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ComReg publishes guidelines on minimum set of requirements for end-users contracts

ComReg has today published guidelines for electronic service providers governing the minimum set of requirements they must include in their contracts with end users.

Under the new EU electronic communications framework, all electronic communication service providers are required to include a minimum set of terms and conditions in their subscriber contracts.

The regulations provide that consumers should enjoy a minimum level of legal certainty in respect of their contracts with electronic communication service providers, such that contractual terms, conditions, quality of service, condition for termination of the contract and the service, compensation measures and dispute resolution are specified in the contract.

While the regulations set out a framework of information to be included by undertakings within a contract, ComReg has issued guidelines in relation to the minimum level of information to be contained in contracts in order to assist undertakings to comply with their obligations under Regulation 17 of S.I 308 of 2003, *Universal Service and End Users Rights*.

The guidelines are intended to assist both operators and end users by improving the quality of the information being made available. The provision of clear and unambiguous contract terms will allow subscribers to directly enforce their contractual rights with their service provider and therefore provide a significant transparency safeguard. All undertakings subject to Regulation 17 are required to amend, where necessary, their existing contracts to ensure compliance with the regulations by the 23rd February 2004.

The full guidelines (ComReg 03/129) are available on the ComReg website www.comreg.ie

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