

## Number Portability Compensation Scheme February 2016, General Condition 18

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

- Fixed Line: 10 working days

Mobile: 1 working day

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, [kinex.co.uk/complaintscodofpractice.pdf](http://kinex.co.uk/complaintscodofpractice.pdf), and we'll look into it for you.

### Write to us

The Compliance Department,  
Longley House,  
Longley Lane,  
Manchester,  
M22 4SY

### Phone us

The Compliance Department on  
0161 465 6600

### Email us

[compliance@kinex.co.uk](mailto:compliance@kinex.co.uk)

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

### Fixed Line

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.

Here's an example:

Line Rental (Monthly)	= £14.99
* 12 months	= £179.88
/ 365 days	= £0.49
* 7 days	= £3.45 (exc. VAT)

### Mobile

As above, we take your monthly handset 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 8 days (7 days beyond the standard industry lead time of 1 day).

Handset Rental (Monthly)	= £14.99
* 12 months	= £179.88
/ 365 days	= £0.49
* 7 days	= £3.45 (exc. VAT)

Where compensation is awarded, we'll credit your kinex account and you'll be able to see it on your next invoice.