligibility accordingly, in line with applicable regulations.

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5. How to Make a Claim

5.1 Submitting a Claim

To request a compensation review, please contact us by email at: claims@ifatelecom.ie. There is no charge to submit a claim or to receive compensation under this scheme. When submitting a claim, please include the following details:

- Your account number or phone number
- The date of the issue and any relevant reference numbers
- A brief description of what happened

5.2 Claim Assessment

Claims may be reviewed against internal systems, porting records, switching logs, and other relevant operational data.

5.3 Processing of Compensation

Where a claim is approved, any compensation credit will be applied to your IFA Telecom account within 10 working days of the final decision.

5.4 Further Escalation

Customers who are dissatisfied with the outcome of a claim may escalate the matter through IFA Telecom's complaints procedure and may also refer unresolved disputes to ComReg where appropriate.

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6. Communication

Once we receive your compensation review request, we will send an acknowledgement email within 48 hours. This email will confirm receipt of your claim and provide an estimated timeframe for the review, which will generally be completed within 30 working days. Following completion of the review, you will receive written confirmation of:

- The outcome of your claim
- Any further actions available to you
- Whether compensation has been awarded and
- The amount of credit applied to your account, where applicable.

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7. Contact Information

For queries relating to this policy or to submit a claim, customers may contact our Customer Services team via any of the following contact methods.

Freephone	1800 265 500
Email	claims@ifatelecom.ie
Online	https://ifamemberservices.ie/contact-us/
Post	IFA Telecom Claims, Irish Farm Centre, Bluebell, D12 YXW5

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8. Right to Query

This compensation scheme has been developed in accordance with ComReg's Switching and Number Portability - End-User Compensation Decision (D01/24). It does not limit or affect your right to seek additional compensation or pursue legal remedies if you believe your issue has not been satisfactorily resolved.
