



Media Release- 25th February 2003

Irish Consumers to Benefit from new EU Directives

Irish consumers are set to benefit from a range of proposals put forward by the Communications Regulator (ComReg) which will enhance consumer protection and raise greater awareness of consumer rights. A new EU Directives on *Universal Service and End User's Rights* has opened the way for national regulators to put forward enhanced measures that are designed to inform and empower consumers in their dealings with communications service providers.

ComReg's proposals are designed to ensure that consumers:

1. can obtain and understand tariff information and the terms and conditions associated with their contract;
2. can access information on operators quality of service levels
3. can understand an operators complaint handling procedure

ComReg is also required to ensure that consumers have access to a simple and inexpensive dispute resolution procedure if they are dissatisfied with how their complaint has already been handled once they have exhausted an operators' complaint handling procedure.

The proposals put forward today will ensure that improved measures are put in place to protect consumers while competition develops and that consumer awareness will be raised to allow them to make informed choices in the market.

ComReg is particularly anxious to receive the views of consumers, representative groups and service providers as submissions received will influence ComReg's ultimate approach in this area.

Submissions are required by 8th April 2003. Please see ComReg0326 on website www.comreg.ie

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