



Commission for
Communications Regulation

Decision Notice

**The Future Provision of Telephony Services
Under Universal Service Obligations**

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1 Foreword

On behalf of the Commission for Communications Regulation (“ComReg”), I am pleased to present our Decision Notice on the Future Provision of Telephony Services under Universal Service Obligations which follows Response to Consultation 06/29.

This Decision Notice follows Consultation 06/16¹ and the Response to Consultation document 06/29 “The Future Provision of Telephony Services under Universal Service Obligations” as issued on 4th July 2006 and should therefore be read in conjunction with these documents. In Response to Consultation document 06/29, ComReg published the text of the proposed decisions and invited comments from interested parties before seeking the consent of the Minister for Communications, Marine and Natural Resources.

ComReg received a number of submissions with regard to Response to Consultation document 06/29 which were considered in detail prior to issuing this Decision Notice. Under the Regulations the consent of the Minister of Marine and Natural Resources is required in relation to a number of aspects concerning the scope of the USO. Therefore, it should be noted that the Decisions now contained within this Decision Notice have been made having obtained Ministerial consent where appropriate.

ComReg’s approach to the scope and designation of the Universal Service Obligation (“USO”) is in accordance with the European Communities (Electronic Communications Networks and Services) (Universal Service and Users Rights) Regulations, S.I. 308 of 2003. These Regulations transpose the European Universal Service and Users’ Rights Directive².

ComReg’s aim with regard to Universal Service is to ensure that basic fixed line telephony services are available at an affordable price to all end-users in the State.

In the Response to Consultation document 06/29 and on other occasions, ComReg drew attention to the fact that Broadband is specifically excluded from the definition of Universal Service. ComReg also notes that a review of the scope of Universal Service by the European Commission in 2005 and 2006 decided to maintain this exclusion.

ComReg notes the submission to both Consultation document 06/16 and the Response to Consultation draft decision 06/29 from the National Disability Authority (NDA), and while this Decision Notice ensures disabled users will have access to telephony services, ComReg will establish a Forum to ensure the needs of disabled users are made known to all telecoms operators and to encourage the provision of such services by all service providers.

¹ The Future Provision of Telephony Services Under Universal Service Obligations

² Directive 2002/22/EC of the European Parliament and of the Council of 7 March on universal service and users’ rights relating to electronic communications networks and services (Universal Service Directive)

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The new Universal Service regime will remain in place for a four year period ending in June 2010. It is hoped that this updated regime will lead to greater clarity in relation to the specific obligations and result in increased transparency for users.

Mike Byrne
Commissioner

2 Introduction

ComReg is responsible for the regulation of the Irish electronic communications sector in accordance with national and EU legislation. One of ComReg's functions is to determine the scope of the Universal Service Obligation ("USO") for the Irish market and decide which undertaking(s) should be designated as the Universal Service Provider(s) ("USP").

Response to Consultation 06/29 followed Consultation document 06/16, "*The Future Provision of Telephony Services under Universal Service Obligations*" as issued on the 30th March 2006. In that document ComReg sought views on how to treat the specific aspects of the USO as follows:

- The designation period
- Which operator(s) should be designated as USP(s)
- Provision of access at a fixed location
- Directory services
- Public pay telephones
- Provision of services to disabled users
- Affordability
- Control of Expenditure

In designating an undertaking ComReg also took the following factors into consideration: market share; network reach; experience and ability to provide a Universal Service. Before making a formal designation and specifying requirements, ComReg published the proposed decisions and invited comments from interested parties and sought the consent of the Minister for Communications, Marine and Natural Resources.

Eleven responses to the Consultation were received which have been helpful to the Commission in deciding on the scope of the USO, the designated undertaking and designation period. The respondents were:

- ALTO
- BT Ireland
- John Noone
- *eircom*
- General Systems
- Ireland Offline
- Joe O'Neill
- John McFeely
- National Disability Authority
- Rehab
- Vodafone

3 Comments Received following Response to Consultation Document 06/29

ComReg received three submissions regarding the text of Response to Consultation 06/29 as follows:

BT Ireland
National Disability Authority
eircom

BT Ireland welcomed the Response to Consultation document 06/29 and agreed with the text of the draft directions. The NDA made a number of additional suggestions for the text however; ComReg determined the upcoming forum would be better placed to deal with these issues.

eircom raised a number of issues in their submission and sought clarification regarding exclusive agreements with developers and Decision Notice D9/05. ComReg has engaged with *eircom* regarding these issues and has endeavoured to provide the necessary clarification. This engagement with *eircom* does not fundamentally alter the substance of ComReg's views as set out in the Response to Consultation 06/29.

