



Commission for
Communications Regulation

Information Notice

ComReg Update

UPC Notification of Proposed Changes to Contract Terms and Conditions

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ComReg Update – UPC Notification of Proposed Changes to Contract Terms and Conditions

On 31 January 2011, the Commission for Communications Regulation (ComReg) notified UPC Communications Ireland Limited (“UPC”) of a finding that it had 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, (ComReg 11/06).

UPC has now proposed to ComReg a proactive programme of individual customer communications, covering the relevant customers affected, so as to advise customers of the change and allow them to exercise their rights.

The Commission has decided that, as the above approach addresses ComReg’s concerns and takes full account of the rights of consumers, it will not take further enforcement action in relation to this matter at this stage.