



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

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

Information Notice

Reference: 21/106

Date: 20/10/2021

1. On 29 March 2021, ComReg notified Virgin Media Ireland Limited (“Virgin”) of a finding of non-compliance with Virgin’s obligations under Regulation 25(6)(b) of the European Communities (Electronic Communications Networks and Services) (Universal Service and User’s Rights) Regulations 2011¹ (“the Universal Service Regulations”).
2. On 23 September 2021, ComReg notified Virgin that it had amended the original notification of a finding of non-compliance.
3. The amended notification of non-compliance was made in accordance with Regulation 31(4) of the Universal Service Regulations.
4. The amended notification of non-compliance notifies Virgin of a finding that it has not complied with its obligations set out at Regulation 25(6)(b) of the Universal Service Regulations as it has failed to ensure that its conditions and procedures for contract termination do not act as a disincentive to a consumer to changing service provider.
5. The conditions and procedures for contract termination that act as a disincentive to a consumer changing service provider are as follows:
 - The conditions and procedures for cancelling a contract which resulted in the vast majority of customers having to call 1908 to cancel;
 - The “Save Activity” procedure on 1908 calls when customers sought to cancel;
 - The imposition of a 30-day notice period on customers who wished to change ECS providers.
6. Virgin has until 22 October 2021 to state its views.
7. 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