



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 17/22

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 25 of the Universal Service Regulations¹.
2. The notification of a finding 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 conditions and procedures for contract termination put in place by Three in respect of the proposed contract changes, Three has failed to comply with Regulations 25(6)(b) of the Universal Service Regulations.
4. This notification relates to a failure by Three to ensure that its conditions and procedures for contract termination did not act as a disincentive to a consumer to changing service provider.
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 or orders as the Regulator may consider appropriate.

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