Update from Dublin District Court
3 October 2019

Regulation 14 of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations, 2011 ("the Universal Service Regulations")

1. On 3 October 2019, the Dublin District Court heard prosecutions taken by ComReg against Pure Telecom Limited ("Pure") in relation to 25 counts of Pure failing to provide full pricing information in its customer contracts.

2. The prosecutions related to breaches of Regulations 14(1) and (2) of the Universal Service Regulations, which provide as follows:

   14. (1) An undertaking that provides to consumers, and other end-users so requesting, connection to a public communications network or publicly available electronic communications services shall do so in accordance with a contract that complies with paragraph (2).

   (2) A contract referred to in paragraph (1) shall specify in a clear, comprehensive and easily accessible form, at least—

   […]

   (d) details of prices and tariffs, the means by which up-to-date information on all applicable tariffs and maintenance charges may be obtained, payment methods offered and any differences in costs due to payment method.

3. The outcome of the prosecutions is detailed below:

   a) Pure pleaded guilty to 25 counts brought against it;

   b) In lieu of a conviction, Judge John Brennan required Pure to make charitable donations in the total amount of €10,000.

4. ComReg will continue to monitor the complaints it receives from consumers and will continue to investigate matters arising in respect of Regulations 14(1) and (2) of the Universal Service Regulations and other relevant regulatory obligations.