4 Duration of USO

The Consultation considered what the appropriate duration of the USO should be based on a number of factors as follows:

- **The overall legislative framework –**
- **Review of the Scope of the USO.**

ComReg maintains its position as set out in its Response to Consultation 06/29 with respect to the duration of the USO.

<p>Decision No. 1. The Designation is in respect of the period commencing on 25 July 2006 and ending on 30 June 2010.</p>
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5 Provision of Access at a Fixed Location

The Consultation assessed the scope of the USO with regard to meeting the reasonable requests of end-users for access. The Consultation described what ComReg considered appropriate in determining which undertaking would be capable of meeting this obligation throughout the State. Connections provided under the obligation should support:

- Local, national and international calls;
- Facsimile communications and;
- Data communications at data rates sufficient to permit functional Internet access. As noted earlier, Recital 8 of the Directive makes clear that the connection required is limited to a single narrowband connection

ComReg maintains its position as set out in its Response to Consultation 06/29 with respect to the obligation to provide access at a fixed location.

Decision No. 2. In accordance with Regulation 7 of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations, S.I. 308 of 2003, *eircom* is designated as the Universal Service Provider with obligations under Regulation 3.

This Designation shall take effect on 25 July 2006 and apply throughout the State ending on 30 June 2010.

5.1 Private Commercial Agreements

The consultation also sought views from respondent's regarding the practice of developers entering into arrangements with non-USP operators for the provision of telephony services, often coupled with broadband and TV/Video content (triple play) for new residential developments.

ComReg maintains its position as set out in its Response to Consultation 06/29 with respect to private commercial agreements.

6 Directory Services

With regard to Directory Services, the Regulations provide that a designated undertaking must ensure that a comprehensive directory of subscribers is made available to all end-users and is updated at least once a year **OR** that a comprehensive directory inquiry (“DQ”) service is made available to all end-users, including users of public pay telephones. The consultation questioned the appropriateness of including a DQ element as a component of the USO going forward.

ComReg maintains its position as set out in its Response to Consultation 06/29 with respect to the obligation to provide Directory Services.

Decision No 3. In accordance with Regulation 7 of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations, S.I. 308 of 2003, *eircom* is designated as the Universal Service Provider with obligations under Regulation 4. The USP will be required to:

- a) Provide to end-users a comprehensive printed directory of subscribers, free of charge and updated at least once a year, based upon information supplied to it in accordance with the National Directory Database.**
- b) Keep a record (to be known as the National Directory Database) of all subscribers of publicly available telephone services in the State, including those with fixed, personal and mobile numbers who have not refused to be included in that record and allow access to any information contained in such a record to any such other undertaking or any person in accordance with terms and conditions approved by ComReg.**

7 Public Pay Telephones

The Regulations provide that a designated undertaking shall ensure that public pay telephones are provided to meet the reasonable needs of end-users in terms of geographical coverage, number of telephones, accessibility of such telephones to disabled users and the quality of services. USO payphones cover those located on the street and in other public areas available to the public at all times (i.e. with unrestricted access). ComReg sought respondent's views as to whether *eircom* should be designated as the Universal Service Provider with respect to the provision of public pay telephones.

ComReg maintains its position as set out in its Response to Consultation 06/29 with respect to the obligation for the provision of public pay telephones.

Decision No. 4. In accordance with Regulation 7 of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations, S.I. 308 of 2003, *eircom* is designated as the Universal Service Provider with obligations under Regulation 5 i.e. to ensure that public payphones are provided to meet the reasonable needs of end-users in terms of geographical coverage, the number of telephones, and the quality of services.

8 Provision of Universal Service to Disabled Users

The Regulations provide for specific measures for users with disabilities. ComReg considered that the current set of obligations on the USP should be maintained, notwithstanding that additional measures might well be taken by the USP and /or other operators. ComReg sought the views of interested parties as to whether there should be a different set of mandatory obligations.

ComReg maintains its position as set out in its Response to Consultation 06/29 with respect to the obligation of provision of Universal Service to Disabled Users.

Decision No. 5. The USP will be required to provide the following specific services

For users that are hearing-impaired

- Inductive couplers which allow users with a hearing aid set to connect the set to their telephone in order to allow them to hear incoming speech clearly.
- Amplifier phones which allow the user to increase the volume of incoming speech.
- Teleflash Visual Alert which shows a flashing light, or makes a loud noise when the telephone rings.

