



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg issues an Opinion of Non-Compliance to Virgin Media Ireland Limited with respect to provisions of the Universal Service Regulations

Information Notice

Reference: 22/59

Date: 07/07/2022

1. On 29 March 2021, ComReg notified Virgin Media Ireland Limited (“Virgin”) of a finding of non-compliance with Virgin’s obligations under Regulation 25(6)(b) of the European Communities (Electronic Communications Networks and Services) (Universal Service and User’s Rights) Regulations 2011 (“the Universal Service Regulations”), specifically that Virgin had failed to ensure that its conditions and procedures for contract termination did not act as a disincentive to a consumer changing service provider.
2. On 23 September 2021, ComReg notified Virgin that it had amended the original notification of a finding of non-compliance.
3. The amended notification of non-compliance was made in accordance with Regulation 31(4) of the Universal Service Regulations.
4. The amended notification of non-compliance once again notified Virgin of a finding that it had not complied with its obligations under Regulation 25(6)(b) of the Universal Service Regulations, as it had failed to ensure that its conditions and procedures for contract termination did not act as a disincentive to a consumer changing service provider.
5. Virgin stated its views on the amended notification of non-compliance on 30 November 2021.
6. On 5 July 2022, having carefully considered Virgin’s responses and all of the information provided in the course of the investigation, ComReg notified Virgin that it has formed the opinion that Virgin has not complied with its obligations under Regulation 25(6)(b) of the Universal Service Regulations.
7. Having formed the opinion described above, ComReg has decided that, unless Virgin’s non-compliance is remedied within a period of 3 weeks, ComReg may proceed to bring an application to the High Court seeking orders to ensure Virgin’s compliance with its obligations and further orders as appropriate pursuant to Regulation 31 of the Universal Service Regulations.