



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

Information Notice

Reference: 17/41

Date: 25/05/2017

1. On 25 May 2017, ComReg notified Eircom Limited (“Eircom”) of a finding of non-compliance with respect to obligations under the Universal Service Regulations¹ (“the Regulations”) and ComReg Decision D13/12.²
2. The notification of non-compliance was made in accordance with Regulation 31(2) of the Regulations.
3. The notification of non-compliance notifies Eircom of a finding that, in relation to a number of Contract Change Notifications, it has failed to comply with Regulation 14 (4) of the Regulations and ComReg Decision D13/12 made pursuant to Regulation 14(5) and Regulation 30 of the Regulations.
4. The notification relates amongst other things to the inappropriate placement of marketing material in the body of Contract Change Notifications.
5. Eircom has until 22 June 2017 to state its views.
6. Regulation 31(5) of the 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

² ComReg Document 12/129 (D13/12): “Contract Change Notifications – New Requirements”