



Commission for  
**Communications Regulation**

**Opinion of the Commission for Communications Regulation that Virgin Media Ireland Ltd has not complied with conditions attached to the rights of use of numbers under the National Numbering Conventions**

Information Notice

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**Additional Information**

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1. On 24 August 2015, the Commission for Communications Regulation ('ComReg') notified Virgin Media Ireland Ltd ('Virgin Media') formerly known as UPC Ireland Limited of a finding that for at least the period 05:30 a.m., 27 March to 12:52 p.m., 28 March 2015, Virgin Media was not compliant with the conditions associated with Regulation 14 of the Authorisation Regulations ('Conditions attached to rights of use for numbers') -European Communities (Electronic Communications) (Authorisation) Regulations 2011 (S.I. No. 335 of 2011) (the Authorisation Regulations)<sup>1</sup>.
2. ComReg found that Virgin Media had failed to comply with the section 3.1.2.5 of the Numbering Conventions ('the Numbering Conventions')<sup>2</sup>. Under the Numbering Conventions section 3.1.2.5, Virgin Media must ensure that CLIs transmitted (A-Numbers) are the assigned geographic, mobile or IP-based number for the calling party.
3. Based on Call Data Records, ComReg found that Virgin Media did not comply with the condition attached to the rights of use of numbers in that CLIs (A-Numbers) were transmitted that were not the assigned geographic, mobile or IP-based number for the calling party. The condition attached to the rights of use for numbers is pursuant to Regulation 14(1) of the Authorisation Regulations.
4. Virgin Media was given 3 weeks to state its views in response to the Notification or to remedy the non-compliance. Representations were received on 28 August 2015.
5. ComReg has considered Virgin Media's representations and concluded that they present no grounds which would require ComReg to amend or revoke the notification in accordance with Regulation 16(5) of the Authorisation Regulations.
6. In the Representations, Virgin Media stated that it had remedied the non-compliance. ComReg welcomes Virgin Media's cooperation and appropriate action in response to the notified non-compliance.
7. It is ComReg's view that further enforcement action is not appropriate and consequently ComReg has closed this investigation on **29 April 2016**.

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<sup>1</sup> European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations 2011 (S.I. No. 335 of 2011)

<sup>2</sup> Reference Document: National Numbering Conventions v7.0 (Document No: 11/17, Date: 09 March 2011).