



Office of the Director of
**Telecommunications
Regulation**

MEDIA RELEASE

For Immediate Release

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Telecoms Regulator to establish a Directory Information Service Forum

Consumer Code of Conduct to be developed.

Etain Doyle, Telecoms Regulator today (2nd April 2001) announced that she is to establish a Directory Information Services Forum (DISF) and will invite industry representatives, consumer groups and the Data Protection Commissioner to participate in this forum. This follows on from a public consultation, which sought views on the choice and quality of the directory information services currently available in the Irish market.

The purpose of the Forum is to prepare and adopt a Code of Practice to ensure that operators develop adequate customer information and consumer protection procedures to assist the public in understanding the choices of directory services they will have and how any new services will work. It will also address issues regarding the operation and maintenance of the National Directory Database¹ (NDD), e.g. such as the approach for the transfer of information to and from the NDD.

According to the Regulator “ The Industry itself is best positioned to establish mutually agreed processes regarding the use and maintenance of the NDD. The ODTR will convene and chair the first of these meetings on the 12th April 2001 .The

development of a code of practice by the DISF will provide transparency and clarity to telecom operators supplying directory information services, which in turn, should result in a more efficient and consumer-friendly service. ”

The document ODTR 01/19 “ The Market for Directory Information Services and Products in Ireland – Report on Consultation” is available on the ODTR website. (www.odtr.ie).

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¹ The creation and operation of the National Directory Database forms one element of *eircom's* USO obligation