



Verizon Ireland Compensation Scheme

Number porting and Internet Access Services Migration

In line with ComReg Decision D01/24, customers who have encountered issues with number porting or Internet Access Service migration in Ireland as part of their service delivery may be entitled to compensation from their providers.

In order to claim for compensation, you must submit a ticket through the Verizon Enterprise Center by following the steps below.

1. Log in to [Verizon Enterprise Center](#)
2. Select **Billing > Create an inquiry > Dispute > Charge on my bill > Charge for incorrect product or service**
3. Provide details about the issue including the reference "Compensation Ireland"
4. Hit **Submit** to send the inquiry to our billing team.

You should receive a notification confirming receipt of your request within one business day. A member of our team will assess your eligibility for compensation and a notification confirming if you are eligible or not will be provided to you on the Verizon Enterprise Center portal.

All claims for compensation should be submitted within 90 days from the agreed activation date.

You can track the status of your inquiry by following the steps below:

1. Select **Billing > All inquiries**
2. Click or search for a specific inquiry to read any detailed comments and updates left by your Verizon team.

Compensation may be payable in the following circumstances:

- Your service was not activated or deactivated on the agreed-upon date, or
- You lost service for more than one working day during the porting or migration process.

Additionally, if you believe you were given inadequate information during this process, you may request a review, and a credit may be applied on a case-by-case basis.



Once we confirm your eligibility for compensation, we will notify you of the compensation amount. You will receive a credit of €5 (or the equivalent in your billing currency) per day until the issue is resolved.

The maximum amount of compensation payable is capped to 15 days.

For cases involving the simultaneous porting of multiple telephone numbers or migration of multiple Internet Access Services in a single transaction, the maximum total compensation payable is capped at €500 (or the equivalent in your billing currency), regardless of the number of lines affected.

Credits will be paid within a maximum of 60 days.

Please note, compensation will not be provided if delay is caused by inaccurate information you supplied during the porting or migration process; if you cancelled your engineer appointment; if you were not in the premise or did not allow access to the premise; or if the delay is due to a force majeure event.

For more information about the requirement to pay compensation, please see ComReg decision: <https://www.comreg.ie/media/2024/01/ComReg-2401.pdf>