



Media Release- 3 August 2004

ComReg demands report into Eircom over-charging

The Commission for Communications Regulation (ComReg) today demanded a comprehensive report from eircom into the circumstances which led to 31,500 customers being overcharged by an estimated €409,000 through billing errors.

ComReg said the report must answer the following questions:

- How these billing errors arose?
- Why internal safeguards failed to prevent them?
- What steps eircom is taking to address this serious matter?

“ComReg is seeking a full and detailed response from the company, including the measures it is taking to rectify the accounts of affected customers,” Commissioner Isolde Goggin said.

“It is disappointing that the largest telecoms company has discovered that there were errors within its billing system. ComReg is seriously concerned that internal systems failed to adequately protect consumers. The recent incidents of over-charging among a number of telecoms companies have seriously affected consumer confidence and trust in billing systems. It is imperative that consumers have trust in the accuracy of billing systems,” Ms Goggin added.

In mid July ComReg chairperson, John Doherty, wrote to the Chief Executives of all authorised phone companies requiring each company to review its billing arrangements to confirm that systems are sufficiently robust to minimise the likelihood of errors. A report from each company is due by 12 August.

ComReg had been notified by eircom of this incident on Friday 30 July and further details have been provided today. ComReg will continue to monitor this situation and will intervene, if necessary, in the interest of protecting consumers.”

ENDS

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