



ComReg issues a Notification of a Finding of Non-Compliance to Virgin Media with respect to provisions of the Universal Service Regulations

Information Notice

Reference: ComReg 16/97

Date: 11/11/2016

1. On 11 November 2016, ComReg notified Virgin Media Ireland Limited ("Virgin Media") of a finding of non-compliance with respect to Virgin Media's obligations under the Universal Service Regulations¹ and ComReg Decision D13/12.²
2. The notification of non-compliance was made in accordance with Regulation 31(2) of the Universal Service Regulations.
3. The notification of non-compliance notifies Virgin Media of a finding that, in relation to a number of Contract Change Notifications, it has failed to comply with Regulation 14 (4) and (5) of the Universal Service Regulations and with ComReg Decision D13/12.
4. The notification relates amongst other things to the inappropriate placement of marketing material in the body of Contract Change Notifications.
5. Virgin Media has until 9 December 2016 to state its views.
6. Regulation 31(5) of the Universal Service Regulations provides that if, at the end of the period referred to above, ComReg is of the opinion that an undertaking has not complied with its obligations, ComReg may apply to the High Court for such an order as the Regulator may consider appropriate.

¹ European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011

² ComReg Document 12/129 (D13/12): "Contract Change Notifications – New Requirements"