



Commission for  
**Communications Regulation**

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For immediate release

## **ComReg Media Release**

### **ComReg accepts Yourtel commitment on contracts and refunds**

Following an investigation, ComReg has found that Yourtel is not in compliance with the Consumer Information Regulations because it did not inform customers of their right to cancel their contracts within 14 days as required by those regulations.

ComReg has therefore accepted a written Undertaking from Yourtel whereby Yourtel is required to perform a number of remedial actions which bring it into compliance with the relevant obligations, including:

- Write to all Yourtel customers who signed up since 13 June 2014 (when the Consumer Information Regulations came into force) informing those customers of their right to cancel their contract with Yourtel.
- Provide full refunds to Yourtel customers who exercise their right to cancel
- Ensure that Yourtel informs consumers over the telephone, and prior to the entering of a binding agreement, of their right to cancel (and the conditions, time limit and procedures for exercising that right).

The Undertaking includes dates by which Yourtel has committed to deliver on these actions. The full text of the Undertaking is available on ComReg's website.<sup>1</sup>

Yourtel is selling a number of products based on Carrier Pre-Selection (CPS). ComReg's investigation of Yourtel was prompted by a large volume of consumer complaints received by ComReg in relation to Yourtel's practices in the Irish market.

ComReg is investigating other practices of Yourtel and, on 19 December 2014, issued Yourtel with a notification of non-compliance with regard to Yourtel's compliance with the Privacy Regulations because it had made unsolicited telephone calls for the purposes of direct marketing to subscribers or users, who did not consent to such calls and whose preference, in that regard, was recorded in the National Directory Database (NDD).

#### **Note to Editor**

S.I. 484 of 2013: European Union (Consumer Information and Cancellation and Other Rights) Regulations came into operation on 13 June 2014. Pursuant to Section 10 (1A – 1E) of the Communications Regulation Acts 2002, as amended, ComReg is empowered to ensure compliance with the Consumer Information Regulations.

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<sup>1</sup> See: [http://www.comreg.ie/\\_fileupload/publications/ComReg1508.pdf](http://www.comreg.ie/_fileupload/publications/ComReg1508.pdf)

**ENDS**

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