



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Eircom refunds “Post Cancellation Charges” and other retained credits

Information Notice

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1. Following an investigation by ComReg, Eircom Limited ("Eircom") has undertaken a review of its billing systems to determine whether its customers were charged for services beyond the cancellation of their contracts, which are termed "*Post Cancellation Charges*".
2. Eircom's review identified that Post Cancellation Charges ("PCCs") were imposed on certain customers.
3. Eircom kept the PCCs as credits on inactive accounts and periodically attempted to refund customers via EFT or cheque.
4. Eircom has also identified that customers had other types of credits, unrelated to PCCs, on their inactive accounts following the cancellation of contracts by these customers.
5. ComReg noted as part of its investigation that refund attempts by Eircom were irregular and often with significant gaps in time between them.
6. For the period from September 2016 until September 2022, Eircom issued approximately €5.3m in refunds on inactive accounts of which approximately €1.97m related to PCCs.
7. Eircom stated that it subsequently made improvements to its refund process for inactive accounts and ComReg notes that for the period from October 2022 until November 2024, approximately €1.27m in credits on inactive accounts were issued of which approximately €472k related to PCCs.
8. Eircom stated that it has also implemented changes to its billing systems in December 2024 that are designed to prevent PCCs of this type from being charged to its customers in future.
9. Undertakings must comply with the provisions of Section 45 of the Communications Regulation Act 2002 (as amended). They must not charge consumers Post Cancellation Charges or retain other credits on inactive accounts. ComReg is continuing its programme of monitoring compliance by all undertakings and will take all necessary enforcement action in respect of any such activity.