



Verizon Ireland Compensation Scheme

Missed and Delayed Service and Installation Appointments

In line with ComReg Decision D07/25, customers in Ireland who experience a missed or delayed appointment for voice or internet access service installation in Ireland may be entitled to compensation.

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:

- An engineer fails to attend your premises during the agreed time slot and day, and you were not notified of the cancellation by 3:00 PM on the day before the appointment,
- Your appointment was delayed or rescheduled at short notice due to reasons attributable to Verizon, or
- The engineer arrives outside the agreed time slot, or the appointment was not fulfilled as scheduled due to Verizon’s fault.



Once we confirm your eligibility for compensation, we will notify you of the compensation amount. You will receive a credit of €25 per missed or delayed appointment.

Credits will be paid within a maximum of 60 days.

Please note, compensation will not be provided if you cancelled your engineer appointment; if you were not in the premise or did not allow access to the premise; if the delay is due to a force majeure event; or the appointment was agreed outside standard time slots (Monday to Sunday 8am - 8pm, excluding public holiday).

For more information about the requirement to pay compensation, please see ComReg decision:

<https://www.comreg.ie/publication-download/missed-and-delayed-service-and-in-stallation-appointments-end-user-compensation-response-to-consultation-24-8-9-and-decision-on-switching-and-porting-appointments>