For users that are hearing and/or speech impaired

- A text Relay Service providing facilities for the receipt and translation of voice messages into text and the conveyance of that text to the textphone of customers of any operator, and vice versa.
- A rebate scheme whereby, as a result of the time taken to make a text telephone call, equality of payment for deaf text telephone users can be assured.

For users with limited dexterity or mobility

- Push button telephone sets with speed and automatic redial buttons allowing pre-programmed telephone numbers (typically the most called numbers) or last called telephone numbers to be dialled without having to re-enter the telephone number.
- Hands free/loudspeaker phones means that the handset does not need to be used at all.

For users with restricted vision

- Restricted vision telephones which can help people with restricted vision to find other numbers more easily.
- Braille billing free of charge.

For users unable to use the phone book because of a disability

- Special Directory Enquiry arrangements to allow the use of directory enquiry services free of charge

The USP shall provide a dedicated section of its website, accessible from the homepage, with information on the services it provides which are of particular interest to people with disabilities.

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The USP shall maintain a Code of Practice concerning the provision of services for people with disabilities and shall periodically review and, where appropriate, amend the Code in consultation with the NDA and other representative bodies.

9 Affordability

The Regulations require designated undertakings to adhere to the principle of maintaining affordability for Universal Services. Currently, affordability is maintained by way of a number of different measures which include

- Within the price cap regime, overall safeguard control on consumers' bills (on line rental and calls);
- The Department for Social and Family Affairs Free Telephone Rental Allowance ("FTRA"); and,
- Vulnerable User Scheme.

Pursuant to the Regulations, ComReg may require a USP to apply common tariffs, including geographic averaging. In the Consultation paper, ComReg did not propose to change its previous requirement that basic elements of telecoms services which form universal service should be provided at geographically averaged prices so that they are available to all consumers at the same price throughout the country.

ComReg maintains its position regarding affordability for users, as set out in the Response to Consultation 06/29.

Appendix A – Regulatory Impact Assessment

Consultation Issue

In the Consultation Paper, ComReg engaged in a regulatory impact assessment (RIA) to consider whether the imposition of obligations was justified. It was proposed that the obligations were proportionate and justified, as they would not involve any significant administrative cost, and any designated USO would have the opportunity to apply to be compensated for any unreasonable burden through a USO fund, hence ensuring any obligations imposed were reasonable.

Views of Respondents

None of the respondents replied to the question concerning the RIA in the Consultation.

Commission's Position

ComReg believes that the views expressed in the Consultation remain valid and also considers that the obligations proposed do not impose unreasonable regulatory burdens. However, ComReg details again the reasons why it considers this to be the case. In this RIA, ComReg is paying close attention to both National and International best practice, and specifically, to recent Guidelines on Regulatory Impact Assessment issued by the Department of the Taoiseach.³

ComReg would first point out that, as discussed in this Decision, the Regulations confer no legal discretion to ComReg about the basic issue of designating a USP. Regulation 7(1) states “...*the Regulator shall designate one or more undertakings, for such period as may be specified by the Regulator, to comply with an obligation referred to in Regulation 3, 4(1)(a), 4(1)(b), 4(3), 5 or 6 and, where applicable, Regulation 8(2), so that the whole of the territory may be covered.*” The option of **not** making any designation is not therefore available, and, as such, the act of designation for various different aspects of universal service should be taken as a given.

In relation to the issue of whether any designation will impose excessive regulatory costs, ComReg would note that if any designation is considered to be an unfair burden on any designated operator, then that undertaking may make an application for funding in respect of such burden. If such costs are granted, they will be funded from the industry as a whole. This provision means that there is an automatic protective mechanism for designated operators, thus ensuring that any one operator will not be negatively affected by being designated, but that instead the burden will be shared amongst a number of operators. Indeed, given the “goodwill” and various other benefits which may accrue to any USP, it is possible that the USP could be a net beneficiary. It is true that a USP applying for any funding, and ComReg

³ See “RIA Guidelines: How to conduct a Regulatory Impact Analysis”, October 2005, www.betterregulation.ie

assessing such an application, will involve some administrative costs, but ComReg believes that they are likely to be very small compared to the overall costs and benefits involved.

In relation to the issue of providing fixed access, it is noted that the limit of €7,000 defined in D09/05 gives a USP further protection; any costs above this amount incurred in the provision of a connection will be paid for by the applicant. This strikes a reasonable balance between operators and consumers as to who bears the cost of provision.

