



Commission for
Communications Regulation

ComReg issues an Opinion of Non-Compliance to Virgin Media Ireland with respect to provisions of the Universal Service Regulations.

Information Notice

Reference: ComReg 18/16

Date: 08/03/2018

1. On 11 November 2016, ComReg notified Virgin Media Ireland (“Virgin Media”) 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 Virgin Media 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. Virgin Media made representations to ComReg on 9 December 2016.
6. ComReg formed an opinion of non-compliance in relation to CCNs that issued in January 2015 and January to February 2016 and informed Virgin Media of this on 7 March 2018.
7. In light of the commitments since provided by Virgin Media, 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”