



Media Release - 20th April 2004

ComReg finds three Service Providers in breach of the Carrier Pre-Selection Code of Practice

The Commission for Communications Regulation (ComReg) has today issued three Information Notices detailing its findings in relation to three Service Providers who have breached their obligations under the Carrier Pre-Selection (CPS) Code of Practice.

The nature of the breach in the first instance consists of an eircom telesales representative making misleading statements during the course of a call to the customer of a competitor.

The second breach relates to the content of an advertising campaign by Esat BT, which was found by ComReg to be derogatory towards eircom.

The third breach relates to the content of an advertising campaign by Smart Telecom, which was found by ComReg to be derogatory towards eircom.

Carrier Pre-Selection (CPS) enables consumers to exercise their choice by selecting 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 operators providing CPS and eircom are bound by the CPS Code of Practice.

ComReg is committed to ensuring that the CPS code of practice is effective and where investigations show breaches occurring ComReg will use its powers to ensure compliance. ComReg is monitoring the incidence of breaches to assess whether the processes and controls to ensure compliance put in place by operators are effective and will take further action as necessary.

The full Information Notices – ComReg 04/44, ComReg 04/45 and ComReg 04/46 are available on the ComReg website – www.comreg.ie

ENDS

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