



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

District Court Prosecution

Update from 05 November 2025

Information Notice

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An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

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1. On 05 November 2025, the District Court in Macroom heard a criminal prosecution in respect of VOIP and Internet Services Limited trading as Tipp Broadband and Rural Broadband involving 4 counts of having failed to meet requirements set out in the Communications Regulation Act 2002, and the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 respectively.
2. Section 13D of the Communications Regulation Act 2002 ("Section 13D") sets out that the Commission for Communications Regulation may at any time, by notice in writing, require an undertaking to provide it with such written information as it considers necessary to enable it to carry out its functions.
3. Following a review of relevant customer complaints ComReg commenced an investigation and issued an information requirement under section 13D to VOIP and Internet Services Limited trading as Tipp Broadband and Rural Broadband relating to compliance with various obligations ("the Information Requirement"), however the Information Requirement was not complied with.
4. Section 42 of the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 requires that service providers prepare, publish, keep updated and implement a code of practice for dealing with complaints and for settling disputes. VOIP and Internet Services Limited trading as Tipp Broadband and Rural Broadband did not comply with these requirements.
5. On 5 November VOIP and Internet Services Limited trading as Tipp Broadband and Rural Broadband pleaded guilty to 4 counts on 2 summonses relating to this non-compliance.
6. Judge John King convicted VOIP and Internet Services Limited trading as Tipp Broadband and Rural Broadband on all 4 counts and ordered it to pay fines in the total amount of €15,000. VOIP and Internet Services Limited trading as Tipp Broadband and Rural Broadband was also ordered to pay a contribution towards ComReg's legal costs.
7. An appeal has been lodged by VOIP and Internet Services Limited trading as Tipp Broadband and Rural Broadband against the penalty imposed by Judge King.