



Porting and Switching Compensation Policy

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Purpose and Scope

At IFA Telecom, we are committed to delivering a positive customer experience, even when issues arise. This compensation scheme explains the circumstances in which compensation may be available to end-users if we do not meet our obligations during:

Porting Fixed-Line Numbers to IFA Telecom

With your authorisation, we will transfer your fixed-line number to IFA Telecom within the agreed timeframe and no later than one working day from the agreed porting date.

Switching Fixed Broadband or Other Fixed Internet Access Services

If you are switching your Internet Access Service to IFA Telecom and choose to have us notify your current provider to cancel your existing service, we will only request cancellation once your new service has been successfully activated.

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.

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 €1 per day will be applied for each qualifying day, up to a maximum of €20. 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.

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.

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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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.
