

Pure Telecom Porting and Switching Compensation Scheme

Purpose & Scope

Our goal is to ensure you have a great experience with our services even when things don't go as planned. This scheme sets out the compensation Pure Telecom will provide to end-users if we fail to meet those expectations during:

1. the porting of fixed-line numbers to Pure Telecom.

We will port your number to Pure Telecom with your consent in the timeframe agreed, and in any case, within one working day of the date agreed.

2. the switching of fixed broadband or other fixed Internet Access Services.

When switching your Internet Access Service to Pure Telecom, and if you prefer us to notify your existing operator to cancel Internet Access Services, then we will only notify them to cancel once the new service has been activated by us.

When switching your Internet Access Service from Pure Telecom and your existing operator notifies us to cancel your service, then subject to receiving valid details, we will cancel your service within one working day of receipt of notice from your operator.

When compensation may apply

When porting or switching we will endeavour to ensure minimal or no break in service and in any case for no more than one working day. If you advise us of an issue, then you might be entitled to compensation.

This issue could be:

1. A potential failure to port your number within one working day of the timeframe agreed;
2. We may have cancelled your existing operator Internet Access Service before activating your Pure Telecom Service and you lost service for more than one working day;
3. We may have failed to cancel your Pure Telecom Internet Access on receipt of a valid request from your new operator.
4. We may have failed to keep you updated throughout the porting or switching process.

If on investigation, we find that you are entitled to compensation then we will apply €1 per day for each day up to a maximum of €20 to your Pure Telecom account within 10 working days of the outcome.



In certain cases, we may need to refer you to another retail operator if the issue is due to a failure on their side.

To submit a compensation review email claims@puretelecom.ie.

There will be no fee for customers to apply for or receive compensation.

Communication

On receipt of your compensation review email, you will receive acknowledgement by email within 48 hours advising how long the review will take, typically within 30 working days.

Once the review is complete you will receive an email advising the outcome of your claim, potential next steps, if compensation is due and how much credit was applied to your account.

Right to Query

This compensation scheme is designed to comply with ComReg's Switching and Number Portability – End-User Compensation Decision (D01/24) and does not affect your right to claim further compensation or take legal action if you believe we haven't resolved your issue.