



Commission for  
**Communications Regulation**

# **ComReg notifies Meteor of a finding of non-compliance**

## **Information Notice**

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

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## **ComReg notifies Meteor of a finding of non-compliance with respect to electronic billing**

On 9 September 2013, the Commission for Communications Regulation (“ComReg”) notified Meteor Mobile Communications Limited (“Meteor”) of a finding that Meteor had not complied with its statutory obligations regarding the notification of its customers of modifications to contractual conditions.

Meteor’s contract changes were implemented to facilitate its implementation of electronic billing (“the Modifications”). However, ComReg has notified Meteor that the Modifications were carried out in a manner which is not compliant with the Universal Service Regulations. Specifically, in accordance with Regulation 14(4) of the Universal Service Regulations<sup>1</sup>, Meteor is required to notify subscribers of proposed modifications to contractual conditions and to advise subscribers of their right to withdraw without penalty from the contract if they do not accept the proposed change. Additionally, Regulation 14(6) of the Universal Service Regulations provides that upon notification, subscribers have one month in which to withdraw from the contract if they do not accept the proposed modifications.

ComReg has recently issued a Decision which sets out the rules in respect of bill itemisation and bill mediums. However, as ComReg has previously made clear, any move to electronic billing must comply fully with applicable regulatory obligations and other applicable legal requirements.

Pursuant to Regulation 31 of the Universal Service Regulations, ComReg has given Meteor three weeks within which to state its views on ComReg’s finding, or to remedy its non-compliance.

The Universal Service Regulations provide that if, at the end of the three week period, ComReg is of the opinion that Meteor has not complied with its obligations, ComReg may apply to the High Court for such order as may be appropriate to enforce compliance with those obligations.

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<sup>1</sup> Which have been further specified by ComReg Decision D13/12