



Media Release - 27<sup>th</sup> May 2004

## **ComReg issues direction to eircom over breaches of the CPS Code of Practice**

The Commission for Communications Regulation (ComReg) has today issued a direction to eircom following repeated breaches of the Carrier Pre-Select Code of Practice by eircom

This follows an investigation by ComReg, which found that in seven cases eircom had breached their obligations under the Carrier Pre-Selection (CPS) Code of Practice.

In each of the seven cases, the breaches were in relation to eircom representatives making inaccurate and misleading statements during the course of a person to person contact with the customers of a competitor.

In the interests of consumers - and to ensure greater transparency - ComReg has instructed eircom to ensure its representatives always offer to provide written confirmation of any rate, or rate comparison, quoted by the representative in the course of person to person contact with consumers.

Carrier Pre-Selection (CPS) enables consumers to exercise choice by being able to select a specific operator to carry some or all of their telephone calls. The code of practice protects consumers by setting out the terms and conditions under which CPS is provided.

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 Notice – ComReg 04/55 - is available on the ComReg website – [www.comreg.ie](http://www.comreg.ie)

**ENDS**

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