



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

# **High Court ordered Sky Ireland Limited to send its customers notifications at the end of their minimum term contracts**

## **Information Notice**

**Reference:** ComReg 26/09

**Version:** Final

**Date:** 13/02/2026

1. In September 2024 ComReg commenced an investigation into a number of the main electronic communication service providers regarding their compliance with Regulation 89(6) of the European Union (Electronic Communications Code) Regulations 2022; the provision end of contract notifications, best tariff advice and best tariff information.
2. Following the investigation by ComReg, it was discovered that Sky had not complied with its obligations under Regulation 89 (6), as Sky had failed to;
  - I. Inform its customers, in a prominent and timely manner (being not less than one month before the prolongation date) and on a durable medium, of the end of the contractual commitment and of the means by which to terminate the contract.
  - II. Provide end users best tariff advice relating to their services.
  - III. Provide end users best tariff information at least annually.
3. Sky's position was that it was not required to provide its customers with this information as its customers' contracts were "contracts of an Indeterminate Duration" and therefore outside the scope of Regulation 89 (6). ComReg did not agree with this interpretation of the Regulation on the basis that Sky's contracts included a minimum contractual commitment period.
4. Following from this, ComReg decided to bring an application to the High Court seeking orders to ensure Sky's compliance with its obligations.
5. On 9 June 2025, ComReg made an application to the High Court seeking a declaration that Sky had not complied with Regulation 89 (6) and orders directing Sky to comply with its obligations and to remedy any non-compliance.
6. The case was heard in the High Court on 2 and 3 December 2025.
7. Following the hearing and the consideration of the submitted Affidavits and the written legal submissions, the High Court delivered a written judgement on 14 January 2026.
8. On 11 February 2026, following further submissions by the parties, the High Court granted a declaration that Sky had not complied with its obligations under Regulation 89 (6) by reason of its failing to inform its customers of the end of the contractual commitment and of the means by which to terminate the contract, by failing to provide its customers best tariff advice relating to their services and by failing to provide its customers with best tariff information at least annually.
9. In this regard, the High Court ordered Sky to comply with its obligations under Regulation 89 (6) amongst other things by:

- I. Informing its customers, in a prominent and timely manner (being not less than one month before the prolongation date) and on a durable medium, of the end of the contractual commitment and of the means by which to terminate the contract.
- II. Providing its customers best tariff advice relating to their services.
- III. Providing its customers with best tariff information at least annually.

10. An order was made in respect of the costs of these proceedings.

11. ComReg is continuing its monitoring in respect of compliance by all providers with their obligations including their obligations relating to End of Contract Notifications, Best Tariff Advice and Best Tariff Information. ComReg will take all necessary enforcement action in respect of any such non-compliance.