



## Number Portability Compensation Scheme July 2019, General Condition B3.11 and C7.43

We are a responsible company. As well as our internal compliance controls, we recognise all legislative and regulatory compliance procedures. The **Number Portability Compensation Scheme** is designed to make sure that customers receive compensation if we delay a number port for more than 1 working day or where there is an abuse of porting by us or on our behalf.

### Standard Industry Lead Times

- **Fixed Line:** 10 working days
- **Mobile:** 1 working day

The scheme is available to all our customers who take the above services. If you wish to make a claim, simply follow our complaints process, <https://switchingon.com/unicom-complaints>, and we'll look into it for you.

### Write to us

The Customer Resolution Department,  
Longley House, Longley Lane,  
Manchester,  
M22 4SY

### Phone us

0161 946 4995.

### Email us

compliance@switchingon.com

As a quick overview, where a number port exceeds the standard industry lead times:

### Fixed Line

We take your monthly line rental charge; multiply it by **12 months**; divide by **365 days** and then multiply that figure by the number of delayed days.

Here's an example:

|                       |                    |
|-----------------------|--------------------|
| Line Rental (Monthly) | = £14.99           |
| × 12 months           | = £179.88          |
| ÷ 365 days            | = £0.49            |
| × 7 days              | = £3.45 (exc. VAT) |

### Mobile

As above, we take your monthly handset rental charge; multiply it by **12 months**; divide by **365 days** and then multiply that figure by the number of delayed days. For the purposes of demonstration, we will show an example of a subscriber with a delay lasting 8 days (7 days beyond the standard industry lead time of 1 day).

|                          |                    |
|--------------------------|--------------------|
| Handset Rental (Monthly) | = £14.99           |
| × 12 months              | = £179.88          |
| ÷ 365 days               | = £0.49            |
| × 7 days                 | = £3.45 (exc. VAT) |

When compensation is awarded, we'll **credit your Unicom account** and you'll be able to see it on your next invoice.