



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# **ComReg issues a Notification of a Finding of Non-Compliance to Eircom Limited with respect to provisions of the Universal Service Regulations**

## **Information Notice**

**Reference:** 22/66

**Date:** 27/07/2022

1. On 22 July 2022, ComReg notified Eircom Limited (“Eircom”) of a finding of non-compliance with Eircom’s obligations under Regulation 14(4) of the European Communities (Electronic Communications Networks and Services) (Universal Service and User’s Rights) Regulations 2011<sup>1</sup> (“the Universal Service Regulations”).
2. The notification of non-compliance was made in accordance with Regulation 31(2) of the Universal Service Regulations.
3. The non-compliance concerns Eircom not notifying, in accordance with Regulation 14 (4) of the Universal Service Regulations, some of its customers of a proposed price increase to their contracts at least one month prior to the changes taking effect and by not affording those customers the right to withdraw without penalty from the contract if they do not accept the modification.
4. Eircom has since notified these customers of the modification to their contract and afforded them the right to withdraw, in accordance with Regulation 14(4) of the Universal Service Regulations. Eircom has also refunded those customers that were charged the price increase prior to receiving the notification of the proposed modification.
5. Eircom has until 22 August 2022 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.

---

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