



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg makes a Finding of Non-compliance against Three regarding Premium Rate Services

Information Notice

Reference: 22/95

Date: 09/11/2022

1. On 27 October 2022, ComReg notified Three Ireland (Hutchison) Limited (“Three”) of a finding of non-compliance with its obligations under the premium rate services (“PRS”) Code of Practice¹ (“the Code of Practice”) and the conditions of its PRS licences.
2. The notification of a finding of non-compliance related to the provisions of Section 3.2 of the Code of Practice and was made pursuant to Section 9(1) of the Communications Regulation (Premium Rate Services and Electronic Communications Infrastructure) Act, 2010.
3. Section 3.2 of the Code of Practice states the following:

PRS Providers must make all reasonable endeavours to ensure that PRS provided by them are of a sufficient technical quality so as not to cause end-user harm and to ensure compliance with the requirements of the Code.
4. Three has refunded €26,000 to 7,000 customers who were charged in excess of the actual cost of PRS SMS.
5. Three has until 28 November 2022 to remedy the non-compliance.

¹ Code of Practice Premium Rate Services (ComReg Decision D03/14)
https://www.comreg.ie/?dln_download=code-of-practice-a-premium-rate-services