

Missed or Delayed Service & Installation Appointment Compensation Policy

Our Commitment to You

When switching to **Three**, your broadband installation should take place on the date agreed with our installation partners. If the installation appointment is **missed by our install partner on the agreed date without prior notice of rearranging**, you may be entitled to compensation.

Compensation Details

- If your appointment is missed without prior notice, **Three will contact you directly** and credit your account with a **minimum compensation of €25**.
- We actively monitor missed installs and will reach out to you if this occurs.
- For any queries, please contact us through any of the contact channel listed [here](#).

Important Definitions

- **Missed Appointment:** An agreed installation date where the technician does not attend, and no prior notice of rescheduling was given.
- **Prior Notice:** Notification of a change sent before **3:00 PM the day before** the appointment.
- **Alternative Appointment:** If your appointment is missed, we will arrange a new date as soon as possible and confirm it with you.

Process Overview

This scheme outlines the compensation process, payment methods, timelines for customer receipt, and compensation amounts.

Appointment Scheduling

We agree on a time slot (minimum 5 hours) and confirm by email or SMS.

Cancellation & Rescheduling

You or we must cancel by 3:00 PM the day before to avoid fees or liability.

Missed Appointment Handling

If your appointment was missed without notice, compensation will be applied automatically.

Alternative Appointment

We will prioritise rescheduling and confirm the new date promptly.

Payment Method

Compensation will be credited directly to your Three account.

Timelines for Customer Receipt

Compensation will be processed promptly after confirmation of a missed appointment. We aim to complete this within 10 working days.

Compensation Amount

Minimum €25 per missed appointment.

Exceptions

- Severe weather or events outside our control (**force majeure**).
- If our technician arrives but cannot access your premises for reasons beyond our responsibility.
- If you cancel the appointment late (after 3:00PM on the prior day).

Common Scenarios

- **Technician arrives within the agreed time slot:** No compensation applies.
- **Technician misses the slot without notice:** Compensation applies.
- **You cancel late (after 3:00 PM on the prior day):** Cancellation fee may not apply.

Your Rights

You do not need to apply for compensation – we will process it automatically.

Our full compensation policy is available on our website and as a **downloadable PDF** for your records. This ensures you have the details in a **Durable Medium** for future reference.

Enquiries

We take all customer impacting matters very seriously. Our commitment is to respond to your concerns quickly and efficiently.

Call:

Freephone **1913** or from abroad **+353 83 333 3330**

Opening hours: Mon–Fri 8am–8pm, Sat/Sun & Bank Holidays 8am–6:30pm.

Email: <https://three.ie/contact-us/contact/>

Chat: At three.ie/chat, Monday to Sunday, 7am to midnight

Post: Three Customer Care, PO Box 333, Dublin 2

Policy Updates

This policy is aligned with the relevant ComReg Decision: [New standards service providers must follow for missed or delayed appointments Commission for Communications Regulation](#)

Policy effective: 4 September 2025

Compensation scheme active: 4 December 2025