

## Fault Repair Timeframes and Compensation Schemes

In accordance with the applicable terms and conditions of service providers

### Fixed Telephony, Internet and TV Services

	Epic	Go plc	Melita ltd	Vanilla Telecoms
Fault Repair Timeframes	Within 5 working days	Within 2 working days	Within the next working day (no service)	within 5 working days
Compensation	If not restored within 5 working days subscribers are entitled to a pro-rata refund of the monthly fee equivalent to the number of days taken to resolve the fault	If not restored within 2 working days and an alternative solution is not available subscribers are entitled to a pro-rata refund of the monthly fee of up to a maximum of 1 month	If fault is not restored within: <ul style="list-style-type: none"> <li>• more than 1 working day: a free add-on</li> <li>• more than 3 working days: a pro-rate compensation equivalent to 15 days of service credited on account</li> <li>• more than 5 working days: compensation equivalent to 1 month of service credited on account</li> </ul>	If not restored within 3 working days subscribers are entitled to a pro-rata refund of the monthly fee equivalent to the number of days taken to resolve the fault

Updated in March 2023