



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg issues a Notification of a Finding of Non-Compliance to Virgin Media Ireland Limited with respect to provisions of the Universal Service Regulations

Information Notice

Reference: 20/07

Date: 30/01/2020

1. On 23 January 2020, ComReg notified Virgin Media Ireland Limited (“Virgin”) of a finding of non-compliance with Virgin’s obligations under the European Communities (Electronic Communications Networks and Services) (Universal Service and User’s Rights) Regulations 2011¹ (“the Universal Service Regulations”) and ComReg Decision D13/12 on Contract Change Notifications², issued pursuant to Regulation 14(5) of the Universal Service Regulations, (“ComReg Decision D13/12”).
2. The notification of non-compliance was made in accordance with Regulation 31(2) of the Universal Service Regulations.
3. The non-compliance concerns numerous Contract Change Notifications issued by Virgin to its customers in 2017, 2018 and 2019 that failed to comply with Regulations 14(4) and (6) of the Universal Service Regulations and ComReg Decision D13/12.
4. The notification relates, amongst other things, to the format and content of Contract Change Notifications. In particular, Virgin customers were required to give 30 days notice if they did not accept the proposed modifications to the contract and Virgin did not provide the actual date by which the customer could withdraw from their contract without penalty.
5. Virgin has until 23 February 2020 to state its views.
6. Regulation 31(5) of the Universal Service Regulations provides that if, at the end of the period referred to above, ComReg is of the opinion that an undertaking has not complied with its obligations, ComReg may apply to the High Court for such an order as the Regulator may consider appropriate.

¹ European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011

² ComReg Document 12/128 available at https://www.comreg.ie/media/dlm_uploads/2015/12/ComReg12128.pdf