



Commission for
Communications Regulation

Update

Vodafone - Electronic Billing

Information Notice

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An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

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On 25 October 2011, the Commission for Communications Regulation (“the Commission”) notified Vodafone Ireland Limited (“Vodafone”) of findings that it had not complied with its licence conditions and related statutory obligations in relation to its implementation of electronic billing (e-billing).¹

Vodafone has now proposed a comprehensive and proactive programme of customer communications, covering all of the customers affected, so as to verify customer preferences and agreement regarding the type of billing that they wish to receive, in accordance with the principles of consumer choice and consent.

The Commission has decided that, as the above approach addresses the Commission’s concerns and takes full account of the preferences of consumers, it will not take further enforcement action at this time.

¹ See Commission Document No. 11/76.