



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

District Court Prosecution

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Information Notice

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Commission for Communications Regulation

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On 2 September 2021, the Dublin District Court heard 5 cases taken by ComReg against Meteor Mobile Communications Limited (trading as “GoMo”) in relation to 5 counts of incorrectly porting customers’ mobile number.

1. Following a review of relevant customer complaints where the customers had experienced difficulties in porting their mobile number to GoMo, ComReg commenced an investigation. This investigation resulted in ComReg taking criminal prosecutions against GoMo.
2. The prosecutions were brought under Regulation 25(4) of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011 (“the Universal Service Regulations”) which provides that:

“25. (4) Undertakings referred to in paragraph (1) shall ensure that –

(a) the porting of numbers and their subsequent activation shall be carried out within the shortest possible time,

(b) in the case where a subscriber has concluded an agreement to port a number to a new undertaking, that number shall be activated within one working day, and

(c) loss of service during the porting process shall not exceed one working day.”
3. The issue related to GoMo’s launch of their new mobile service and the porting issues experienced by customers during that period. Customers complained about:
 - a) having no or having only partial service,
 - b) having service but not with their number;
 - c) having service but with someone else’s number (which resulted in the customer receiving calls and texts for someone else);
 - d) having service but their number was being used by someone else (which resulted in someone else receiving their calls and texts).
4. The outcome of this case against GoMo is detailed below:
 - a) GoMo pleaded guilty to 5 counts brought against it.

- b) Judge Halpin imposed criminal convictions for each of the 5 counts and ordered GoMo to pay a total of €5,000 in fines.
 - c) GoMo has paid ComReg an agreed amount by a way of contribution to ComReg's legal costs.
5. ComReg will continue to monitor the complaints it receives from consumers and will continue to investigate matters arising in respect of Regulation 25 of the Universal Service Regulations and other relevant regulatory obligations.