



Office of the Director of
**Telecommunications
Regulation**

MEDIA RELEASE

17th July 2001

Regulator directs *eircom* to expand availability of free itemised billing to all customers.

Etain Doyle, Telecommunications Regulator, today (July 17th 2001) directed *Eircom* to provide a minimum level of itemised billing free of charge to all customers by 31st December 2001 at their request.

According to the Telecoms Regulator "Itemised Billing is a facility employed by many customers to control and verify their use of telephony. Many operators provide this service and do so without charge. Today's decision means *eircom* will have to provide itemised bills to customers that request it, free of charge. This was previously only available to *eircom* customers on special schemes. Other customers were charged up to £4 per bill."

The Regulator has defined the minimum level of itemised billing that should be made available at no additional charge to consumers. Calls and other charges (such as rental charges) must be shown separately, and call charges must be set out for each call above a low set charge (5p for *eircom* at present) with details of the destination telephone number, date, time and duration. In effect, the *eircom* itemised service must now be available free of charge to all customers who request it. This will bring *eircom* into compliance with the relevant EU Directive on the provision of voice telephony services.

Definition of this minimum level follows a consultation run in May this year.

Customers may receive their itemised bill either in a traditional paper version or other preferred medium, such as on the Internet.

Most other operators currently provide itemised billing, generally on request and without charge. It would therefore appear that there is a substantial level of itemised billing available to customers from other licensed operators. The Director will continue to monitor its provision, and will consider, by the deadline of 31st December 2001, whether further directions to other licensed operators are required. Insofar as operators voluntarily offer such a facility, there may be no need for intervention by the ODTR.

Operators are also directed that calls that are free of charge to the calling subscriber should not be identified in any way on their bill, such as FreeFone calls. This is to protect those who make calls to helplines.

ODTR 01/53 "**Itemised Billing by Telecommunications Operators – Report on Consultation and Decision Notice D9/01**" can be viewed on the ODTR web-site (<http://www.odtr.ie>).

ENDS

Issued By

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