



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

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

Information Notice

Reference: 19/102

Date: 18/11/2019

1. On 7 November 2019, ComReg notified Roctel International Limited (“Roctel”) 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”).
2. The notification of non-compliance was made in accordance with Regulation 31(2) of the Universal Service Regulations.
3. In June 2018, Roctel changed its terms and conditions relating to method of calculation of the termination fee when a customer terminates their contract following the expiration of the minimum term and did not notify their customers of that change.
4. The notification of non-compliance relates to Roctel’s failure to notify subscribers of that change and of their right to withdraw without penalty from the contract if they did not accept that change, not less than one month prior to the date of implementation of the proposed modifications, as required by Regulation 14(4) of the Universal Service Regulations.
5. Roctel has until 9 December 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 SI 337 of 2011 European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011
<http://www.irishstatutebook.ie/eli/2011/si/337/made/en/pdf>