



Media Release- 24 August 2004

## **New conditions on billing accuracy and Carrier Pre-Selection rules proposed by ComReg**

The Commission for Communications Regulation (ComReg), following an internal review, proposes changes to the General Authorisation framework under which companies can provide electronic communication networks and services.

The General Authorisation contains the basic terms, conditions and procedures that apply to companies who provide networks and services. Specific conditions also apply to individual companies who are found to have Significant Market Power or who have Universal Service Obligations.

Under the EU regulatory framework which came into effect in July 2003, the system of telecom licensing was replaced with a scheme of General Authorisation. This allows companies to provide electronic communication networks and services without firstly obtaining permission from ComReg. However companies are required to notify ComReg of their intention to provide services and they are subject to the conditions specified by ComReg.

As the General Authorisation framework has been in place for over 12 months, ComReg considers it appropriate to carry out a review of developments and propose appropriate amendments. The key amendments proposed include:

- A condition concerning the accuracy of bills;
- Under Carrier Pre-Selection (CPS) a strengthening of the no-contact period for the purposes of winning back a lost customer;
- A requirement to all CPS providers to comply with a code of practice governing CPS;

More...

The Chairperson of ComReg, John Doherty said: “In the light of recent developments and the need to ensure the protection of the interests of consumers, it timely to consider what amendments are necessary to the current Authorisation process. Recent experience indicates that it is necessary to ensure that we have clear, robust and enforceable requirements in place. The changes proposed will benefit both the consumer and the industry by providing clarity on what the obligations and responsibilities are, as well as the basis for any ComReg intervention should this prove necessary.”

The full consultation document which outlines the proposals, ComReg 04/88, is available on the ComReg website [www.comreg.ie](http://www.comreg.ie)

**ENDS**

**Issued By**

**Tom Butler**

**Public Affairs Manager, ComReg**

**Ph: 01 804 9639 Mobile: 087 2536358**

**[tom.butler@comreg.ie](mailto:tom.butler@comreg.ie)**