



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

An Post Mobile to come into compliance, to pay a penalty of €45,000 to ComReg, and to issue refunds of €25,600

Information Notice

Reference: ComReg 25/19
Version: Final
Date: 28/03/2025

1. An Post DAC T/A An Post Mobile ("**An Post Mobile**") has paid ComReg a penalty of €45,000¹ following an investigation by ComReg. It was found that An Post Mobile was non-compliant with a number of regulatory obligations in respect of the Electronic Communications Services ("**ECS**") An Post Mobile provides.
2. In its investigation, ComReg raised concerns regarding the provision of contractual information by An Post Mobile, charges for roaming within the EU, a code of practice for complaints handling, refunds of credit when customers switched provider, and contract change notifications.
3. An Post Mobile did not provide contract summaries to its customers, the model cancellation form was not made available for the exercise of cooling off rights, and its customers were not provided with a copy of their terms and conditions on a durable medium. An Post Mobile did not have a code of practice for handling complaints, nor did it advise customers of their right to exit the contract due to a contract change.
4. ComReg noted that there was no explanation or provision in customer contracts of 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 Service, nor did the contracts specify the potential remedies available to the customer in the event of any continuous or regularly recurring discrepancy between the actual performance of the Internet Access Service regarding speed.
5. Customers of An Post Mobile were incorrectly advised that they would lose any remaining credit balance when they ported to another provider. Customers of An Post Mobile were also provided with and charged incorrect rates for voice, SMS, and data roaming within the EU. An Post Mobile has committed to refunding approximately €25,600 to 4,700 customers for excess credit remaining on accounts that have ported away, and for charging the incorrect voice, SMS, and data roaming rates and will be contacting impacted customers in this regard.
6. As well as issuing refunds An Post Mobile has committed to coming into compliance with its regulatory obligations.
7. ComReg will continue to monitor An Post Mobile's compliance with its obligations, and to investigate as appropriate any matters arising with An Post Mobile or other undertakings providing ECS.

¹ ComReg issued 30 notices according to Section 44(1) of the Communications Regulation Act 2002 (as amended), and An Post has paid those notices.