



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# IFA Telecom to come into compliance and pay a penalty of €7,500 to ComReg

## Information Notice

**Reference:** ComReg 24/66

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**Commission for Communications Regulation**

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1. IFA Telecom Limited T/A IFA Member Services (“IFA Telecom”) has paid ComReg a penalty of €7,500 following an investigation by ComReg. It was found that IFA Telecom was non-compliant with a number of regulatory obligations in respect of the Electronic Communications Services (“ECS”) IFA Telecom provides.
2. In its investigation, ComReg raised concerns regarding its customers’ bills and regarding the provision of contractual information.
3. ComReg was concerned that the appropriate Consumer References on the customer bill, which are necessary for customers switching providers, were not clearly presented and prominently identified. ComReg was also concerned that not all of the relevant information was present in the customer contracts, including but not limited to information relating to the “cooling off period” and the associated cancellation form. Lastly, ComReg noted that there was no explanation or provision in the customer contract of the relevant speed information for the customer’s internet access service, specifically the minimum expected speed of its Internet Access Service, nor did the contract specify the potential remedies available to the consumer in the event of any continuous or regularly recurring discrepancy between the actual performance of the internet access service regarding speed.
4. IFA Telecom has undertaken to come into compliance with the relevant regulatory obligations
5. ComReg will continue to monitor compliance with consumer rights legislation and other regulatory obligations, and where necessary will investigate any matters arising with IFA Telecom or other undertakings providing ECS.