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ComReg introduces measures for clear pricing on telephone services

The Commission for Communications Regulation (ComReg) has today issued two draft decisions designed to ensure that telephone users have access to clear and accurate information about the pricing of telephone services.

Telecoms providers have an obligation to provide consumers with clear and accurate tariff information for telephone services. Following consultation on this issue, ComReg believes that 3 broad principles should be applied when pricing information is presented to consumers. Pricing information must be accurate, comprehensive and accessible. All service providers will be required to adhere to these principles.

These 3 principles are contained within a Code of Practice for Tariff Presentation published by ComReg. The Code of Practice also contains guidance on how ComReg will measure compliance with the principles.

ComReg has also issued a separate draft direction to providers of Directory Enquiry services in relation to call connection charges. An increasing number of consumers make use of the call connection service offered by Directory Enquiry service providers. Recent ComReg research indicates that 51% of consumers who use call connection are not aware that there is an increased cost when using this service.

The charges for using call connection can in fact be considerably higher than the standard rates that consumers would pay if they were to dial the number themselves. ComReg believes it is important that consumers are made aware of all the charges that will be levied should they avail of the call connect option. ComReg has published for public consultation a draft decision to ensure that consumers are adequately informed of the costs of such services. ComReg expects that final decisions in relation to both of these measures will be published in early July 2004.

Note for Editors

Both of the full documents are available in the Publications Section of the ComReg website www.comreg.ie - The Code of Practice for Tariff Presentation: ComReg Document Number 04/57 and the Consultation Paper on Access to Tariff Information on Directory Enquiry Services: ComReg Document Number 04/58.

ENDS

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