



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg issues a Notification of a Finding of Non-Compliance to Vodafone Ireland Limited in relation to porting charges

Information Notice

Reference: 21/117

Date: 23/11/2021

1. On 18 November 2021, ComReg notified Vodafone Ireland Limited (“Vodafone”), trading as Clear Mobile, of a finding of non-compliance with Vodafone’s obligations under ComReg Decision D05/07¹ and ComReg Decision D01/09².
2. The notification of non-compliance was made in accordance with Regulation 31 of the European Communities (Electronic Communications Networks and Services)(Universal Services and User’s Rights) Regulations 2011 (“Universal Service Regulations”).
3. The notification of non-compliance notifies Vodafone of a finding that in respect of Clear Mobile it has not complied with its obligations set out in ComReg Decisions D05/07 and D01/09 as it has effectively imposed a direct monthly charge on certain customers to port their number to Clear Mobile.
4. Vodafone has until 20 December 2021 to take specified remedial action with regard to its non-compliance and to state its views on the notification.
5. 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 Response to Consultation and Specification on Number Portability in the Fixed and Mobile Sectors (“ComReg Decision D05/07”)

² Response to Consultation and Final Specification “Setting Maximum Fixed and Mobile Number Porting Charge” (“ComReg Decision D01/09”)