



Commission for  
**Communications Regulation**

# **Electronic Communications Services**

**Refunds for Fixed Line Service Outages in excess of  
10 working days (20 December 2013 to 30 April 2014)**

## **Information Notice**

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**An Coimisiún um Rialáil Cumarsáide**

**Commission for Communications Regulation**

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1. ComReg published an Information Notice<sup>1</sup> on 11 November 2014 confirming an out-of-court settlement agreement reached between Eircom and ComReg in relation to Eircom’s appeal to the High Court against ComReg Decision D10/14 “The provision of telephony services under the Universal Service Obligation – Access at a Fixed location”.
2. Amongst other matters, the settlement involves the following:
  - Eircom will automatically provide refunds for customers (both wholesale and retail) who suffered outages for a period exceeding 10 working days during the period of 20 December 2013 – 30 April 2014 and going forward during the period of 31 October 2014 to 31 December 2015.
3. Eircom has now provided ComReg with details confirming that Eircom has refunded 11,607 fixed line customers, both wholesale and retail, who suffered outages for a period exceeding 10 working days during the period 20 December 2013 – 30 April 2014. The total value of the amounts refunded, inclusive of VAT, was €601,935.80 (€489,379 ex-VAT) for retail customers and €98,819.41 (€80,341 ex-VAT) for wholesale customers. These refunds were applied to Eircom retail customers’ bills on or before 1 December 2014 and have been reflected on affected customers’ bills in December 2014 or January 2015 depending on the billing arrangements of each customer.
4. ComReg expects the other fixed service providers that are among the wholesale customers mentioned above, to in turn refund their retail customers.
5. Customers who have questions regarding such refunds should contact their service provider in the first instance.

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<sup>1</sup> <http://www.comreg.ie/fileupload/publications/ComReg14120R.pdf>