



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

SLA Digital refunds €8,872 to customers

Information Notice

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1. On 11 September 2024, ComReg notified SLA Digital of a finding of non-compliance with respect to SLA Digital's obligations under the Premium Rate Services ("PRS") Code of Practice ("the Code of Practice")¹ and the conditions of its PRS licences. The notified finding was made pursuant to Section 9(1) of the Communications Regulation (Premium Rate Services and Electronic Communications Infrastructure) Act, 2010.
2. ComReg found that SLA Digital had not complied with Sections 5.25 and 5.28 of the Code of Practice and that as a result it had also not complied with conditions attached to its licences.
3. This finding pertained to an issue where customers were unable to unsubscribe from a number of PRS by sending the "stop" command to the designated short code number. A number of customers were also charged for these PRS after they had already been confirmed as having unsubscribed by SLA Digital. SLA Digital confirmed that, following the migration of customers from SMS short code billing to Direct Carrier Billing, subscribers who sent the "stop" request to the designated short code number were not successfully unsubscribed due to a short code mapping error.
4. Sections 5.25 and 5.28 of the Code of Practice state the following:
 - 5.25 A PRS Provider must permit an end-user to unsubscribe from a Subscription Service at any time without incurring further premium rate charges and must not suggest otherwise, or promote or operate a Subscription Service with a minimum subscription period.*
 - 5.28 Upon receipt of an unsubscribe message, the PRS provider must forthwith:
 - (a) cease charging for and cease the provision of the PRS with immediate effect,
 - (b) send a free information message to the end-user acknowledging receipt of the unsubscribe message and the fact that it has been acted on.*
5. SLA Digital has refunded €8,872 to 364 customers affected by the non-compliance.
6. SLA Digital has until 11 October 2024 to remedy any continuing breach, that is to make any and all technical changes - not already made - as are necessary to ensure that SLA Digital complies with the requirements of the Code of Practice.
7. ComReg will continue to monitor compliance by all PRS providers with their obligations, including their obligations under the Code of Practice and, where necessary, will investigate any matters arising.

¹ ComReg 14/45, D03/14 - Code of Practice - Premium Rate Services