



● UK RIGHTS GUIDE · JUNE 2026

MONEY BACK, AUTOMATICALLY

Wednesday, 10 June 2026

Ofcom Automatic Compensation: *2026 rates.*

Broadband down, engineer a no-show, or start date missed? Your provider owes you money automatically. Here are the exact 2026 rates, what qualifies, and the small print that catches people out.

£10.34

PER DAY, LATE REPAIRS

After two working days

£32.31

PER MISSED APPOINTMENT

No-show or late cancel

£6.46

PER DAY, LATE STARTS

From the missed date

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Reviewed by **Adrian James**

Next review within 90 days

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SECTION 01 · AT A GLANCE

The scheme at a glance

QUICK ANSWER

If your provider is in Ofcom's automatic compensation scheme, three failures pay you **without you asking**: a total loss of service not fixed within two working days, a missed engineer appointment, and a late start to a new service. The money lands as a **credit on your bill within 30 days**.

KEY FACTS · RATES FROM 1 APRIL 2026, VERIFIED JUNE 2026

£10.34 per day for a total loss of service that is not fixed within two full working days of you reporting it (Ofcom scheme rate).

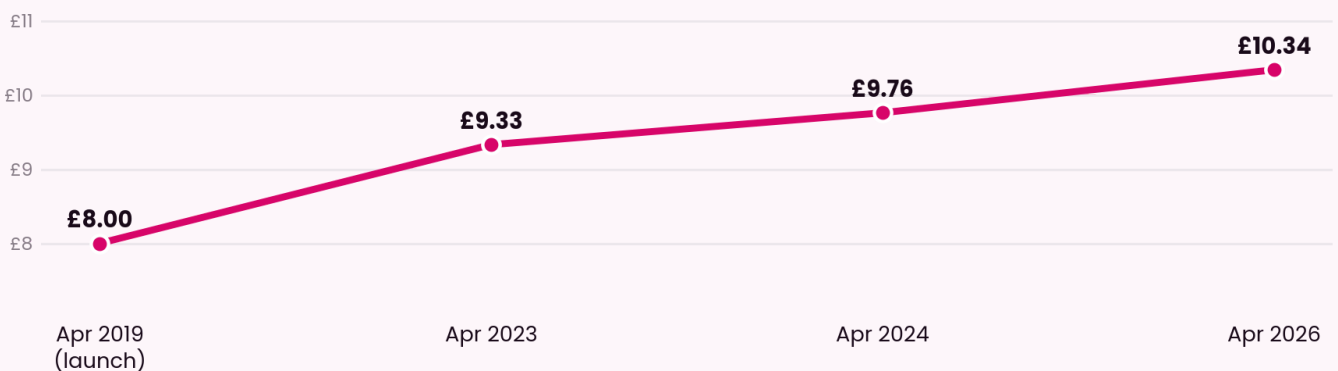
£32.31 per missed engineer appointment, including cancellations with less than 24 hours' notice.

£6.46 per day when a new service does not start on the promised date, counted from the missed day.

Rates rise every 1 April in line with CPI inflation; incidents are paid at the rate in force when they began.

Around £63 million was paid out in 2024, across roughly one million individual payments (Ofcom scheme data).

The scheme covers about 91% of broadband customers via BT, EE, Plusnet, Sky, NOW, TalkTalk, Virgin Media, Vodafone, Utility Warehouse, Hyperoptic and Zen.



Per-day rate for an unrepaired total loss of service (key milestones shown)

The per-day rate for unrepaired loss of service, from the scheme's 2019 launch to April 2026. Key milestones shown; rates also rose in the intervening Aprils.

