An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Fixed Line Number Porting: Virgin Media Ireland Limited enters into a settlement and pays penalty to ComReg

Information Notice

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1 On 12 October 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 Virgin Media Ireland Limited ("**Virgin Media**").

2 This agreement was entered into following an investigation which resulted in ComReg issuing District Court prosecutions against Virgin Media for suspected breaches by Virgin Media of Regulation 90(7) (a) and (b) of the European Union (Electronic Communications Code) Regulations 2022 (S.I. No. 444/2022) (the "**Code Regulations**"). The prosecution was struck out on 19 October 2026.

3 The investigation related to Virgin Media's compliance with the provisions of the Code Regulations concerning the porting of numbers. ComReg was concerned that during the period from 1 May 2024 to 19 August 2025, Virgin Media did not port and activate landline services within the shortest possible time and/or within one working day of a concluded agreement to port a number as required by Regulation 90(7) (a) and (b) of the Code Regulations (the "**Suspected Regulatory Breaches**"). Specifically, certain Virgin Media customers:

   a) Experienced difficulty and considerable delay, lasting a number of weeks, in porting their landline number to Virgin Media;

   b) Received a service on a temporary landline number and not on the original number they had requested to be ported; and,

   c) Requested number did not port until the customer escalated their case to ComReg.

4 As a result of its investigation, ComReg was of the view that Virgin Media had breached Regulation 90(7) (a) and (b) of the Code Regulations.

5 Following engagement with ComReg, Virgin Media agreed to address the issues giving rise to the Suspected Regulatory Breaches. Virgin Media agreed to ensure that its agents are adequately trained to collect and process the necessary Consumer References[1] from end-users that are required to port a customer's

[1] As defined in ComReg Document ComReg 03/81R6 General Authorisation. "Consumer References" means, any number, letter, General Authorisation for the Provision of Electronic Communications Networks and Services "Circuit Reference Number(s) (CRN(s)), "means a unique number sequence used to identify unbundled metallic paths. "Consumer References": mean, any number, letter, code or reference (or combination of these and any variation thereof from time to time) designating, pertaining to, identifying or associated with a consumer, a consumer account(s), or service(s), which is necessary for the purposes of the consumer efficiently changing services or efficiently switching from one Authorised Person supplying Electronic Communications Services at a fixed location to another Authorised Person supplying such services. Consumer References includes but is not limited to Universal Account Number(s) (UAN(s)), Circuit reference Numbers (CRN(s)) or Telephone Number(s)

number, and it will co-operate in good faith with transferring providers to ensure that ports are activated within the shortest possible time and within one working day

6 Virgin Media has taken steps to remedy the Suspected Regulatory Breaches.

7 Virgin Media has agreed to pay a penalty of €10,000. Virgin Media also contributed to ComReg's legal costs, as agreed between the parties.

8 ComReg will continue to monitor Virgin Media'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.