



Media Release - 27th January 2004

ComReg finds eircom in breach of the Carrier Pre-Selection Code of Practice

The Commission for Communications Regulation (ComReg) has today issued an Information Notice detailing its findings that eircom had breached its obligations under the Carrier Pre-Selection (CPS) Code of Practice.

The nature of the breach in this instance consists of eircom's field sales personnel misleading customers when making a comparison between eircom and Cinergi Telecom's call rates.

Following its investigation ComReg confirms that this breach by eircom has been rectified.

Carrier Pre-Selection (CPS) enables consumers to exercise their choice by selecting in advance a specific operator to carry some or all of their telephone calls.

The Code of Practice for CPS sets out the rules and procedures which operators wishing to offer CPS services in the Republic of Ireland must follow. It covers customer contracts, use of customer information, order-handling process, promotion of CPS, bill payment, tariff presentation, complaint and enquiry handling and the activities of the telecommunications service providers to "win back" lost customers. All undertakings providing CPS and eircom are bound by the CPS Code of Practice.

ComReg will continue to carry out investigations on an on-going basis to ensure adherence to the CPS Code of Practice in response to issues raised by operators and consumers alike.

The full information notice – ComReg 04/04 is available on the ComReg website – www.comreg.ie

ENDS

Issued By

Tom Butler

Public Affairs Manager, ComReg

Ph: 01 804 9639 Mobile: 087 2536358

tom.butler@comreg.ie