



Media Release- 5 November 2004

ComReg responds to the latest revelation of overcharging by Vodafone

The Commission for Communications Regulation (ComReg) was informed today by Vodafone that it had overcharged 550,000 of its customers by a total € 2.36 million.

The Chairperson of ComReg, John Doherty, said that ComReg is dismayed at this latest example of overcharging by Vodafone.

Mr. Doherty said the disclosure of overcharging emerged following ComReg's insistence in July that all operators review their billing systems. As part of that process this further case of over-charging was brought to light.

“While acknowledging that Vodafone is taking the steps that ComReg requires in terms of advising customers, making speedy rebates and making an additional inconvenience credit - ComReg is disappointed that the processes in place at that time were neither robust nor accurate enough to prevent this sort of issue arising,” Mr Doherty added.

ComReg notes that Vodafone is making restitution to all affected customers. Nevertheless ComReg is concerned that the processes and systems deployed should have allowed such a situation to arise in the first instance.

ComReg has already launched an initiative to ensure greater transparency for consumer and requires the full support of the industry to complete this task as a matter of urgency.

ComReg is concerned at this latest overcharging incident and again calls for additional powers to ensure that it is able to enforce its statutory obligations on behalf of consumers.

ENDS

Issued By

Tom Butler

Public Affairs Manager, ComReg

Ph: 01 804 9639 Mobile: 087 2536358

tom.butler@comreg.ie