



Commission for  
**Communications Regulation**

# **Three remedies non-compliance with respect to Contract Change Notifications**

Information Notice

**Reference:** ComReg 17/09

**Date:** 31/01/2017

1. On 6 October 2016, ComReg notified Three Ireland (Hutchison) Limited and Three Ireland Services (Hutchison) Limited (collectively "Three") of a finding of non-compliance with respect to Three's obligations under the Universal Service Regulations<sup>1</sup> and ComReg Decision D13/12<sup>2</sup>.
2. The notification of non-compliance was made in accordance with Regulation 31(2) of the Universal Service Regulations.
3. The notification of non-compliance notified Three of a finding that, in relation to a number of Contract Change Notifications, it had failed to comply with Regulation 14 (4) of the Universal Service Regulations and with ComReg Decision D13/12.
4. Three made representations to ComReg by 6 November 2016. It confirmed that it had remedied the non-compliance and had put processes in place to ensure that its Contract Change Notifications would be compliant henceforth.
5. ComReg formed an opinion of non-compliance and informed Three of this on 23 January 2017.
6. The remedies undertaken by Three are to the satisfaction of ComReg. ComReg has closed the investigation and is not taking further action in respect of it.
7. ComReg will continue to monitor compliance and investigate any matters arising with all undertakings in respect of Regulation 14 of the Universal Service Regulations, ComReg Decision D13/12 and compliance with other consumer rules, whether under the Universal Service Regulations or otherwise.

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<sup>1</sup> European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011

<sup>2</sup> ComReg Document 12/129 (D13/12): "Contract Change Notifications – New Requirements"