



Commission for
Communications Regulation

Information Notice

ComReg Notifies Vodafone of Findings of Non-Compliance with respect to electronic billing

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On 25 October 2011, the Commission for Communications Regulation (ComReg) notified Vodafone of findings that it has not complied with certain conditions of its licences, and certain related statutory obligations, with respect to electronic billing (e-billing).

ComReg recognises the desire by providers of electronic communications services to move their customers to e-billing and understands the potential benefits accruing from increased take-up of e-billing (including cost and environmental benefits). ComReg also recognises the desire by some consumers of electronic communications services to move to e-billing. However, as ComReg has previously made clear, any move to e-billing should take full account of, and safeguard the legitimate preferences and interests of consumers and comply fully with licence and other applicable legal requirements.

Note to Editors

Pursuant to Regulation 16 of the Authorisation Regulations and Regulation 31 of the Universal Service Regulations, Vodafone has two weeks 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 two week period, ComReg is of the opinion that Vodafone 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.

ComReg will shortly issue a public consultation on proposed consumer protection measures for consumer bills and billing mediums, which will provide an opportunity for all stakeholders to state their views on this issue.