



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

# Meteor to refund over €700,000 for out-of-bundle data charges

## Information Notice

**Reference:** ComReg 23/44

**Date:** 09/05/2023

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

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# 1 Executive Summary

1. On 26 April 2018, ComReg notified Meteor Mobile Communications Limited<sup>1</sup> (“Meteor”) of a Finding of Non-compliance (“the Notification”) with its obligations under Regulation 14(2)(d) of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011 (“the Universal Service Regulations”). The Notification was made in accordance with Regulation 31(2) of the Universal Service Regulations.
2. Following ComReg’s assessment of Meteor’s representations, ComReg found that Meteor’s non-compliance had been ongoing and had not been satisfactorily remedied whether following receipt of the Notification or otherwise. Subsequently, ComReg formed an Opinion that in 2016 and 2017 Meteor had not complied with its obligations under Regulation 14(2)(d) of the Universal Service Regulations, which required Meteor to supply customers with contracts that specified, in a clear, comprehensive and easily accessible manner, details of prices and tariffs as they relate to data overage and applicable charges (the “Breaches”).
3. Meteor has now taken certain remedial steps with regard to the Breaches and has entered into a settlement agreement with ComReg. As part of this settlement agreement, Meteor has agreed to refund certain out-of-bundle data charges that were incurred by approximately 55,000 customers during that period to the value of not less than €722,760.
4. Customers that remain active with Meteor will be notified of a credit applied to their account.
5. Customers that are no longer a customer of Meteor will be refunded using the contact details (email, postal address, SMS) that Meteor has on record. The correspondence will advise the customer of their refund amount and a unique PDF document will be attached, or a link to the unique PDF document will be provided, which they can present to a Payzone retailer in order to claim the refund (i.e. receive the cash value). The customer will have 90 days to claim the refund (Payzone can only offer a maximum of 90 days). Refunds will commence with immediate effect and will be completed by the end of July 2023.
6. Undertakings must comply with the provisions of Regulation 14(2)(d) of the Universal Service Regulations and provide the relevant pricing and tariff information in a clear, comprehensive and easily accessible manner. ComReg is continuing its programme

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<sup>1</sup> “Meteor” means Meteor Mobile Communications Limited, as Eircom Limited’s mobile arm was previously called. The Meteor brand is no longer used.

of monitoring compliance by all undertakings and will take necessary enforcement action in respect of any such activity.