



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg issues a Notification of a Finding of Non-Compliance to Virgin Media Ireland Limited with respect to contractual transparency and accessibility provisions

Information Notice

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1. On 22 June 2018, ComReg notified Virgin Media Ireland Limited (“Virgin Media”) of a finding of non-compliance by Virgin Media 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 in accordance with Regulation 31(2) of the Universal Service Regulations.
3. The notification relates to the manner in which tariffs associated with certain extra charges were presented and subsequently charged by Virgin Media to portions of its customers and relates, in particular, to the transparency and accessibility of contractual provisions.
4. The notification of non-compliance notifies Virgin Media of a finding that it has failed to comply with Regulations 14(1) and 14(2)(d) of the Universal Service Regulations.
5. Virgin Media has until 23 July 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>