

COMPENSATION DUE TO PORTING DELAYS

Providing our customers with an excellent service is something Fleur Telecom strives for. Putting the customer first is at the heart of everything we do. We do aim to make all customer orders placed with us are processed with as little inconvenience to the customer as possible. However sometimes, issues can arise leading to a delay fulfilling an order.

Entitlement to compensation for number porting order delays

Fleur customers who have experienced a delay with the porting of their home telephone number, or mobile number to Fleur from another network, may be entitled to compensation in the form of a credit on their account, subject to the circumstances.

Mobile Number Porting

Where the Customer wishes to port their existing mobile number from their previous service provider to Fleur Telecom, Fleur will provide the Customer with a Port Date.

If there is a delay of more than one working day when porting the mobile number on the appointed date, the customer may be entitled to compensation by way of a credit on their account equivalent to the daily rental rate for that product.

Fixed Line Number Porting

Where the Customer wishes to port their existing fixed number (i.e. home telephone number) from their previous service provider to Fleur Telecom, Fleur will provide the Customer with a Port Date via the committed date email.

If there is a delay of more than one working day when porting the telephone number on the appointed date, the customer may be entitled to compensation by way of a credit on their account equivalent to the daily rental rate for that product.

Compensation Calculation

The compensation is calculated by taking the number of delayed days (starting from the first working day after the port date) multiplied by the daily cost of the service(s). For example, in the event of a fixed line number port issue, this would equate to a daily rate of £0.52 multiplied by the number of delayed days.

Circumstances where compensation may not be offered

If the delay occurs due to matters beyond our reasonable control, you will not be eligible for compensation. Please see examples of circumstances where no credit will be forthcoming: -

- The issue does not relate specifically to the delay of your number porting order.
- For example, the number has been ported by the Port Date but any other part of the order has been delayed such as, but not limited to, the broadband service.
- The delay was caused by any act or omission on your part. For example: -
- The customer does not co-operate with Fleur and liaise with their previous service provider where necessary and when requested to do so by Fleur Telecom;
- The customer does not follow instructions provided by Fleur to activate the mobile by the Port Date;
- We reasonably ask you for other help and it is not forthcoming;
- Where applicable, access is denied to fulfil your order leading to the delay;
- The delay was caused by someone other than Fleur Telecom
- The delay was caused by something outside Fleur's control, e.g. poor weather

Claiming Compensation

In the unlikely event that you do experience a delay, please call us on 0333 320 4020. Our friendly agents will review the circumstances and where the delay was within our reasonable control, you will receive a credit in your next bill or the next month after if the credit cannot be added in time.