



# Missed & Delayed Appointment Compensation Policy

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## 1. Overview

**1.1** This Compensation Policy explains the circumstances in which IFA Telecom customers may be entitled to compensation where a scheduled service or installation appointment is missed or significantly delayed.

**1.2** The policy has been developed in line with obligations set out by the Commission for Communications Regulation (“ComReg”) under the Communications Regulation & Digital Hub Development Agency (Amendment) Act 2023.

**1.3** 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 period allocated for the technician visit (e.g., 8am–1pm or 1pm–6pm).

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## 3. Booking & Confirmation Process

### **3.1 Appointment Scheduling**

When a technician visit is required, IFA Telecom will agree an appointment window directly with the customer.

### **3.2 Confirmation of Appointment**

Customers will receive confirmation of the agreed appointment details through an appropriate durable medium such as SMS or email.

### **3.3 Appointment Windows**

Appointment windows will comply with applicable ComReg requirements and will not exceed the permitted maximum duration (e.g., no more than 5 hours).

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## **4. Missed & Delayed Appointment Criteria**

### **4.1 Missed Appointments**

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:

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

### **4.2 Delayed Appointments**

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.

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## **5. Compensation Amounts**

Customers may be eligible for the following compensation:

- €10 for a missed appointment
- €10 for a delayed appointment

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

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## 6. 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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## 7. How to Make a Claim

### 7.1 Submitting a Claim

Customers wishing to make a claim under this policy should contact [claims@ifatelecom.ie](mailto:claims@ifatelecom.ie) and include:

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

No fee applies for making a compensation claim.

### 7.2 Claim Assessment

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

### 7.3 Processing of Compensation

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

### 7.4 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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## 8. Policy Updates

IFA Telecom may revise or update this policy from time to time to reflect:

- Regulatory or legislative changes
- ComReg guidance or decisions
- Operational or service improvements

The latest version of this policy will be made available through official IFA Telecom communication channels.

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## **9. Contact Information**

For queries relating to this policy or to submit a claim, customers should contact [claims@ifatelecom.ie](mailto:claims@ifatelecom.ie).

If a complaint cannot be resolved directly with IFA Telecom, customers may seek further assistance through ComReg's consumer support services.