



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# Update on wholesale regulatory matters relating to the impact of Coronavirus

## Information Notice

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**Commission for Communications Regulation**

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## Additional Information

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1. ComReg this week received two derogation requests from Eircom seeking relief from compliance with certain regulatory requirements in order to respond quickly to end user needs in the context of the Coronavirus crisis. ComReg has granted these derogations.
2. The first derogation allows Eircom to apply modified terms and conditions to the sale of certain wholesale broadband products so that retailers purchasing these wholesale products will be able to cease and reconnect lines for their retail customers, during a defined period, irrespective of applicable minimum term requirements and without incurring the normal (re)connection fees. This will allow broadband retailers to provide Small and Medium Enterprises ('**SMEs**') a grace period from paying their broadband bills during the crisis. Retailers are directed to their Eircom account manager for relevant details.
3. Given the exceptional circumstances, the temporary and proportionate nature of the offer and the urgent need to act, ComReg is satisfied that the modified wholesale terms and conditions represent an appropriate course of action that may help some businesses survive the crisis and which has a very limited likely impact on competition.
4. The second derogation is concerned with certain notification requirements applicable when very high capacity broadband is being newly made available in particular exchange areas. The rules are intended to allow all retailers compete for these new customers on an equal footing. Eircom requested a derogation from these rules in the case of approximately 100 premises in Churchtown, Co Cork, in order that end-users may benefit from high speed broadband as quickly as possible given the need of many people to work from home. ComReg has agreed to this specific request noting that the number of customers at issue is very small and there is no appreciable negative impact on competition as a result.
5. ComReg will continue to accommodate efforts designed to help businesses survive and end users avail of telecommunications services in this Coronavirus health emergency. ComReg in particular is prepared to continue to show flexibility where ComReg is satisfied that this is necessary and justified in light of the current highly exceptional circumstances. Actions taken in this context are not a precedent for longer term regulatory policy.