



Commission for
Communications Regulation

Eircom: Opinion of Non-Compliance

Settlement discussions

Information Notice

Reference: ComReg 14/60

Date: 19/06/2014

An Coimisiún um Rialáil Cumarsáide

Commission for Communications Regulation

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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 extended that deadline to 17 June 2014.
3. In that time, Eircom and ComReg have engaged in discussions to explore the possibility of resolving the matters at issue through an out of court settlement.
4. In order to facilitate the continuance of this discussion process, ComReg has decided to extend the deadline until 26 June 2014.

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