



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Tesco Mobile to refund over €380,000 of “Post Cancellation Charges”

Information Notice

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Date: 18/10/2021

1. On its own initiative, Tesco Mobile Ireland (“Tesco Mobile”) has undertaken a review of its billing system to determine whether its customers were being charged for services beyond the cancellation of their contracts, what are termed "Post Cancellation Charges".
2. As a result of the review, in May 2021 Tesco Mobile advised ComReg that 27,500 customers were impacted by the charging of Post Cancellation Charges to a value of €388,000. Tesco Mobile has committed to refund all affected customers.
3. Customers will be refunded using the email address that Tesco Mobile have on record. The email will advise the customer of their refund amount and a unique PDF document will be attached which they can present to a Payzone retailer in order to claim the refund (i.e. receive the cash value). The customer will have 90 days to claim the refund (Payzone can only offer a maximum of 90 days).
4. Tesco Mobile’s review came on foot of ComReg’s publication in December 2020 of an Information Notice (ComReg 20/123R¹) that detailed the outcome of a ComReg investigation into Virgin Media Ireland Limited’ (“Virgin Media”) and its then practice of charging customers for a service beyond the cancellation of their contract for what are termed "Post Cancellation Charges". At the time, rather than proactively refunding customers the Post Cancellation Charges, Virgin Media kept these monies as credits on inactive accounts and would only issue a refund if a customer requested it.
5. ComReg expects all undertakings to ensure that they are compliant with Section 45 of the Communications Regulation Act 2002 (as amended) including not charging consumers Post Cancellation Charges. ComReg is continuing its programme of monitoring compliance by all undertakings and will take all necessary enforcement action in respect of any such activity.

¹ <https://www.comreg.ie/publication/virgin-media-to-refund-over-e3-million-of-post-cancellation-charges-after-comreg-investigation>