



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Three Ireland (Hutchison) Limited refunds €335,000 to customers and pays ComReg €30,000, pursuant to Section 44 of the Act, for overcharging customers while roaming

Information Notice

Reference: ComReg 22/30

Date: 28/04/2022

1. Three Ireland (Hutchison) Limited (“Three”) has issued €334,970 in refunds to customers and has paid the Commission for Communications Regulation (“ComReg”) €30,000 pursuant to Section 44(1) of the Communications Regulation Act 2002 (as amended) (“the Act) in lieu of prosecution. This comes on foot of a ComReg investigation that found Three had overcharged customers when roaming contrary to Section 45 (1) (a) of the Act.
2. ComReg found that Three overcharged 29,000 customers over the period of July 2019 until December 2021. Three has subsequently refunded all affected customers to the amount of €334,970. The overcharging affected customers that called a local number while roaming and did not use the international prefix 00 when dialling the local number. In these cases, Three incorrectly charged the customer for calling a country with a code similar to the first three digits of the local number, rather than correctly charging the customer the cost of a local call.
3. ComReg issued 20 Notices, pursuant to Section 44 of the Act.
4. Three has paid ComReg €30,000 in full for the 20 Notices and confirmed that the billing issue has been fixed since January 2022.
5. ComReg will continue to monitor the complaints it receives from consumers and will continue to investigate matters arising in respect of Section 45 of the Act and other relevant regulatory obligations.