



Commission for
Communications Regulation

ComReg accepts request from Cloud 9 for the resolution of a dispute with Eircom

Information Notice

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1. On 30 July 2014, pursuant to Regulation 31 of the European Communities (Electronic Communications Networks and Services) (Framework) Regulations, 2011 (“the Framework Regulations”)¹, the Commission for Communications Regulation (“ComReg”) accepted a request from Cloud 9 Mobile Communications Limited (“Cloud 9”) for the resolution of a dispute with Eircom Limited (“Eircom”).
2. The scope of the dispute is defined as follows:

Whether it is permissible for Eircom to impose the following on Cloud 9 for facilities and support services for the separate sale of regulated roaming services:

 - (a) One-off connection and set-up charges.
 - (b) Monthly/Recurring charges.
 - (c) Requirement for a Bank Guarantee.
 - (d) Wholesale charges for the making of regulated roaming calls.
3. These matters are considered under Regulation 31 the Framework Regulations and Regulation 5 of S.I. No. 228 of 2013 Communications (Mobile Telephone Roaming) Regulations 2013 as well as the provisions of EU Regulation No 531/2012 of the European Parliament and of the Council of 13 June 2012 on Roaming on Public Mobile Communications Networks within the Union.
4. This dispute will be handled according to ComReg’s Dispute Resolution Procedures set out in ComReg Decision D03/10.²

¹ European Communities (Electronic Communications Networks and Services) (Framework) Regulations 2011 (S.I. No. 333 of 2011).

² Response to Consultation and Decision Notice - Dispute Resolution Procedures - Framework Regulations (Response to Consultation Document No. 09/85) (Document No:10/18 R, Decision No: D03/10, Date: 29 March 2010).