



Commission for  
**Communications Regulation**

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

Information Notice

**Reference:** ComReg 17/20

**Date:** 27/03/2017

1. On 27 March 2017, ComReg notified Three Ireland (Hutchison) Limited ("Three") of a finding of non-compliance with respect to Three's obligations under Regulation 14 of the Universal Service Regulations<sup>1</sup> and ComReg Decision D13/12.<sup>2</sup>
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 Three of a finding that, in relation to Contract Change Notifications issued by Three preparatory to changes in pricing and other contractual terms, due to take effect for Three customers on 3 April 2017, Three has failed to comply with Regulation 14 of the Universal Service Regulations and with ComReg Decision D13/12.
4. This notification relates, in particular, to a failure by Three to properly advise its customers of the nature of the contract changes proposed; and to adequately facilitate their right to exit their contracts without penalty, within one month of being notified of the proposed contractual changes.
5. Three has until 1pm on 30 March 2017 to state its views or to remedy the non-compliance.
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.

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<sup>1</sup> European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011

<sup>2</sup> ComReg Document 12/129 (D13/12): "Contract Change Notifications – New Requirements"