



Commission for
Communications Regulation

Information Notice

ComReg Notifies UPC of a Finding of Non-Compliance with respect to Notification of Proposed Changes to Contract Terms and Conditions

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On 31 January 2011, the Commission for Communications Regulation (ComReg) notified UPC Communications Ireland Limited (“UPC”) of a finding that it has not complied with Regulation 17(4) and Regulation 17(5) of the Universal Service Regulations, by having failed to furnish its subscribers with the proper individual and prior notification of a proposed change to their contract terms and conditions, and their statutory right to withdraw from their contract without penalty, should they not agree to the proposed change.

Pursuant to Regulation 32 of the Universal Service Regulations, UPC has one month within which to state its views on ComReg’s finding, or to remedy its non-compliance.

The Regulations provide that if, at the end of the one-month period, ComReg is of the opinion that UPC has not complied with its obligations, it may apply to the High Court for such order as may be appropriate by way of compliance with those obligations.