



Switching/Porting Compensation Scheme



Switching/Porting Compensation Scheme

Our commitment to delivering reliable mobile phone services extends to the customer experience when switching/porting your mobile phone number. This scheme sets out the specific commitments, the compensation that may be claimed if these are not met, how to claim, the method and timing of compensation and scheme exclusions.

Number Porting – Means switching your mobile phone number from one provider to another. The request to port your phone number to GoMo automatically gives GoMo the authority to instruct your old provider to cease your phone service with them.

Under this scheme GoMo commits to the following when switching/porting

- Keep you adequately informed before and during a switch to us.
- Ensure continuity of the service unless technically not feasible.
- Activate service on the date that we agreed.
- Port your number on the date we agreed and activate it within one working day of the date we agreed.
- Limit any loss of service to one working day.
- Automatically terminate your contract for the switching service on successful conclusion of the switching process from us.
- Facilitate a request to port a terminated number within one month of termination.

Compensation that you can Claim

In the unlikely event that you experienced a failure by GoMo in respect of the above you can request to be compensated as set out below.

Compensation for Failure to keep you informed

Where switching to GoMo, compensation for Failure to keep you informed when switching will be €10 per switching order.

Compensation for a Delay

Where switching to GoMo, compensation of €1 (inc VAT) will be payable for each day of a delay, excluding the first working day.

Compensation for a Loss of Service

Where switching to GoMo, compensation of €1 (inc VAT) will be payable for each day of loss of service, excluding the first working day when porting.

Compensation for a Delay in Terminating Service when Switching

Compensation payable for a delay in terminating the service when switching to another provider will be €10 per switching order.



Service Loss Compensation Example:

- If a customer advises us and it is confirmed that:
- There was a 10 day loss service when porting to GoMo
- We failed to keep the customer informed
- €10 (€1.00 x 10) would be paid in respect of the failure to complete the port on time.
- €10 would be paid in respect of the failure to keep the customer informed

Total compensation would therefore be €20.00

Exclusions

In the following circumstance compensation will not be payable by GoMo:

- If the failure resulted from a failure by your old provider (when switching to GoMo) or by your new provider (when switching from GoMo).
- If there was a failure on your part. For example incorrect account details provided for the purpose of switching.
- If you cancel an order or if GoMo deems an order to be undeliverable and cancels it, any daily compensation shall cease to be payable from the cancellation date.

Compensation Limit

When switching to GoMo, compensation will be limited to the monthly price of the GoMo plan to which you were switching.

When switching from GoMo, compensation will be limited to the monthly price of the GoMo plan from which you were switching.

How Compensation Can be Sought

To claim compensation under this scheme please call 1800 210 342

Opening hours are Monday to Friday 9 am to 5.30 pm (excluding Bank Holidays)

How and When Compensation will be Paid

- If you are being billed by GoMo, compensation will appear as a credit on your next or following bill.
- If you are not being billed by GoMo, compensation will be issued as a refund by electronic funds transfer to the bank account linked to your GoMo account where possible or else by cheque.
- Any compensation due will be credited or issued within 20 working days.

Important

The scheme operates without prejudice to a customer's right to pursue compensation in respect of a specified failure by other legal means or proceedings.