



Office of the Director of
**Telecommunications
Regulation**

MEDIA RELEASE

For Immediate Release
Monday 18th December 2000

Telecoms Regulator to require New Code of Practice for Cable and MMDS Operators

Etain Doyle, Telecoms Regulator today (18th December 2000) indicated that she is reviewing the codes of practice for the major Cable and MMDS operators for handling customer complaints. She has issued a consultation paper on the matter so that she can take account of the views of users in making her decision.

According to the Regulator “ The provision of high quality customer service is extremely important for consumers of licensed programme services. It is essential that customers have a clear understanding of the level of service to be provided and the steps which a licensee will take when problems arise. By having such information available the customer is in a better position to know and insist on their rights and seek redress from the relevant supplier.”

She continued “ many customers are satisfied with the service they get or have any problems resolved quickly by their operator. However, in this year to date approximately 300 complaints were directed to the ODTR by customers who failed to get satisfactory attention from service providers. Most complaints were in relation to quality of service, including issues of installation of service followed by queries or complaints in relation to billing and complaints about customer service. ”

The licensees have proposed codes of conduct which are attached to the consultation paper. Under the legislation the Director may issue directions to licensees specifying

any modifications or additions to a licensee's code or concerning publication of the code.

Currently there are 600,000 households which receive television services via cable or MMDS. While competition is developing in this market it is necessary that there are specific regulatory measure to support high quality service.

The consultation period will run from 18th December 2000 up to the 31st January 2001. The consultation paper can be viewed on the ODTR website www.odtr.ie Odr 00/95 " Consultation Paper on Codes of Practice by Cable and MMDS operators for handling consumer complaints."

ENDS

Issued by

Brigid Smyth, Public Affairs Manager, ODTR
Phone: 01 804 9639
Mobile: 086 8270905