



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

# Three Ireland will refund approximately 14,000 customers approximately €3.76m for breaches of the Roaming Regulations

## Information Notice

**Reference:** ComReg 24/108

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1. On 19 December 2024, The Commission for Communications Regulation (“**ComReg**”) entered into an agreement pursuant to Section 62 of the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 with Three Ireland (Hutchison) Limited (“**TIHL**”) and Three Ireland Services (Hutchison) Limited (“**TISHL**”) (together “**Three Ireland**”).
2. This agreement was entered into following an investigation by ComReg into suspected breaches by Three Ireland of Regulation (EU) No 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications networks within the Union (recast) (“**the 2012 Roaming Regulation**”) and of EU Regulation 2022/612 (“**the 2022 Roaming Regulation**”), given effect in Irish law by the European Communities (Mobile Telephone Roaming) Regulations 2022 (SI 315 / 2022) (“**the Roaming Regulations**”).
3. The investigation was concerned with Three Ireland's compliance with the provisions of the Roaming Regulations, and, in particular, whether Three Ireland provided customers with the required information as specified in Article 15 of the 2012 Roaming Regulation and Article 14 of the 2022 Roaming Regulation. These Articles concern “Transparency and safeguard mechanisms for retail data roaming services”.
4. The 2012 and 2022 Roaming Regulations require that roaming providers (in this case Three Ireland) make certain information available to their customers when they are roaming, keeping their customers adequately informed of the charges which apply to their customers’ use of regulated data roaming services.
5. As a result of its investigation, ComReg was of the view that Three Ireland did not provide its customers with the relevant information as required by Article 15 of the 2012 Regulation and Article 14 of the 2022 Roaming Regulation.
6. ComReg determined from the data provided by Three Ireland that certain customers had not received the appropriate notification when they reached either the €50 or €100 default limit as required from 1 July 2022 under Article 14(4) of the 2022 Roaming Regulation. In addition, certain customers received a notification that did not include the costs associated with each additional unit to be consumed as required by Article 14(4) of the 2022 Roaming Regulation. These breaches affected approximately 14,000 customers.
7. As well as agreeing to refund affected customers, Three Ireland will ensure that the notification issued to customers when they reach both the €50 and the €100 default roaming limits per monthly billing period offers information regarding roaming add-ons which can reduce roaming charges and shall include the per unit cost associated with each additional unit consumed whilst roaming.

8. Approximately €3.76m of refunds are to be issued by Three Ireland and this process is ongoing.
9. ComReg will continue to monitor Three Ireland's compliance with its obligations and to investigate as appropriate consumer complaints whether arising in respect of the Roaming Regulations or otherwise.
10. ComReg expects all undertakings to ensure that they are compliant with the Roaming Regulations and are providing the appropriate notifications to their consumers. ComReg is continuing its programme of monitoring compliance by all undertakings and will take all necessary enforcement action in respect of any such activity.