



Commission for
Communications Regulation

Consultation Paper - Addendum

Addendum to "Carrier Pre Selection in Ireland 2003" (Document No: 03/76)

ComReg's 2003 Review

Document No:	03/76a
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All responses to the consultation "Carrier Pre-Selection in Ireland 2003, ComReg's 2003 Review" (Document number 03/76) should be clearly marked:-

"Reference: Submission re ComReg 03/76" as indicated above, and sent by post, facsimile, e-mail or on-line at www.comreg.ie (current consultations), to arrive on or before 5pm, 14 August 2003, to:

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1 Introduction

In July ComReg issued a Consultation Paper on CPS in Ireland¹. In this consultation paper ComReg outlined a number of initiatives aimed at supporting and developing the framework for CPS in the market.

A number of respondents wrote to ComReg requesting further information on some of the issues discussed in the consultation paper. These issues are currently subject to consultation and as such ComReg will address its reply to these requests by way of this addendum to the consultation.

This document is without prejudice to the legal position or the rights and duties of ComReg to regulate the market generally. Any views expressed are not binding and are without prejudice to the final form and content of any decisions which ComReg may make.

¹ ComReg Consultation Paper "Carrier Pre-Selection in Ireland 2003, ComReg's 2003 Review" (Document number 03/76) is available on ComReg's website www.comreg.ie

2 Issues

2.1 Review of Other EU countries

ComReg's statistics and commentary on other EU countries is based on information received following discussions with the respective experts in other European NRAs. A questionnaire was sent to each contact, with questions on CPS penetration, churn, incumbent win-back activities, OLO complaints and regulatory measures. Every contact was also called and the majority discussed these issues in some detail. However much of this was on a confidential basis. ComReg cannot therefore publish the survey as requested as it contains these individual responses. The current consultation paper provides a summary of these findings.

2.2 Customer Survey

As stated in the consultation paper, ComReg undertook two surveys on CPS in 2003. The scope of the first survey was to explore reasons why consumers moved from their original supplier and reasons why they subsequently switched back to their original supplier. Around 1000 CATI interviews were undertaken covering both business and residential customers, this work was undertaken in May/June 2003. ComReg employed one of the UK and Ireland's leading research agencies to undertake the survey on ComReg's behalf.

The second survey involved 80 new residential CPS consumers; the scope of this survey was to assess the consumers experience with CPS and CPS win-back activities. This work was undertaken in June 2003 by the same research agency on ComReg's behalf.

All relevant findings and conclusions are summarised in the consultation paper. In order to protect the confidentiality of the respondents ComReg are not in a position to reveal any further details of this survey.

2.3 Survey of the Industry

As stated in "A Review of Carrier Pre-selection in the Irish Market"² 'the ComReg review will include analysis and discussions with players on business case and strategy issues'. ComReg can confirm that wide ranging discussions did take place with a range of operators in the Irish market.

²Please see the Information Notice document no -03/44 on ComReg's website www.comreg.ie

2.4 Clarification

A typographical error was made in question 4 of the Consultation Paper. The question should read as follows:

“Q.4. If yes to Q3 which option to extend the current no contact period for win back do you prefer? Please give reasons for your answer”.

3 Submitting Comments

All comments are welcome to the consultation paper “Carrier Pre-Selection in Ireland 2003, ComReg’s 2003 Review” (Document number 03/76); however it would make the task of analysing responses easier if comments were referenced to the relevant question numbers from the consultation document.

The consultation period will run from **17 July 2003** to **14 August 2003** during which the Commission welcomes written comments on any of the issues raised in the paper.

Having analysed and considered the comments received, ComReg will review the CPS Framework and publish a report in September on the consultation which will, inter alia summarise the responses to the consultation.

In order to promote further openness and transparency ComReg will publish the names of all respondents and make available for inspection responses to the consultation at its Offices.

ComReg appreciates that many of the issues raised in this paper may require respondents to provide confidential information if their comments are to be meaningful. Respondents are requested to clearly identify confidential material and if possible to include it in a separate annex to the response. Such information will be treated as strictly confidential.