



Commission for
Communications Regulation

Information Notice

ComReg Notifies O2 of a Finding of Non-Compliance with Respect to Electronic Billing

Document No:	10/88
Date:	22 October, 2010

ComReg Notifies O2 of a Finding of Non-Compliance with Respect to Electronic Billing

The Commission for Communications Regulation (ComReg) has to-day notified O2 of a finding that it has not complied with its licence conditions, and certain related statutory obligations, with respect to electronic billing (e-billing).

ComReg recognises the desire by providers of electronic communications services to move their customers to e-billing and understands the potential benefits accruing from increased take-up of e-billing (including cost and environmental benefits). ComReg also recognises the desire by some consumers of electronic communications services to move to e-billing. However, as previously set out, ComReg is of the view that any move to e-billing should take full account of, and safeguard, the legitimate preferences and interests of consumers and comply fully with licence and other applicable legal requirements.

ComReg proposes to commence a consultation process on the issue of e-billing in November 2010, which will provide an opportunity for all stakeholders to state their views on this issue. ComReg would note, however, that in most cases where regulations with respect to billing apply, an e-bill is permitted where positive consumer consent is obtained, and that a paper bill is to be provided, as standard, where such consumer consent is not obtained.

ComReg looks forward to working collaboratively with all stakeholders towards developing a policy that both meets the legal obligations of providers of electronic communications services with respect to e-billing, and addresses the legitimate concerns of consumers of electronic communications services.

Note to Editors

Pursuant to Regulation 16 of the Authorisation Regulations and Regulation 32 of the Universal Service Regulations, O2 has one month within which to state its views on ComReg's finding, or to remedy its non-compliance.

The Regulations provide that if, at the end of the one-month period, ComReg is of the opinion that O2 has not complied with its obligations, it may apply to the High Court for such order as may be appropriate by way of compliance with those obligations.