



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

## Information Notice

### Internet Access Service Switching Forum

## Information Notice

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**An Coimisiún um Rialáil Cumarsáide**  
**Commission for Communications**  
**Regulation**

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### Additional Information

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1. On 01 July 2022, ComReg published an Information Notice<sup>1</sup>, informing stakeholders of the establishment of an Internet Access Service Switching Forum (“**the Forum**”) and inviting operators to participate in that Forum.
2. The purpose of the Forum is to assist operators in defining and documenting the inter-operator processes for IAS switching that will facilitate end-users exercising their right to choose and change IAS provider in accordance with Regulations 90(1) (and with regard to bundled offers, Regulation 91), from the time the European Union (Electronic Communications Code) Regulations 2022 (SI No. 444 of 2022) (**‘the ECC Regulations’**) enter into force. Commencement of the ECC Regulations by the Minister for the Environment, Climate and Communications is expected over the coming months.
3. Since July, weekly Forum meetings have been taking place and operators are now at the stage of finalising the definition and documentation of the required inter-operator processes to be in place when the ECC Regulations enter into force. ComReg welcomes the engagement and effort being made by operators participating in the Forum in this regard.
4. The purpose of this Information Notice is to remind those operators who have not yet engaged with the Forum of the invitation to do so. Participation in the Forum is subject to Terms of Reference and a Code of Conduct. Operators are invited to register their interest to participate in the Forum by sending an email to [products@comreg.ie](mailto:products@comreg.ie) and a copy of the Forum Terms of Reference and Code of Conduct can be forwarded for signature. Agendas and meeting invites will be circulated in due course to operators who return a signed copy of the Forum Terms of Reference and Code of Conduct.
5. All providers of IAS, and wholesale operators whose access networks or facilities are used by an IAS provider (“**operators**”), will be subject to the requirements of Regulation 90 (and in respect of bundled offers, Regulation 91) of the ECC Regulations and it is in the interest of all that all such operators input into and fully understand the inter-operator processes being designed and documented by participants of the Forum.
6. Regulation 90 (and in respect of bundled offers, Regulation 91) of the ECC

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<sup>1</sup> Information Notice, Internet Access Switching Forum, ComReg Reference 22/55.

Regulations imposes on providers of IAS<sup>2</sup> and wholesale operators whose access networks or facilities are used by an IAS provider, obligations in relation to the IAS switching process. They also introduce new end-user rights related to IAS switching, which aim to:

- I. increase transparency in the switching process,
  - II. make it easier for end-users to switch their service(s), and
  - III. provide end-users with greater levels of confidence when it comes to engaging with the switching process.
7. ComReg's role under Regulation 90 is to ensure the efficiency and simplicity of the switching process for the end user.
  8. It is imperative that operators take all appropriate measures necessary to ensure that all those working throughout the breadth of their organisations, in the preparations necessary to achieve the requirements imposed under the ECC Regulations, are fully informed of their importance and of the consequences of non-compliance, and that they are empowered and resourced accordingly.
  9. ComReg has written to those operators who are registered in the Electronic Register of Authorised Undertakings<sup>3</sup> as providing Internet Access Services to draw their attention to this Information Notice.

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<sup>2</sup> An Internet access service is defined as a publicly available electronic communications service that provides access to the internet, and thereby connectivity to virtually all end points of the internet, irrespective of the network technology and terminal equipment used.

<sup>3</sup> The Electronic Register of Authorised Undertakings can be found at: <https://serviceregister.comreg.ie/>