



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 provisions of the Universal Service Regulations**

## **Information Notice**

**Reference:** 21/31

**Date:** 31/03/2021

1. On 29 March 2021, ComReg notified Virgin Media Ireland Limited (“Virgin”) of a finding of non-compliance with Virgin’s obligations under Regulation 25(6)(b) of the European Communities (Electronic Communications Networks and Services) (Universal Service and User’s Rights) Regulations 2011 (“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 of non-compliance notifies Virgin of a finding that it has failed to ensure that its conditions and procedures for contract termination did not act as a disincentive to a consumer to changing service provider.
4. The conditions and procedures for contract termination that act as a disincentive to a consumer changing service provider are as follows:
  - The requirement to provide 30 days notice when changing service provider (outside of fixed term contract).
  - The lack of information regarding cancellation in writing and the requirement in almost all instances to speak to a Virgin agent on the phone prior to the cancellation being actioned by Virgin.
  - The requirement to engage in save activity with Virgin.
5. Virgin has until 4 May 2021 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.