



ComReg issues a Notification of a Finding of Non-Compliance to Vodafone with respect to provisions of the Open Internet Access Regulations

Information Notice

Reference: ComReg 19/123

Date: 19/12/2019

1. On 18 December 2019, ComReg notified Vodafone Ireland Ltd (“Vodafone”) of a finding of non-compliance with respect to obligations under Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25 November 2015 (“the Open Internet Access Regulation”).
2. The notification of non-compliance was made in accordance with Regulation 8 of the European Union (Open Internet Access) Regulations 2019 (S.I. 343/2019) (“the 2019 Regulations”).
3. The notification relates to a failure by Vodafone to provide its Mobile customers with the estimated maximum download and upload speeds of its Mobile internet services in its customer contracts between 9 July 2019 and 07 October 2019, and its failure to provide information relating to how Mobile customers can remedy discrepancies with the performance of their Internet Access Service in its customer contracts between 9 July 2019 and 07 October 2019.
4. Vodafone has until 30 January 2020 to state its views.
5. Regulation 8 of the 2019 Regulations provides that, if at the end of the period referred to in paragraph 5 above, ComReg is of the opinion that an undertaking has not complied with its obligations ComReg may apply to the High Court for such order as may be appropriate by way of compliance with those obligations.