



Commission for
Communications Regulation

Eircom: Opinion of Non-Compliance

ComReg grants extension of deadline

Information Notice

Reference: ComReg 14/49

Date: 19/05/2014

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

Abbey Court Irish Life Centre Lower Abbey Street Dublin 1 Ireland
Telephone +353 1 804 9600 Fax +353 1 804 9680 Email info@comreg.ie Web www.comreg.ie

1. On 6 May 2014, ComReg informed Eircom that it had formed the opinion that Eircom has not complied with its obligation set out at Regulation 25(6)(b) of the Universal Service Regulations as it has failed to ensure that its conditions and procedures for contract termination do not act as a disincentive to a consumer to changing service provider.¹ ComReg provided a 21 day window for Eircom to come into compliance.
2. Following a request from Eircom, ComReg has today extended the deadline given to Eircom by a further 21 days.
3. Therefore, Eircom has until 17 June 2014 to come into compliance. ComReg is entitled to take appropriate steps pursuant to Regulation 31(5) of the Universal Service Regulations.

¹ See ComReg Document 14/43: "Opinion of non-compliance issued to Eircom Limited with respect to its conditions and procedures for contract termination"