

Schedule 8

Business Compensation Scheme

1. Introduction

This Business Compensation Scheme outlines the circumstances under which our business Customers are entitled to compensation.

This scheme, covers our broadband, fibre, mobile and phone systems for businesses, expressly excluding Add-On Services.

2. Eligibility for Compensation

Customers are eligible for compensation under the following conditions:

- Service Interruptions: Compensation is provided for total loss of Service that exceeds the guaranteed uptime or restoration timeframes:

Downtime Credit Calculation:

(Product Monthly Tariff Price * 12/365) * Duration of downtime in days = £ Credit Amount

Credits calculated excluding VAT

- Fault Resolution: Compensation is provided when Faults are not resolved within the specified response and resolution times.

“Fault” means an unplanned interruption to, or a material reduction in the quality of, the performance of a Service.

Care Levels	Repair time	Price
Level 1	Fault repaired within 3 working days	FREE
Level 2	Fault repaired within 48 hours	£1.50 Per month per line
Level 3	Fault repaired within 24 hours	£3.95 per month per line

- Missed Appointments: Compensation is provided for missed installation appointments, unless we have given you notice of a change or cancellation at least 24 hours in advance or you have agreed to a change in the appointment time slot for the same day.

3. Claims Process

You must submit a claim for Compensation within 30 days of the event entitling you to Compensation.

We will review all claims promptly and provide a response within 14 days of receipt.

If we conclude that you are entitled for compensation, we will add credit on your bOnline account within 30 days of the claim being approved and such credit will be applied against future invoices.

4. Reporting and Claims

You can report issues and claim compensation through the following channels:

- Customer Support: Contact via phone or email at complaints@bonline.com.

5. Dispute Resolution

If you have any complain regarding our services, please contact our customer service team complaints@bonline.com or refer to our complaints code of practice posted on our Website www.bonline.com. You can also request a copy from our customer service team.

6. Amendments

This Compensation Scheme will be reviewed periodically and may be updated to reflect changes in service offerings or regulatory requirements.