Number Portability Compensation Scheme February 2016, General Condition 18

As a responsible service provider, we recognise all legislative and regulatory compliance requirements. The purpose of the Number Portability Compensation Scheme is to ensure that our customers receive compensation for number porting delays that exceed the standard industry lead times.

Standard Industry Lead Times:

Fixed Line: 10 days (working days) Mobile: 1 day (working day)

The scheme is available to all subscribers of the service. Claims for compensation should be made in accordance with the company's current complaints code of practice, and each claim will be considered on its own merit.

For the purposes of clarification, compensation will be awarded as follows:

Fixed Line

Monthly service charge X 12 months / 365 days X number of delayed days. For the purposes of demonstration, we will show an example of a subscriber with a delay lasting 18 days (8 days beyond the standard industry lead time of 10 days). E.g:

Monthly service charge= £14.99

X 12 months = £179.88

/ 365 days = £0.49

X 8 days = £3.94 Compensation award (exc. VAT)

Mobile

As above, we take your monthly handset rental charge; multiply it by 12 months / 365 days X number of delayed days. For the purposes of demonstration, we will show an example of a subscriber with a delay lasting 9 days (8 days beyond the standard industry lead time of 1 day). E.g:

Handset Rental (monthly) = £12.35

X 12 months = £148.20

/ 365 days = £0.41

X 8 days = £3.25 Compensation award (exc. VAT)

For details of Unicom's complaints procedure, please refer to www.switchingon.com/contact/complaints-procedures.

Compensation if awarded will be credited to the customer's next invoice.