



Commission for
Communications Regulation

Electronic Communications Services – Recent Fixed Line Service Outages

Information Notice

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1 Approach to charges

1. Significant numbers of consumers¹ with fixed line electronic communications services – phone line and broadband - were affected by prolonged lack of service arising from the weather conditions which occurred in January and February 2014 in many areas of the country.
2. The Commission for Communications Regulations (“ComReg”) has requested fixed line service providers, whose customers may have been affected by the outages, to clarify to ComReg how they will ensure that charges are not imposed on customers for an electronic communications service or product that was requested but not supplied during recent months, in accordance with Section 45(1)² of the Communications Regulation Act, 2002, as amended (“the Act”).
3. From the responses received, it appears to ComReg that many of the fixed line electronic communications service providers have processes in place to address this issue for their affected customers.
4. However, ComReg is investigating instances where consumers may have been charged for services that were not supplied, contrary to Section 45(1) of the Act.
5. ComReg advises consumers to contact their service provider in the first instance to confirm the details of the specific approach taken by their service provider and how it applies to them. Following this, consumers that have received no response or are not satisfied with the response from their service provider should contact ComReg’s Consumer Line using the contact details below.

¹ Section 45 (4) of the Communications Regulation Act 2002 states as follows:

“In this section— ‘consumer’ means a person to whom an electronic communications service or electronic communications product is supplied, otherwise than for the purpose of resupply;”

² Section 45 (1) of the Communications Regulation Act 2002 states as follows:

“An undertaking shall not impose, or purport to impose, a charge-“

“(c) for an electronic communications service or electronic communications product that was requested by a consumer but was not supplied.”

ComReg Consumer Line Contact Details:

Contact Us

Consumer Queries and Complaints - Landline, Mobile, Broadband

You can contact us in a variety of ways:

- **Text so we can call you back -**
Send a text with the word COMREG to 51500 (standard SMS rates apply*) to receive a call back
- **Text so we can text you back -**
Send a text with the word ASKCOMREG to 51500 (standard SMS rates apply*) outlining the issue you need assistance with and we will respond to you by text. IMPORTANT - Please use keyword ASKCOMREG in all text messages, including replies.
- **Web Chat - Live support web chat** (Latest version of Java required)
- **Online complaint form - Complaint/query form**
- **Email**
 - Business Issues Businessconsumers@comreg.ie
 - All other Consumers issues Consumerline@comreg.ie
- **Call**
 - Business Issues at 01 804 9707 / 1890 200035**
 - All other Consumers issues 01 804 9668 / 1890 229668**
- **Fax:** 353 1 8049680
- **Post:** ConsumerLine, Commission for Communications Regulation, FREEPOST, Block DEF, Abbey Court, Irish Life Centre, Lower Abbey Street, Dublin 1.

*The message will be charged at the standard text rate which is 7 cent - 14 cent depending on the operator. If you have any problems with the service please let us know at 01 804 9668 or 1890 229 668

**Calls to 1890 numbers from landlines are charged at a local call rate, charges from mobile phones may vary depending on your operator