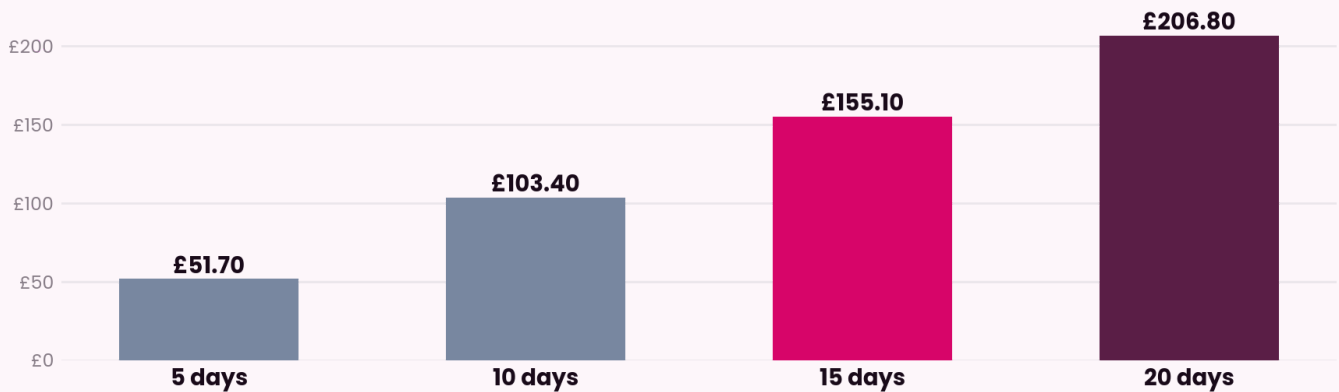
SECTION 02 · THE THREE TRIGGERS

What pays out, and how much

WHAT WENT WRONG	WHEN IT STARTS PAYING	2026 RATE
Total loss of service	Not fixed by 11.59pm on the second working day after you report it	£10.34 per day after that
Missed engineer appointment	No-show, or cancelled with under 24 hours' notice	£32.31 per appointment
Delayed start of service	Not live by 11.59pm on the promised day, including switches	£6.46 per day, from the missed day

Total loss means no internet access at all, or a phone line that cannot make or receive calls. You must report the fault for the repair clock to start, so always report it the day it happens.

The daily rates sound small, but real outages add up quickly. Here is what an unrepaired loss of service pays at the 2026 rate.



Days your service stays broken after the two-working-day trigger

Compensation owed for an outage that stays broken after the two-working-day trigger, at £10.34 per day. A fortnight of downtime is real money.

SECTION 03 · THE SMALL PRINT

Worked examples, and the catches

TWO WORKED EXAMPLES AT THE 2026 RATES

The outage. Your broadband dies and you report it on Monday. The provider has until 11.59pm Wednesday, two full working days, to fix it. It is actually fixed on Sunday, so Thursday to Sunday pays 4 days at £10.34, which is **£41.36**. **The late start.** Your new service is promised for Monday but goes live on Friday. Monday to Thursday pays 4 days at £6.46, which is **£25.84**.

When it does not pay

- ✓ **You caused it, or blocked the fix.** Damage your own router, refuse access, or miss the engineer appointment yourself, and the clock stops. It restarts if the next visit also fails.
- ✓ **Proper notice was given.** An appointment moved with more than 24 hours' notice pays nothing, and nor does one you asked to change.
- ✓ **Planned engineering work.** Notified, planned outages are excluded.
- ✓ **Two services, one payment.** If broadband and landline fail together, you are compensated for one service, not both.
- ✓ **Residential only.** Business lines have separate arrangements.
- ✓ **There can be a cap.** A provider may limit payments to 60 calendar days for a single issue, but only after giving you 30 days' notice of that decision.

SWITCHING SOON?

Loss of service during a switch counts too. If a switch leaves you offline for more than a working day, or your go-live date is missed, the compensation rules apply. Our switching explainer covers the process at broadbandswitch.uk/one-touch-switch-uk.html.

SECTION 04 · GETTING PAID

If the money does not arrive

The whole point of the scheme is that you should not need to chase. But if the credit has not appeared, here is the route.

1 Check the next bill or two.

Providers have 30 days from the fix, the missed appointment, or the late activation to apply the credit.

2 Raise it in writing, with dates.

State the fault report date, the fix date or missed appointment, and the rate you are owed. A missing credit is itself grounds for a formal complaint.

3 Escalate if they stall.

After six weeks unresolved, or sooner with a deadlock letter, the free ombudsman route opens. Our Escalation Hub guide walks every rung, alongside our other guides at broadbandswitch.uk/guides.html.

MORE ON YOUR RIGHTS FROM BROADBANDSWITCH.UK

Compensation and service failure, in full: worked examples and the fine print online at broadbandswitch.uk/broadband-compensation-and-service-failure.html.

Not in the scheme? Check who is, and compare providers that are, at broadbandswitch.uk/providers.html.

• SERVED BADLY, PAID SLOWLY?

Reliability is a feature. Shop for it.

Compare providers at your postcode, including the ones that pay up automatically when things go wrong.

[Compare live deals at your postcode →](#)

BROADBANDSWITCH.UK/COMPARE · 35+ PROVIDERS · 429 ISPS TRACKED

SECTION · REFERENCES

References and sources



Written by **Dr Alex J. Martin-Smith** (CMgr, MBA, LL.M, DBA), Lead Editor. Reviewed by **Adrian James**.
Published 10 June 2026, next review within 90 days. Every figure is sourced below and logged in our public corrections process at broadbandswitch.uk/corrections-log.html.

Every figure in this guide is backed by a publicly verifiable source, listed in APA 7th edition format. The 2026 rates are the scheme rates effective 1 April 2026; historical rates are taken from contemporaneous reporting of each uprating.

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REMEMBER

£10.34 a day for late repairs, £32.31 for missed appointments, £6.46 a day for late starts, paid automatically within 30 days. Report faults the day they happen, check your bill, and if it does not appear, complain. And compare providers that honour it at broadbandswitch.uk/compare.

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