



# Missed & Delayed Appointment Compensation Policy

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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 scheduled service or installation appointments that are missed or significantly delayed.

This policy applies to all IFA Telecom customers receiving qualifying electronic communications services where an engineer or technician appointment at the customer premises is required.

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## 2. Key Definitions

- **Appointment:** A scheduled technician or engineer visit relating to the installation, activation, repair, or servicing of a telecommunications service.
  - **Missed Appointment:** An appointment where the technician fails to attend within the agreed appointment window on the scheduled working day, unless appropriate advance notice has been provided.
  - **Delayed Appointment:** An appointment that is rescheduled to a later time on the same day with the customer’s agreement before the original appointment window expires.
  - **Working Day:** Monday to Friday 9:00am – 5:00pm, excluding public holidays.
  - **Appointment Window:** The agreed time allocated for the technician visit (e.g., 8am–1pm or 1pm–6pm).
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## 3. Booking & Confirmation Process

- **Appointment Scheduling:** When a technician visit is required, IFA Telecom will agree an appointment window directly with the customer.
  - **Confirmation of Appointment:** Customers will receive confirmation of the agreed appointment details through an appropriate durable medium such as SMS or email.
  - **Appointment Windows:** Appointment windows will comply with applicable ComReg requirements and will not exceed the permitted maximum duration of 5 hours.
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## 4. Missed Appointment Criteria

An appointment will be considered missed where the assigned technician does not attend during the agreed appointment window on the scheduled date, and no qualifying exception applies.

### Exceptions Include:

- IFA Telecom provides notice of cancellation or rescheduling no later than 3:00pm on the working day prior to the appointment date.
  - The technician attends the premises within the agreed timeframe but is unable to gain access or contact the customer or nominated site contact, provided the issue did not arise due to any fault on the part of IFA Telecom.
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## 5. Delayed Appointments Criteria

Where an appointment is rearranged to a later time on the same day, with the agreement of both IFA Telecom and the customer before the original appointment window ends, the appointment will be classified as delayed. To qualify under this definition, the appointment must still be completed on the same working day.

## 6. Compensation Amounts

Customers may be eligible for the following compensation:

Missed Appointment	€10.00
Delayed Appointment	€10.00

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

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## 7. Exceptional Circumstances

There may be situations beyond the reasonable control of IFA Telecom that impact our ability to meet an appointment 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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## 8. How to Make a Claim

### 8.1 Submitting a Claim

To request a compensation review, please contact us by email at: [claims@ifatelecom.ie](mailto: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:

- Appointment date
- Appointment window
- Details relating to the missed or delayed visit

### 8.2 Claim Assessment

Claims may be reviewed against internal scheduling systems, technician reports, call records, SMS confirmations, and other relevant operational data.

### 8.3 Processing of Compensation

Where a claim is approved, IFA Telecom aims to apply the compensation to your bill within 30 working days.

### 8.4 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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## 9. 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.

## 10. 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	<a href="mailto:claims@ifatelecom.ie">claims@ifatelecom.ie</a>
Online	<a href="https://ifamemberservices.ie/contact-us/">https://ifamemberservices.ie/contact-us/</a>
Post	IFA Telecom Claims, Irish Farm Centre, Bluebell, D12 YXW5

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## 11. Right to Query

This compensation scheme has been developed in accordance with ComReg obligations under the Communications Regulation & Digital Hub Development Agency (Amendment) Act 2023. 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.

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