

Missed & Delayed Service and Installation Appointments Compensation Scheme

1. Purpose & Scope

1.1. This Scheme sets out the process, rights, and compensation available to our customers when Pure Telecom (“the Provider”) fails to keep, or delays, a service or installation appointment (“Appointment”).

1.2. It is designed to comply with the minimum quality-of-service standards and compensation rules specified by the Commission for Communications Regulation (“ComReg”) under the Communications Regulation & Digital Hub Development Agency (Amendment) Act 2023.

1.3. It applies to all customers (“End-users”) of Pure Telecom for internet access services or other relevant electronic communications services where a technician visit (“Appointment”) is required for service and installation.

2. Definitions

- **Appointment:** a technician visit at the customer’s premises scheduled for service and installation.
- **Missed Appointment:** when the technician does not attend during the agreed time slot on the agreed working day, unless prior valid notice is provided (see section 4).
- **Delayed Appointment:** when the Appointment is rearranged — by agreement between Pure Telecom and the customer — before the end of the original time slot, on the same day, and must still be completed that day.
- **Working Day:** standard business day (excluding weekends / public holidays).
- **Time Slot:** the agreed interval for the appointment (e.g., 8am–1pm or 1pm–6pm).

3. Appointment Booking & Confirmation

3.1. **Offering Time Slots:** Pure Telecom will agree a time slot with the customer when scheduling a technician visit.

3.2. **Confirmation:** The customer will be notified of the agreed time slot via durable medium e.g. SMS, so there is a clear record.

3.3. **Slot Length:** We will ensure that our standard appointment time window adheres to ComReg’s slot interval (e.g., no more than 5 hours).

4. Definition of Missed or Delayed Appointments

4.1. Missed Appointments

- A missed Appointment is when the technician fails to show up in the agreed time slot on the working day.

Exceptions (i.e., *not* counted as missed) include:

a) Pure Telecom gives the customer notice no later than 3:00 PM on the day before the agreed Day of the Appointment of cancellation or rescheduling.

b) The technician did attend during the slot but could not access the premises (having attempted contact with the customer, or nominated end user at the customer premises), and this was not due to any fault or omission on our part.

4.2. Delayed Appointments

- If, before the end of the agreed time slot, we (Pure Telecom) and the customer agree to rearrange that Appointment for a later time the same day, this shall be deemed an Appointment for the purposes of this section.
- The rearranged Appointment must still be fulfilled that same day.

5. Compensation for Missed & Delayed Appointments

- Missed Appointment: €10
- Delayed Appointment: €10

6. Exceptions & Force Majeure

Some circumstances outside our control may prevent us from keeping the Appointment. In such cases, we may factor those into compensation (or reduce/waive compensation) if they are genuinely unforeseeable and unavoidable.

7. Claim Process

7.1. How to Claim

- To claim under this scheme please email claims@puretelecom.ie providing appointment date, time slot and details of the missed or delayed appointment.
- There will be no fee for customers to apply for or receive compensation.

7.2. Verification

- We may verify the claim against our appointment logs, technician records, and any communications (such as SMS confirmations).

7.3. Payment

- Compensation will appear as a credit on your account.
- We will aim to process and pay valid claims within 30 working days.

7.4. Right to Query

- Customers retain their right to pursue other remedies (outside this Scheme), e.g., via ComReg or legal means, if they are unsatisfied.

8. Revision of the Scheme

8.1. Pure Telecom reserves the right to amend this Scheme to reflect future regulatory changes, ComReg decisions, or internal operational improvements.

8.2. Any material change will be published publicly, and customers will be notified via our website and communications channels.

9. Contact & Complaints

9.1. **Contact for Claims:** email claims@puretelecom.ie.

9.2. **Complaints:** If a customer is not satisfied with a claim outcome, they may escalate via our standard complaints process. We will also advise them of their right to refer the matter to ComReg if not resolved.