



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

# **Sky Ireland Ltd implements remedial measures with respect to Regulation 89(1) of the European Electronic Communications Code (EECC) Regulations 2022**

## **Information Notice**

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**Commission for Communications Regulation**

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1. In December 2024, ComReg opened an investigation into Sky Ireland Limited (“Sky”) in respect of potential breaches of Regulation 89(1) of the European Electronic Communications Code Regulations 2022 (S.I. No. 444/2022) (“EECC Regulations”), in relation to Sky’s conditions and procedures for contract termination in the period 1 July 2023 to 16 December 2024. Regulation 89(1) of the EECC Regulations requires that operators’ conditions and procedures for contract termination shall not act as a disincentive to changing service provider.
2. Specifically, customers had complained of the following:
  - i. considerable wait times when trying to cancel;
  - ii. having to call multiple times before they were able to speak to an agent or without being able to successfully speak to an agent to cancel their service;
  - iii. having to spend a long time on the call with the agent to cancel their service;
  - iv. being subjected to unwanted save activity;
  - v. when trying to cancel via chat with an agent, they experienced delays or impediments and in certain instances, were advised that they had to call Sky to cancel.
3. ComReg has found that Sky’s procedures for contract termination act as a disincentive to changing service provider contrary to Regulation 89 (1) of the EECC Regulations.
4. ComReg engaged with Sky regarding these issues and Sky cooperated with ComReg during the course of this process. Sky had already taken steps to remedy the identified issues. Sky has committed to additional remedial actions required by ComReg.
5. Sky has also agreed to pay a penalty of €250,000 in settlement of this investigation.
6. ComReg confirms that the investigation into Sky’s non-compliance with Regulation 89(1) of the EECC Regulations is now closed.
7. ComReg will continue to monitor Sky’s compliance with its obligations and investigate matters concerning the EECC Regulations.