With regard to directory services, the maintenance of the NDD is cost-neutral as the operation of the NDD is funded by the licence fees for the provision of the information to DQ service providers and printed directories. ComReg also notes that the removal of the obligation to maintain a directory inquiry service will lower any regulatory compliance cost. The printing and distribution of a paper directory clearly involves a direct cost but it also confers advantages through paid-for advertising and the creation and reinforcement of brand awareness.

In relation to the issue of public payphone availability, ComReg notes that a network of payphones is already extant, and it is unlikely that any modest increase in public payphones as a result of designation would result in their provision on non-commercial terms. A recent Information Notice issued by ComReg (06/14) clarified ComReg's policy in relation to the removal of public payphones for which there was no longer a clear need. As such, the retention of public payphones within the scope of the USO would seem to add no substantive incremental cost to any operator, and the Information Notice provides a procedure for the removal of non-commercial payphones.

The above suggests that none of the designations should place substantial costs on any single operator. Even if they did, as discussed near the start, a fund would ensure that the burden was spread throughout the industry. The total costs (considered as falling on the entire industry, and ultimately on all users of communications services) are likely to be limited in relation to the benefits from USO provision, which ensure access to basic telephony services at a reasonable cost for all end-users in the State. This access to information and communication services confers substantial social benefits throughout Irish society.

ComReg has also specified measures relating to access for disabled users and for control of expenditure. In the absence of specific information which would enable a definitive calculation, ComReg recognises that these measures may involve some net cost to the USP, and ultimately the industry, but in each case ComReg sees benefits to consumers, particularly disabled consumers, from these measures. ComReg notes, however, that there are no direct obligations imposed on affordability; should any be imposed at a later date, due attention will be given the regulatory impact of these. The measures for disabled users involve relatively minor levels of cost. In terms of the benefits they bring to disabled users, allowing access to communication services which would otherwise be very difficult to obtain, it would seem clear to ComReg that any regulatory costs (which if found to represent an unfair burden would be met by the industry as a whole) are justified by the benefits.

The effect of key proposals on interested parties are summarised in the following set of tables:

1. The designation of *eircom* as the provider of fixed access.

Proposal/Alternative	<i>eircom</i>	OAOs	Consumers
Designating <i>eircom</i> as provider of fixed access	Requirement to provide access can impose cost but protected through (a) fund for any unreasonable burden; (b) limit of €7,000.	No direct costs, though some costs if a fund established. However, this spread across all industry thus should not impose significant burden.	Gain for consumers in that all consumers will have right to communications at reasonable cost.
Designating an alternative operator	Possible fall in direct compliance cost, but possible loss through removal of any USO brand recognition. Also, if fund established for USO, <i>eircom</i> likely to pay significant costs of this.	High direct costs and disruption in rolling-out network and/or gaining access for any designated USO. This may be lessened by compensatory fund, but likely to have high costs spread across industry.	Access to communications, but possible delay and disruption in ensuring reasonable access in any transition period.
No designation	No legal ability not to designate.	No legal ability not to designate.	No legal ability not to designate.

2. The designation of *eircom* as the provider of a paper directory and the removal of directory inquiries from the USO.

Proposal/Alternative	<i>eircom</i>	OAOs	Consumers
No designation	No legal ability not to designate at least one option.	No legal ability.	No legal ability.
Designation of paper directory only	<i>eircom</i> currently responsible for NDD and the provision of paper directories, and likely to be able to continue at low-cost. Again, possibility of a fund protects	Any cost of a fund as a result of this obligation spread over entire sector.	Consumers guaranteed free paper directory, thus ensuring good information available to consumers.

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Proposal/Alternative	<i>eircom</i>	OAOs	Consumers
	against unreasonable burden.		
Designation of paper directory and directory inquiries	Directory inquiry obligation not necessary as (a) consumers have information through paper directory anyway; (b) directory inquiries being provided on commercial basis.	OAOs can access NDD to provide directory inquiries on a commercial basis if they wish.	Already have information through paper directory, but can still access directory inquiries, as competing services being supplied on a commercial basis

3. The designation of *eircom* as the USP for payphones.

Proposal/Alternative	<i>eircom</i>	OAOs	Consumers
No designation	Legal problems with total withdrawal of obligation, though possibility of withdrawing it in certain areas. Allows <i>eircom</i> to consider payphone service on purely commercial grounds.	No effect	Risks consumers not being able to facilitate payphones which evidence indicates they find useful. Possibly high risk for consumers in remote areas.
Designating <i>eircom</i>	May require <i>eircom</i> to incur costs to maintain network, but <i>eircom</i> protected by (a) possibility of a fund to cover any unreasonable burden; (b) Information Notice defines policy in relation to the removal of public payphones for which there was no	Minimal cost, unless fund to support cost, but that spread throughout sector.	Consumers guaranteed access to public payphones on an ongoing basis – evidence suggests such access is valued.

