



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg issues a Direction to Meteor Mobile Communications Limited, trading as GoMo, pursuant to the Universal Service Regulations

Information Notice

Reference: ComReg 19/116

Date: 17/12/2019

1. On 17 December 2019 ComReg issued a Direction to Meteor Mobile Communications Limited, trading as GoMo, (“GoMo”) pursuant to Regulations 27(3) and Regulation 30 of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011¹.
2. On 15 October 2019 GoMo launched a Mobile Pay As You Go offer. GoMo’s Code of Practice did not include a phone number as a first point of contact should a customer wish to make a complaint, as required by section 4.1.1 of ComReg Decision D04/17².
3. ComReg’s Consumer Care Department has received a large number of contacts from consumers that had signed up to GoMo.
4. ComReg has directed GoMo to include a phone number in its Code of Practice for customers that wish to make a complaint.

¹ <http://www.irishstatutebook.ie/eli/2011/si/337/made/en/pdf>

² ComReg Decision D04/17 Electronic Communications Complaints Handling Code of Practice