



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

# Sky Ireland Ltd pays ComReg €54,000 for failing to put consumer references on bills

## Information Notice

**Reference:** ComReg 23/49

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**Commission for Communications Regulation**

1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.  
One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0.  
Teil | Tel +353 1 804 9600 Suíomh | Web [www.comreg.ie](http://www.comreg.ie)

1. Sky Ireland Ltd (“Sky”) has paid the Commission for Communications Regulation (“ComReg”) €54,000 pursuant to Section 44(1) of the Communications Regulation Act 2002 (as amended) (“the Act”) in lieu of prosecution. This comes following a ComReg investigation that found Sky failed to put consumer references on customers’ bills contrary to Regulation 8 of the European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations 2011 (S.I. No. 335 of 2011) (“the Authorisation Regulations”).
2. Consumer references are defined in Section 1.1 of the ComReg Decision, Conditions for the provision of Electronic Communications Networks and Services, Reference Number 03/81R6 (“ComReg Decision 03/81R6”). They are the numbers required to switch service provider.
3. All consumer references must be on all customer bills according to Section 18.6.1 of ComReg Decision 03/81R6. Failure to comply with the decision, including Section 18.6.1, is an offence under Regulation 8 of the Authorisation Regulations.
4. ComReg Consumer Care received contacts from some customers reporting issues with switching from Sky.
5. Following an investigation, ComReg found that Sky had failed to include consumer references on customers’ bills in respect of the customers’ online bills and some customers’ paper bills. Sky confirmed that the issue with online bills was resolved in April 2021 and the issue with paper bills was resolved in December 2022.
6. ComReg issued 36 notices according to Section 44(1) of the Act, and Sky paid the notices on 2 June 2023.
7. ComReg will continue to monitor the complaints it receives from consumers and will continue to investigate matters arising in respect of ComReg Decision 03/81R6 and other regulatory obligations.