



Commission for
Communications Regulation

Vodafone Ireland Limited

Payment pursuant to Section 44(1) of the
Communications Regulation Acts

Information Notice

Reference: ComReg 14/92

Date: 05/09/2014

An Coimisiún um Rialáil Cumarsáide

Commission for Communications Regulation

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1. Following an unresolved customer complaint, Vodafone Ireland Limited (“Vodafone”) has paid ComReg €1,500 pursuant to Section 44(1) of the Communications Regulation Acts 2002 to 2011, (“the Act”), in lieu of prosecution. This comes on foot of an investigation by ComReg into whether Vodafone supplied and charged for landline and broadband services in accordance with its obligations under the Act.
2. ComReg believes that Vodafone imposed a charge for the supply of an electronic communication service or product that was not requested by a consumer contrary to Section 45 of the Act. In particular, Vodafone continued to impose charges where a consumer had switched to another provider of landline and broadband services.
3. The payment of €1,500 will be passed on to the Exchequer by ComReg.
4. There were other Vodafone customers affected by a technical issue identified during the investigation. As well as making this payment to ComReg, Vodafone has refunded all consumers affected by the technical issue and has confirmed that the technical issue has been remedied.