

NUMBER PORTABILITY COMPENSATION SCHEME.

September 2016, General Condition 18.

We are a responsible company. As well as our internal compliance controls, we recognise all legislative and regulatory compliance procedures. One of which is the Number Portability Compensation Scheme which is designed to make sure that where any of our customers incur a delay of a number port receives compensation

Standard industry lead times.



Fixed line

10 working days



Mobile

1 working day

The scheme is available to all of our customers who take the above services. If you wish to make a claim, simply follow our complaints process detailed online at:

www.clearbusiness.co.uk/Telecoms-Complaints-Procedure and we'll look into it for you.

If you prefer you can contact us via the below methods:

Write to us

Customer Resolution Team,
Universal House,
Longley Lane,
Manchester,
M22 4SY

Phone us

0333 014 3131

Email us

compliance@clearbusiness.co.uk

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. For the purposes of demonstration, we will show an example of a subscriber with a delay lasting 18 days (8 days beyond the standard industry lead time of 10 days).

Here's an example:

$$\begin{array}{ccccccccccc} \mathbf{\pounds 14.00} & \mathbf{x} & \mathbf{12} & \mathbf{=} & \mathbf{\pounds 168.00} & \mathbf{\div} & \mathbf{365} & \mathbf{=} & \mathbf{\pounds 0.46} & \mathbf{x} & \mathbf{7} & \mathbf{=} & \mathbf{\pounds 3.22} \\ \text{Line rental} & & \text{Months} & & \text{Yearly} & & \text{Days} & & \text{Daily rate} & & & & \text{Exc. VAT} \end{array}$$

Mobile handset rental.

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).

Here's an example:

$$\begin{array}{ccccccccccc} \mathbf{\pounds 14.99} & \mathbf{x} & \mathbf{12} & \mathbf{=} & \mathbf{\pounds 179.88} & \mathbf{\div} & \mathbf{365} & \mathbf{=} & \mathbf{\pounds 0.49} & \mathbf{x} & \mathbf{7} & \mathbf{=} & \mathbf{\pounds 3.45} \\ \text{Handset} & & \text{Months} & & \text{Yearly} & & \text{Days} & & \text{Daily rate} & & & & \text{Exc. VAT} \\ \text{rental} & & & & & & & & & & & & \\ \text{(monthly)} & & & & & & & & & & & & \end{array}$$

Where compensation is awarded, we'll credit your Clear Business account and this will appear on your next invoice.