



ComReg issues a Notification of a finding of non-compliance to Vodafone with respect to provisions of the Universal Service Regulations

Information Notice

Reference: ComReg 15/20

Date: 02/03/2015

1. On 2 March 2015, pursuant to Regulation 31(2) of The European Communities (Electronic Communications Networks and Services) (Universal Service and User's Rights) Regulations 2011 ("the Universal Service Regulations"), the Commission for Communications Regulation ("ComReg") notified Vodafone Limited ("Vodafone") of a finding that, in regard to its treatment of charges for paper bills in its contract for Fixed Line and Fixed Broadband Services, Vodafone has not complied with its obligations pursuant to Regulation 14(2)(d) of the Universal Service Regulations which requires that details of prices and tariffs should be specified in a clear, comprehensive and easily accessible form.
2. Pursuant to Regulation 31(2) of the Universal Service Regulations, where ComReg finds that an undertaking has not complied with an obligation, term or condition, requirement, specification or direction under the Universal Service Regulations, ComReg notifies the undertaking of those findings and gives the undertaking an opportunity to state its views or, if the non-compliance can be remedied, to remedy the non-compliance within a reasonable time limit as specified by ComReg.
3. This information notice is published pursuant to Regulation 31(3) of the Universal Service Regulations.