



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

1GLOBAL to refund customers and pay a fine of €10,500 to ComReg for suspected breaches of contractual information requirements

Information Notice

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Commission for Communications Regulation

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1. TP Global Operations Limited T/A 1GLOBAL (“**1GLOBAL**”) has paid The Commission for Communications Regulation (“**ComReg**”) of €10,500¹ and entered into an agreement pursuant to Section 62 of the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 (the “**Act**”) following an investigation by ComReg. ComReg suspected on reasonable grounds that 1GLOBAL committed several regulatory breaches of its obligations in respect of the Electronic Communications Services (“**ECS**”) 1GLOBAL provides. 1GLOBAL sells travel data eSIMs through its partner Revolut.
2. This agreement was entered into following an investigation by ComReg into suspected breaches by 1GLOBAL of Regulation 87(1), (2), (7) & (8); Regulation 89(7); and Schedule 7 of the Code Regulations; Section 42(2) of the Act; ComReg Decision D04/17 Electronic Communications Complaints Handling Code of Practice (“**Decision D04/17**”); and Articles 3 & 4 of Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25 November 2015 (“the Open Internet Regulation”) in addition to other issues.
3. The investigation was concerned with 1GLOBAL’s compliance with its obligations as set out above, and specifically ComReg’s concerns that 1GLOBAL had not complied with its obligations by:
 - a. failing to provide contractual information on a durable medium to customers (including information on cooling off rights or the model cancellation form);
 - b. advising customers that a publication on 1GLOBAL’s website was sufficient notice of a contract change; in contravention of the Code Regulations.
 - c. publishing a Code of Practice for complaint handling 1GLOBAL which did not comply with the requirements of the Act or ComReg Decision D04/17.
 - d. zero-rating access to the Revolut app while the customer had an active eSIM and not providing the relevant speed information for the customer’s internet access service, specifically the estimated maximum and advertised download and upload speed of its internet access available to the customer; and
 - e. charging customers for the service when they could not activate it due to their handsets being locked.
4. 1GLOBAL has agreed to address the issues giving rise to the Suspected Regulatory Breaches and 1GLOBAL has also committed to issuing refunds to customers that

¹ ComReg issued 7 notices pursuant to Section 44(1) of the Communications Regulation Act 2002 (as amended) and 1GLOBAL has paid those notices.

were charged for the service but did not or could not activate it.

5. ComReg will continue to monitor 1GLOBAL's compliance with its obligations and to investigate as appropriate issues arising in respect of any obligations.
6. ComReg expects all undertakings to ensure that they are compliant with their regulatory obligations. ComReg is continuing its programme of monitoring compliance by all undertakings and will take all necessary enforcement action in respect of any such activity.