



switching compensation policy

You may be entitled to compensation if you are a customer **switching** to toob home broadband using the process known as **One Touch Switch** and:

- we miss your installation appointment; or
- there is a delay with switching your service to toob

when won't I receive compensation?

You won't receive compensation for **missed installation appointments** where:

- we tell you, at least 24 hours in advance, that we need to reschedule your installation appointment date
- you cancel your installation appointment or ask us to move it
- you are not available, or we cannot gain access to your property or equipment, or it is not safe for our engineer to carry out the installation
- emergency situations mean we cannot complete your service activation
- we confirm that you have live toob service and so an appointment is not needed

You won't receive compensation for **switching delays** where:

- you delay your activation date or don't accept the first available appointment after any issues are resolved
- your router hasn't arrived, or you haven't collected it, in time for your appointment (as long as we've sent the router to you)
- your actions prevent us from completing service activation or you don't do something we need you to do to be able to activate your service
- it is not safe for our engineer to carry out the installation
- you are in breach of our Agreement
- we can't complete your installation because if we did, we would be in breach of any law or regulation
- emergency situations mean we cannot complete your service activation

Additionally, you will not receive compensation for any period after your contract has ended.

how much compensation will I receive?

Missed Appointment	£30 per missed appointment
Delay to activation	£3 per day of delay
	Example: if your original activation date was Thursday 5th and your service actually starts on Tuesday 10th, you will receive a total of £12.



how will I receive compensation?

Compensation for missed appointments and delayed installation will be applied within:

- 30 days of the missed appointment
- 30 days of the date your broadband service switch is completed (or 30 days of the date the switch is cancelled by you or us)

You do not need to contact us to claim it.

Compensation will normally be applied as a credit to your next bill.

further information

More information about One Touch Switch is available at www.toob.co.uk/one-touch-switch/

This Switching Compensation Policy forms part of your Agreement. See www.toob.co.uk/legal or your Order Confirmation for more information.

For more information about your options in the event that you experience service issues, please see your Agreement or our Complaints Code of Practice, available at www.toob.co.uk/legal.