



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg issues a Notification of a Finding of Non-Compliance to Pure Telecom Limited with respect to provisions of the Universal Service Regulations

Information Notice

Reference: 19/58

Date: 13/06/2019

1. On 6 June 2019, ComReg notified Pure Telecom Limited (“Pure”) of a finding of non-compliance with its obligations under the European Communities (Electronic Communications Networks and Services) (Universal Service and User’s Rights) Regulations 2011¹ (“the Universal Service Regulations”) and ComReg Decision D13/12 on Contract Change Notifications², issued pursuant to Regulation 14(5) of the Universal Service Regulations, (“ComReg Decision D13/12”).
2. The notification of non-compliance was made in accordance with Regulation 31(2) of the Universal Service Regulations.
3. The non-compliance concerns a Contract Change Notification issued to Pure customers, that failed to comply with Regulation 14(4) of the Universal Service Regulations and ComReg Decision D13/12.
4. The notification relates amongst other things to the format and content of Contract Change Notifications including the inappropriate placement of marketing material therein.
5. Pure Telecom has until 5 July 2019 to state its views.
6. Regulation 31(5) of the Universal Service Regulations provides that if, at the end of the period referred to above, ComReg is of the opinion that an undertaking has not complied with its obligations, ComReg may apply to the High Court for such an order as the Regulator may consider appropriate.

¹ European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011

² ComReg Document 12/128 available at https://www.comreg.ie/media/dlm_uploads/2015/12/ComReg12128.pdf