



District Court Prosecution

Update from 09 April 2025

Information Notice

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An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

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1. On 09 April 2025, the Dublin District Court heard a case in respect of 8 summonses that ComReg issued against Yellowcom Limited (“Yellowcom”). Yellowcom was charged with 8 counts of having failed to meet requirements set out in the European Union (Open Internet Access) Regulations 2019; the European Union (Electronic Communications Code) Regulations 2022; and the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 (collectively, “the legislation”).
2. The European Union (Open Internet Access) Regulations 2019 require that providers include the minimum, maximum and normally available internet speeds within the contracts they provide to customers.
3. The European Union (Electronic Communications Code) Regulations 2022 state the maximum contract length for consumers and small businesses, micro enterprises and non-for-profit companies is 24 months.
4. The Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 states that service providers are required to publish and implement a code of practice for dealing with complaints and for settling disputes.
5. Following a review of relevant customer complaints ComReg commenced an investigation. The investigation culminated in ComReg issuing District Court prosecutions against Yellowcom for breaches of the legislation.
6. Yellowcom pleaded guilty to 8 counts on 8 summonses before the court.
7. The guilty pleas related to charges that Yellowcom had breached requirements that:
 - Contracts include the minimum, maximum and normally available internet speeds
 - Contracts have a maximum length of 24 months
 - A Code of Practice for dealing with complaints is published and implemented.
8. Judge Anthony Halpin struck out all charges and required Yellowcom to make a charitable donation in the total amount of €2,500. Yellowcom also contributed towards ComReg’s costs. Additionally, Yellowcom is to come into compliance with its obligations under the legislation.

9. ComReg will continue to monitor compliance and investigate matters concerning the European Union (Open Internet Access) Regulations 2019; the European Union (Electronic Communications Code) Regulations 2022; and the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023, and other regulatory obligations.