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For immediate release

## **Virgin Media to pay ComReg €255,000 in penalties over failure to provide customer contracts**

Virgin Media Ireland Limited (“Virgin Media”) is to pay the Commission for Communications Regulation (ComReg) a €255,000 penalty after an investigation found that Virgin failed to provide 26,046 of its customers with a contract in a durable form. This is in contravention of the Consumer Information Regulations 2013.

ComReg has imposed this penalty in the form of Fixed Payment Notices (“FPNs”) under Section 85 of the Consumer Protection Act 2007. Virgin Media has accepted that it breached the Consumer Information Regulations 2013 and has committed to pay the penalty in full.

ComReg investigated Virgin Media as a result of complaints from Virgin customers who said they did not receive contracts from the company in a durable form. This made it difficult for the affected Virgin Media customers to recognise and see exactly what they were being charged for by the company.

This is the first time that ComReg has imposed FPNs. ComReg has the power to issue FPNs under the Consumer Protection Act 2007 for breaches of the Consumer Information Regulations 2013. The Consumer Information Regulations 2013 give consumers certain protections where contracts are concluded online, by telesales etc. or otherwise by means of what is known as a ‘distance contract’. The Consumer Information Regulations apply to a range of services and goods and to digital content. ComReg has co-enforcement powers in this regard with the Competition and Consumer Protection Commission.

ComReg has required Virgin Media to comply with further remedies including:

1. Virgin Media will communicate with its affected customers individually and provide them with confirmation of their contract in a durable form;
2. Virgin Media will inform those customers of their right to a “cooling off” period of 14 days from receipt of the communication. This cooling off period will allow Virgin Media’s affected customers to cancel their contracts if they wish. Virgin Media is required to inform its affected customers of how they can cancel their contracts;

3. Virgin Media will publish a corrective statement on its website explaining how it has contravened the Consumer Information Regulations 2013. Virgin Media will demonstrate to ComReg's satisfaction that it has fully performed the above remedial actions. These actions will be verified by an independent, third-party auditor; and
4. Virgin Media will confirm to ComReg that it has put in place the necessary measures to ensure that there will be no repetition of what has occurred. These measures will remain in place. Virgin Media will notify ComReg of any future proposed change(s) in Virgin Media's processes with respect to compliance with the relevant provisions of the Consumer Information Regulations 2013.

Virgin Media has committed to implement all of the above remedies required by ComReg by 13 October 2016.

ComReg will continue to monitor compliance with consumer rights legislation and to investigate as appropriate consumer complaints arising in respect of the Consumer Information Regulations 2013.

See ComReg Information Notice 16/83 on [www.comreg.ie](http://www.comreg.ie)

**ENDS**

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