



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Three to refund over €2.6 million of “Post Cancellation Charges” and other retained credits

Information Notice

Reference: 22/23

Date: 24/03/2022

1. Following a review by ComReg, Three Ireland (Hutchison) Limited (“Three”) has undertaken a review of its billing system to determine whether its customers were charged for services beyond the cancellation of their contracts, which are termed "*Post Cancellation Charges*".
2. Rather than proactively refunding customers Post Cancellation Charges, Three kept them as credits on inactive accounts and only issued a refund if a customer requested a refund.
3. Three has also identified that customers had other types of credits, unrelated to Post Cancellation Charges, on their inactive accounts, which had not been claimed or proactively refunded by Three, following the cancellation of their Three services contract.
4. As a result of the review, Three advised ComReg in January 2022 that over 173,000 customers were impacted by the charging of Post Cancellation Charges and credits remaining on inactive accounts.
5. Three has confirmed that all customers will be refunded to the value of :
 - €1.28 million in Post Cancellation Charges; and
 - €1.4 million for other credits that remained on inactive accounts.
6. The majority of customers will be refunded using an Electronic Fund Transfer (EFT). Refunds will be issued from March 2022 with the aim of refunding all customers by September 2022.
7. Three has confirmed that in future credits will not remain on inactive accounts and that Three will proactively refund such credits to its customers.
8. ComReg expects all undertakings to ensure that they comply with the provisions of Section 45 of the Communications Regulation Act 2002 (as amended), including not charging consumers Post Cancellation Charges or retaining other credits on inactive accounts. ComReg is continuing its programme of monitoring compliance by all undertakings and will take all necessary enforcement action in respect of any such activity.