

Switching and Porting Compensation Scheme

About this scheme

This scheme sets out 1GLOBAL's commitments when you switch your mobile service to or from 1GLOBAL, or port your mobile number to or from another provider. It also sets out the compensation available to you if those commitments are not met. This scheme applies to mobile voice, SMS/MMS and data services only. It does not cover broadband, fixed line, TV or any other service. It applies to residential customers only.

The following processes are covered by this scheme:

- Number porting: transferring your existing mobile number from another provider to 1GLOBAL, or from 1GLOBAL to another provider.
- Service switching: moving your mobile service to 1GLOBAL where 1GLOBAL notifies your existing provider to cancel your old service on your behalf, or cancelling your current mobile service when you switch to another provider.

Note: if you choose to cancel your existing service independently rather than through the 1GLOBAL switching process, this scheme will not apply.

Our commitments

When switching or porting your mobile service, 1GLOBAL commits to:

- Porting your number on the agreed date and activating it within one working day of that date.
- Only notifying your existing provider to cancel your service once your 1GLOBAL service has been successfully activated.
- Limiting any loss of service during the switching or porting process to no more than one working day.
- Cancelling your 1GLOBAL service within one working day of receiving a valid request from your new provider when you switch away from us.
- Keeping you informed throughout the switching or porting process.
- Only porting or switching your number or service with your explicit consent.

- Porting your number to another provider if you request it within one month after your 1GLOBAL contract has ended, unless you have given up that right.

Compensation available

If 1GLOBAL fails to meet the commitments above, you may be entitled to compensation as set out below. The first working day of any failure is excluded from compensation calculations. Compensation is calculated as 1/30th of the monthly plan price you pay, for each day of failure, up to a maximum of one month's plan value. This methodology applies equally to a delayed number port to 1GLOBAL, loss of service when switching to 1GLOBAL, failure to cancel your 1GLOBAL service when switching away, a delayed port of your number requested within one month after your 1GLOBAL contract has ended, failure to keep you informed during a switch or port (for each day from the date on which we should have informed you until the date we do), and a port or switch made without your explicit consent (for each day until your number or service is returned to your chosen provider). For a port or switch made without your explicit consent, the monthly plan price is the price of the 1GLOBAL plan to which your number was ported. For a port requested after your contract has ended, the monthly plan price is the last monthly plan price you paid.

Compensation is not paid automatically. You must submit a claim as set out below. Where compensation is due, it will be paid as set out under "How to claim" below.

How to claim

To submit a compensation claim, please follow these steps:

- Contact Lidl by live chat, email or phone to advise us of the switching or porting issue.
- Lidl will acknowledge your claim and advise you of the expected investigation timeframe.
- Lidl will investigate your claim and notify you of the outcome. If compensation is due, compensation will be paid either through a coupon, or by using the same payment method that you used in the original transaction within 10 working days of notifying you of the outcome.
- In some cases, the failure may be attributable to a third-party operator. If so, Lidl will refer your complaint to that operator and advise you accordingly.

Claims under this compensation scheme should be submitted using the complaint handling channels and procedures set out in our [Code of Practice for Complaint Handling](#).

Exclusions

Compensation will not apply where the failure is caused or contributed to by:

- A force majeure event, including natural disasters, extreme weather or events beyond our reasonable control.
- Inaccurate or incomplete information provided by you at the time of switching or porting.
- A failure by your previous provider (when switching to 1GLOBAL) or your new provider (when switching from 1GLOBAL).
- A request to switch or port that you subsequently withdrew or cancelled.
- Your choice to cancel your existing service independently rather than through the 1GLOBAL switching process.
- Circumstances where you are in breach of your 1GLOBAL agreement.

Your other rights

This scheme does not affect your statutory rights as a consumer under Irish law. Compensation received under this scheme will not prevent you from seeking further remedies where you have suffered loss beyond what is covered here.

If you are not satisfied with the outcome of your claim, you may contact the following bodies:

ComReg	CCPC
Commission for Communications Regulation Tel: 01 804 9668 www.comreg.ie	Competition and Consumer Protection Commission Tel: 01 402 5500 www.ccpc.ie