



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg issues an Opinion of non-compliance to Meteor with respect to contractual transparency obligations and charges for out of bundle data usage

Information Notice

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Commission for Communications Regulation

1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.
One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0.
Teil | Tel +353 1 804 9600 Suíomh | Web www.comreg.ie

1. On 26 April 2018, ComReg notified Meteor Mobile Communications Limited¹ (“Meteor”) of a Finding of Non-compliance with its obligations under the European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011 (“the Universal Service Regulations”).
2. The Notification of a Finding of Non-compliance (“the Notification”) was made in accordance with Regulation 31(2) of the Universal Service Regulations.
3. The Notification related to the manner in which tariffs and charges associated with out of bundle data usage were presented and subsequently charged to customers by Meteor.
4. The Notification notified Meteor of a finding that, in relation to contracts, it had failed to comply with Regulations 14(1) and 14(2)(d) of the Universal Service Regulations.
5. Meteor was given an opportunity until 28 May 2018 to state its views.
6. Following ComReg’s assessment of Meteor’s representations, ComReg found that Meteor’s non-compliance has been ongoing and has not been satisfactorily remedied whether following receipt of the Notification or otherwise.
7. ComReg has now formed an Opinion of Non-compliance that Meteor was non-compliant with its obligations under Regulations 14(1) and 14(2)(d) of the Universal Service Regulations.
8. Having formed that Opinion, ComReg may now proceed to bring an application to the High Court seeking orders to ensure Meteor’s compliance with its obligations and orders for appropriate refunds pursuant to Regulation 31 of the Universal Service Regulations. ComReg may also seek an order pursuant to Regulation 31 of the Universal Service Regulations for the payment of an appropriate financial penalty.

¹ “Meteor” means Meteor Mobile Communications Limited, as Eircom Limited’s mobile arm was previously called. The Meteor brand is no longer used.