



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# **Fixed Line Number Porting: Vodafone Ireland enters into a settlement and pays penalty to ComReg**

## **Information Notice**

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**Commission for Communications Regulation**

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1. On 15 May 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 Vodafone Ireland Limited (“**Vodafone**”).
2. This agreement was entered into following an investigation which resulted in ComReg issuing District Court prosecutions against Vodafone for suspected breaches by Vodafone 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 18 May 2026.
3. The investigation related to Vodafone's compliance with the provisions of the Code Regulations concerning the porting of numbers. ComReg was concerned that during the period from 1 June 2023 to 31 December 2024, Vodafone did not port and activate a landline service 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 Vodafone customers:
  - a) Experienced difficulty and considerable delay, lasting a number of weeks, in porting their landline number to Vodafone;
  - 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 ComReg initiated enforcement proceedings.
4. As a result of its investigation, ComReg was of the view that Vodafone had breached Regulation 90 (7)(a) and (b) of the Code Regulations.
5. Following engagement with ComReg, Vodafone agreed to address the issues giving rise to the Suspected Regulatory Breaches. Vodafone agreed to ensure that its agents are adequately trained to collect and process the necessary Consumer References<sup>1</sup> from end-users that are required to port a customer's number, and it will co-operate in good faith with transferring providers to ensure that ports are

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<sup>1</sup> 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)

activated within the shortest possible time and within one working day of a concluded agreement to port a number.

6. Vodafone has taken steps to remedy the Suspected Regulatory Breaches.
7. Vodafone has agreed to pay a penalty of €4,000. Vodafone also contributed to ComReg's legal costs, as agreed between the parties.
8. ComReg will continue to monitor Vodafone'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.