



Office of the Director of
**Telecommunications
Regulation**

Telecoms Regulator directs Cable/MMDS operators on Code of Conduct for Customers

For **immediate** release

6th April 2001

Etain Doyle, Telecoms Regulator, today (6th April) issued a Decision Notice requiring Cable/MMDS licensees to provide a code of practice for handling complaints and has set out minimum standards that such codes should meet.

The Regulator directed all Cable and MMDS licensees to implement a suitable code of practice for handling complaints by July 1st 2001. Issues, which must be addressed by the codes, include:

- ◆ Providing contact details
- ◆ Acknowledging complaints and keeping customers informed of the progress of the complaint
- ◆ Specifying the procedures, which will be followed to resolve complaints.
- ◆ Addressing complaints within stated timescales for different categories of complaint.

The Regulator will also require the operators to provide her with detailed statistics on complaints handling which she intends to publish on a regular basis.

According to the Regulator “ The publication of this decision is timely given the unprecedented number of complaints my office has received concerning customer service, quality and installation issues and billing issues. In the last three months the ODTR has noticed a marked increase in complaints relating to Cable & MMDS

services. A total of 605 complaints were received during January, February and March 2001 compared with 327 for all of 2000.”

She continued “Today’s decision gives customers an opportunity to have a clear understanding of the level of service, which should be provided, and the steps, which a licensee should take when problems arise to the service. The provision of such information puts the customer in a better position to insist on their rights under the relevant supply contract.”

The implementation of these revised codes of practice follows consultation with the industry. Twenty-four responses to the consultation were received.

ODTR 00/ 22 Codes of Practice by Cable and MMDS operators for handling consumer complaints. Decision Notice and Response to Consultation.

ENDS

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