



Compensation Policy

In this compensation policy:

- “we/us” means Digi Fibre Communications Ltd.
- “you” means the customer who is buying the service from Digi Fibre.

You may be entitled to compensation if you are a customer switching to WavoNet Home Broadband and we miss your installation appointment, or there is a delay with switching your service to WavoNet.

When compensation does not apply?

You won't receive compensation for missed installation appointments where:

- We will tell you, at least 24 hours in advance, that we need to reschedule your installation appointment date
- You cancel your installation appointment or ask us to move it
- You are not available, or we cannot gain access to your property or equipment, or it is not safe for our engineer to carry out the installation
- Emergency situations mean we cannot complete your service activation
- We confirm that your service is live, so an appointment is not needed
- You delay your activation date or don't accept the first available appointment after any issues are resolved
- Your router hasn't arrived, or you haven't collected it, in time for your appointment (as long as we've sent the router to you)
- Your actions prevent us from completing service activation or you don't do something we need you to do to be able to activate your service
- It is not safe for our engineer to carry out the installation
- You are in breach of our Agreement
- We can't complete your installation because if we did, we would be in breach of any law or regulation
- You decided to cancel the order before activation where Digi Fibre is in process to resolve the issue.
- You will not receive compensation for any period after your contract has ended.

How much compensation will be paid?

SCENARIO	COMPENSATION PAYABLE**
Delays to a new service where the new service go-live date is missed or delayed.	£3 per day (including the missed go-live date).
Missed appointments where an engineer does not arrive on schedule or cancels with less than 24 hours' notice.	£15
Delayed resolution of total loss of service where a fault takes longer than 2 working days to fix.	£3 per day until the fault is repaired.
Failure to provide an appointment	£15 (One-Off Payment)

** Compensation amount may change as per regulatory guidance.

How will compensation be paid?

Compensation for missed appointments and delayed installation will be applied within:

- 30 days of the missed appointment
- 30 days of the date your broadband service switch is completed

You do not need to contact us to claim it. Compensation will normally be applied as a credit to your next bill. For any questions, please contact our [Customer Service](#) team.