



Commission for
Communications Regulation

Premium Rate Services

Information Notice - Publication of Findings of Non-Compliance with Licence Conditions

Information Notice

Reference: ComReg 12/12r

Version: Final

Date: 17/06/2015

Publication of Findings of Non-Compliance with Licence Conditions

1. The purpose of this Information Notice is to set out the Commission for Communication Regulation's ("ComReg's") intention in relation to any finding of non-compliance with, or breach of, licence conditions by a premium rate service ("PRS") provider that ComReg may make.
2. Section 7(3) of the Communications Regulations (Premium Rate Services and Electronic Communications Infrastructure) Act, 2010 ("the Act of 2010") requires PRS providers to comply with all of the conditions attached to its licence and Section 15(6) of the Act of 2010 states that it is a condition of a PRS licence that any Code of Practice ("Code") is complied with.
3. In the course of carrying out its statutory functions to protect the interest of end users of PRS, ComReg may, conclude compliance investigations where appropriate with a finding that a PRS provider has not complied with or breached a condition of its licence. In such circumstances, Section 9(2) of the Act of 2010 provides that ComReg may publish, in such manner as it thinks fit, any notification of a finding of non-compliance.
4. ComReg considers it appropriate to publish any such finding of non-compliance;
 - a. Publication will inform consumers how the sector is being regulated to protect their interests, which should enhance consumer confidence in PRS and highlight ComReg's role in the sector,
 - b. Publication will aid transparency of ComReg's findings in relation to breaches of the Code and licence conditions, and
 - c. Publication will provide guidance to the PRS providers by having a transparent record of ComReg's application of the provisions of the Code and licence conditions.
5. Accordingly, ComReg will publish an Information Notice / Case Summary on all PRS-related findings of non-compliance on all or any of its websites as deemed appropriate¹.
6. ComReg reserves the right to keep the publication procedures under regular review.

¹ In this regard, ComReg Information Notice 12/12 is revised.