



Commission for  
**Communications Regulation**

## Information Notice

### **ComReg Update**

### **02 – Electronic Billing**

<b>Document No:</b>	<b>10/95</b>
<b>Date:</b>	<b>1 December 2010</b>

## **Information Notice**

On 22 October 2010, the Commission for Communications Regulation notified O2 of a finding that it had not complied with its licence conditions, and related statutory obligations, with respect to electronic billing (e-billing) (ComReg 10/88).

O2 has now proposed to ComReg a comprehensive and proactive programme of customer communications, covering all of the customers affected, so as to verify customer preferences and agreement regarding the type of billing that they wish to receive, in accordance with the principle of consumer choice and consent.

The Commission has decided that, as the above approach addresses ComReg's concerns and takes full account of the preferences of consumers, it will not take further enforcement action at this time.

ComReg today commenced a consultation process to provide an opportunity for all stakeholders to state their views on the development of principles relating to itemised billing (including e-billing).