



Commission for  
**Communications Regulation**

# **Three implements remedial measures with respect to provisions of the Universal Service Regulations**

Information Notice

**Reference:** ComReg 24/10

**Date:** 07/02/2024

1. On 25 August 2022, ComReg notified Three Ireland (Hutchison) Limited and Three Ireland Services (Hutchison) Limited (together, “Three Ireland”) of a finding of non-compliance with respect to obligations under The European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011 (“the Universal Service Regulations”).
2. The notification of non-compliance was made in accordance with Regulation 31 of the Universal Service Regulations.
3. The notification related to a failure by Three Ireland to comply with Regulations 14(1) and 14(2)(d) of the Universal Service Regulations as the contract provided to its customers did not specify in an easily accessible manner the details of prices and tariffs appropriate to their plan.
4. Three Ireland responded to the notification on 22 September 2022 and proposed specific remedial measures to ensure the pricing and tariff information are accessible to their customers from both the customer’s contract and Three Ireland’s pricing webpage.
5. Three Ireland subsequently confirmed in correspondence to ComReg that it had completed the agreed remedial measures.
6. ComReg confirms that the investigation into Three Ireland’s non-compliance with Article 14(1) and 14(2)(d) of the Universal Service Regulations is now closed.
7. ComReg will continue to monitor Three Ireland’s compliance with the relevant obligations and reserves the right to take any action that it considers necessary to exercise its statutory functions.