



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg issues a Notification of a Finding of Non-Compliance to Three Ireland Services (Hutchison) Limited with respect to contractual transparency and accessibility provisions

Information Notice

Reference: ComReg 18/68

Version: Final

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1. On 16 July 2018, ComReg notified Three Ireland Services (Hutchison) Limited (“Three Services”) of a finding of non-compliance by Three Services with its obligations under the European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011¹ (“the Universal Service Regulations”).
2. The notification of non-compliance was made pursuant to Regulation 31(2) of the Universal Service Regulations.
3. The notification relates to contractual transparency and accessibility obligations. In particular, the notification relates to the failure on the part of Three Services to provide customers with a contract that specified the amount of its failed direct debit fee and the circumstances in which it would be applied in a clear, comprehensive and easily accessible form.
4. The notification of non-compliance notifies Three Services of a finding that it has failed to comply with Regulations 14(1) and 14(2)(d) of the Universal Service Regulations.
5. Three Services has until 13 August 2018 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 it may consider appropriate.

¹ S.I. No. 337 of 2011 <http://www.irishstatutebook.ie/eli/2011/si/337/made/en/pdf>