



## Number Portability Compensation Scheme

### July 2019, General Condition B3.11 and C7.43

We are a responsible company. As well as our internal compliance controls, we recognise all legislative and regulatory compliance procedures. The **Number Portability Compensation Scheme** is designed to make sure that customers receive compensation if we delay a number port for more than 1 working day or where there is an abuse of porting by us or on our behalf.

#### Standard Industry Lead Times

- **Fixed Line:** 10 working days
- **Mobile:** 1 working day

The scheme is available to all our customers who take the above services. If you wish to make a claim, simply follow our complaints process, <https://kinex.co.uk/complaints-procedures>, and we'll look into it for you.

#### Write to us

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

#### Phone us

0161 465 6600.

#### Email us

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)

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