



Commission for
Communications Regulation

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

Information Notice

Reference: 17/56

Date: 19/06/2017

1. On 19 June 2017, ComReg notified Vodafone Ireland Limited (“Vodafone”) of a finding of non-compliance with its 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 Vodafone of a finding that, in relation to a Contract Change Notification issued by Vodafone, Vodafone failed to comply with Regulation 14 (4) of the Regulations and ComReg Decision D13/12.
4. The finding relates to a contractual change affecting Pay as You Go customers of Vodafone’s “Red Roaming” service made in March 2016, specifically the manner in which Vodafone notified its customers of that change.
5. Vodafone has until 17 July 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”