



Commission for
Communications Regulation

ComReg issues an Opinion of Non-Compliance to Eircom Limited with respect to provisions of the Universal Service Regulations.

Information Notice

Reference: ComReg 18/17

Date: 08/03/2018

1. On 25 May 2017, ComReg notified Eircom Limited (“Eircom”) of a finding of non-compliance with its obligations under the Universal Service Regulations¹ (“the Regulations”) and ComReg Decision D13/12².
2. The Notification of non-compliance was made in accordance with Regulation 31(2) of the Regulations.
3. The Notification of non-compliance notified Eircom of a finding that, in relation to certain Contract Change Notifications (“CCNs”), it had 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 related, amongst other things, to the inappropriate placement of marketing material in the body of CCNs.
5. Eircom made representations to ComReg on 13 July 2017. It proposed to make changes going forward to address the concerns raised by ComReg.
6. ComReg formed an Opinion of non-compliance in relation to CCNs that issued for contract changes in April 2015, April 2016 and August – September 2016 and informed Eircom of this on 7 March 2018.
7. In light of the commitments since given by Eircom, ComReg has closed the investigation and is not taking further action in respect of it.
8. ComReg will continue to monitor compliance by all Undertakings with their obligations under Regulation 14 of the Regulations, ComReg Decision D13/12 and other consumer rules, whether they arise under the Universal Service Regulations or otherwise.

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”