



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Eircom will refund customers approximately €305,800 for suspected breaches of contractual information requirements

Information Notice

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- 1 On 13 February 2026, The Commission for Communications Regulation (“**ComReg**”) entered into an agreement pursuant to Section 62 of the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 with Eircom Limited (“**Eircom**”).
- 2 This agreement was entered into following an investigation by ComReg into suspected breaches by Eircom of Regulation 87(1), (2), & (7)(c) of the European Union (Electronic Communications Code) Regulations 2022 (“**the Code Regulations**”).
- 3 The investigation was concerned with Eircom's compliance with the provisions of the Code Regulations, and specifically that Eircom did not adequately notify its customers of exclusions to their international call allowances in their contract and contract summary, and in a clear and comprehensible manner as specified in Regulation 87 and Schedule 7 of the Code Regulations (the Suspected Regulatory Breaches).
- 4 The Code Regulations require that service providers provide customers with the price of their plan, as well as the cost of any recurring or consumption related charges in a “*clear and comprehensible manner*” in the customer’s contract, and in their contract summary.
- 5 ComReg determined from data provided by Eircom that during the period from 02 February 2023 to mid-November 2025, approximately 14,800 fixed line and mobile customers were impacted by this and made calls to international destinations which they may have been unaware were excluded from their internal call allowances, and thus they may have been charged for calls they did not expect to pay for.
- 6 Approximately €305,800 of refunds are to be issued by Eircom to approximately 14,800 customers.
- 7 Eircom has agreed to address the issues giving rise to the Suspected Regulatory Breaches and Eircom agreed to ensure that any contract on a durable medium and contract summary it issues to customers clearly states that some international call destinations are excluded from international call allowances; and that a link to the full list of excluded countries is included in these documents.
- 8 ComReg will continue to monitor Eircom’s compliance with its obligations and to investigate as appropriate consumer complaints whether arising in respect of the Code Regulations, or otherwise.
- 9 ComReg expects all undertakings to ensure that they are compliant with the Code Regulations. ComReg is continuing its programme of monitoring compliance by all undertakings and will take all necessary enforcement action in respect of any such activity.