



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

Information Notice

Reference: ComReg 15/33

Date: 02/04/2015

1. On 2 April 2015, ComReg notified Yourtel Limited ("Yourtel") of a finding of non-compliance with respect to Yourtel's obligations under the Universal Service Regulations.¹
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 Yourtel of a finding that it has not complied with its obligation set out at Regulation 14(4) of the Universal Service Regulations by implementing a contract change while failing to notify customers of said change and of their right to withdraw without penalty from such contract if they do not accept the modification.
4. Yourtel has until 23 April 2015 within which to state its views or remedy the non-compliance.
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 European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011