



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 16/85

Date: 06/10/2016

1. On 6 October 2016, ComReg notified Three Ireland (Hutchison) Limited and Three Ireland Services (Hutchison) Limited (collectively "Three") of a finding of non-compliance with respect to Three's obligations under the Universal Service Regulations¹ and ComReg Decision D13/12.²
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 a number of Contract Change Notifications, it has failed to comply with Regulation 14 (4) of the Universal Service Regulations and with ComReg Decision D13/12.
4. The notification relates, in particular, to a failure by Three to advise customers of their right to exit their contracts without penalty, within one month, pursuant to changes thereto, and a failure by Three to provide full information on the contract changes.
5. Three has until 6 November 2016 to state its views.
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.

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"