



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Vodafone to refund approximately 20,000 customers over €894,000 for breaches of the Roaming Regulations

Information Notice

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Commission for Communications Regulation

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1. On 19 December 2025, 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 Vodafone Ireland Limited (“**Vodafone**”).
2. This agreement was entered into following an investigation by ComReg into suspected breaches by Vodafone of its obligations in respect of Roaming and in particular EU Regulation 2022/612 (“**the 2022 Roaming Regulation**”).
3. The investigation was concerned with Vodafone's compliance with the provisions of the 2022 Roaming Regulation, and, in particular, whether Vodafone provided customers with the required information as specified in Article 14 of the 2022 Roaming Regulation. This Article concerns “Transparency and safeguard mechanisms for retail data roaming services”.
4. The 2022 Roaming Regulation requires that roaming providers make certain information available to their customers. Roaming providers are required to inform customers of the cost associated with each additional unit to be consumed prior to the customer continuing to use the roaming service beyond the default financial limits (€50 and €100). Roaming providers are obligated to keep 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 Vodafone had not provided its customers with the correct information as required by Article 14 of the 2022 Roaming Regulation. Specifically, ComReg was of the view that Vodafone customers had received notifications 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 suspected breaches affected approximately 20,000 customers.
6. Vodafone has agreed to refund customers, and it has agreed that it will ensure that in future the notifications issued to customers when they reach both the €50 and the €100 default financial limits per monthly billing period include the per unit cost associated with each additional unit consumed whilst roaming.
7. Over €894,000 of refunds are to be issued by Vodafone and this process is ongoing.
8. ComReg will continue to monitor Vodafone’s compliance with its obligations and to investigate as appropriate consumer complaints whether arising in respect of the Roaming Regulations or otherwise.

9. ComReg expects all undertakings to ensure that they are compliant with the Roaming Regulations and are providing the appropriate notifications to their customers. ComReg is continuing its programme of monitoring compliance by all undertakings and will take all necessary enforcement action in respect of any such activity.