



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Vodafone to refund over €2 million of “Post Cancellation Charges” and other retained credits

Information Notice

Reference: 22/73

Date: 25 August 2022

1. Following an inquiry by ComReg, Vodafone Ireland Limited (“Vodafone”) 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. Vodafone’s review identified Post Cancellation Charges were imposed on certain customers.
3. Rather than proactively refunding affected customers, Vodafone kept the Post Cancellation Charges as credits on inactive accounts and only issued a refund if one was requested by a customer.
4. Vodafone has also identified that customers had other types of credits, unrelated to Post Cancellation Charges, on their inactive accounts, which had not been claimed by customers, or proactively refunded by Vodafone, following the cancellation of contracts by these customers.
5. As a result of the review, Vodafone advised ComReg in June 2022 that over 74,000 customers were impacted by the charging of Post Cancellation Charges and credits remaining on inactive accounts.
6. Vodafone has confirmed that all affected customers will be refunded to the value of:
 - €1.3 million in Post Cancellation Charges; and
 - €790,000 for other credits that remained on inactive accounts.
7. The majority of these customers will be refunded using the email address that Vodafone has on record. The email will advise the customer of their refund amount and a unique PDF document will be attached which they can present to a Payzone retailer in order to claim the refund (i.e. receive the cash value). The customer will have 90 days to claim the refund (Payzone can only offer a maximum of 90 days). Refunds will commence with immediate effect and will be completed by the end of February 2023.
8. Vodafone has confirmed that in future credits will not remain on inactive accounts and that Vodafone will proactively refund such credits to its customers.
9. Undertakings must comply with the provisions of Section 45 of the Communications Regulation Act 2002. They must not charge consumers Post Cancellation Charges or retain other credits on inactive accounts. ComReg is continuing its programme of monitoring compliance by all undertakings and will take necessary enforcement action in respect of any such activity.