

Number Portability Compensation Scheme

February 2016, General Condition 18

10
days

Fixed Line
standard lead time
for number portability.

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

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 woav.co.uk/complaints and we'll look into it for you.

As a quick overview, where a number port exceeds the standard industry lead times:

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:

$$\begin{array}{cccccccccccccccc} \text{£14.00} & \times & 12 & = & \text{£168.00} & \div & 365 & = & \text{£0.46} & \times & 7 & = & \text{£3.68} \\ \text{line rental} & & \text{months} & & \text{yearly} & & \text{days} & & \text{daily rate} & & & & \text{exc. VAT} \end{array}$$

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

woav.co.uk

Got a question?

Talk to the Customer
Resolution team

03301 598143

Lines open
9am-6pm
Monday - Friday

Send us an email

compliance@woav.co.uk

Write to us

The Customer Resolution
Department,
Woav,
Longley House
Longley Lane
Manchester
M22 4SY