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Proposal/Alternative	<i>eircom</i>	OAOs	Consumers
	longer a clear need.		
Designating another operator	No effect.	Possible high cost to other operator, given no other operator has such an extensive network, with likely knock-on effect of fund throughout sector.	Guaranteed access, but possible problems associated with transition and ensuring network of new USO fully operational on geographic basis.

4. The designation of *eircom* as the USP for providing services for disabled users.

Proposal/Alternative	<i>eircom</i>	OAOs	All Consumers	Disabled Consumers
No designation	Prevents any ongoing costs being incurred should <i>eircom</i> decided to withdraw current levels of service.	No real effect	Generally reduces level of consumer services	Risks disabled consumers being provided with no basic level of service – severe social loss
Designating <i>eircom</i>	Some costs, but <i>eircom</i> protected through (a) the fact that these measures are currently in place, ensuring any extra cost associated with provision should be limited. Also, possible benefits to <i>eircom</i> for being recognised as providing such services; (b) the possibility of a fund to compensate for any	No real effect	Higher level of consumer service benefits and gives confidence to all consumers	Provides disabled consumers with basic level of service and the confidence to know that will be maintained.

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Proposal/Alternative	<i>eircom</i>	OAOs	All Consumers	Disabled Consumers
	unreasonable burden.			
Designating other operator	Not practical option, given <i>eircom</i> already designated as USO for fixed-line and payphones			

Appendix B –Decision

1. STATUTORY FUNCTIONS AND POWERS GIVING RISE TO DECISION

1.1 This Decision, made by the Commission for Communications Regulation (“ComReg”), relates to the provision of Universal Services in the Irish telephony market and is made:

- I. Having regard to sections 10 and 12 of the Communications Regulations Act 2002;
- II. Having regard to the functions and powers conferred upon ComReg under and by virtue of Regulation 7(1) of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2003 (“the Regulations”); and
- III. Having taken account of the representations of interested parties submitted in response to document Nos. 06/16 and 06/29

2. DESIGNATION OF UNIVERSAL SERVICE PROVIDER

Provision of Access at a Fixed Location

2.1 In accordance with Regulation 7 of the Regulations, *eircom* Ltd. is hereby designated as the Universal Service Provider (“the USP”) for the purpose of complying with the following obligations, as provided for by Regulation 3 of the Regulations.

2.2 The USP shall satisfy any reasonable⁴ request to provide at a fixed location:

- (a) Connections to the public telephone network; and
- (b) Access to publicly available telephone services.

2.3 The USP shall comply with the requirements in relation to the obligations referred to in section 2.2 hereof, as set out in ComReg Decision D9/05 of 7 September, 2005.

Directory Services

⁴ In circumstances where the USP claims it is being excluded from providing service to an area because of the existence of an agreement between third parties, ComReg will assess the reasonableness of a request for the provision of service by reference to a number of factors as set out in Document 06/29 (see page 18 thereof). Where the USP can demonstrate that it had followed the steps outlined in Document 06/29 and had still not obtained connection and access, the particular request could in general (but subject to assessment on a case by case basis) be regarded as not reasonable.

2.4 In accordance with Regulation 7 of the Regulations, *eircom* Ltd. is hereby designated as the USP for the purpose of complying with the following obligations, as provided for by Regulation 4 of the Regulations.

2.5 The USP shall do the following:

(a) Ensure that a comprehensive printed directory of subscribers, based upon data kept and provided in accordance with paragraph (b) of this section, is made available to all end-users free of charge, and is updated at least once in each year; and

(b) Subject to Regulation 14 of the European Communities (Electronic Communications Networks and Services)(Data Protection and Privacy) Regulations 2003, keep a record (to be known as the National Directory Database) of all subscribers of publicly available telephone services in the State, including those with fixed, personal and mobile numbers, who have not refused to be included in that record, and allow access to any information contained in such record to any other such undertaking or any person in accordance with terms and conditions approved by ComReg.

Public Pay Telephones

2.6 In accordance with Regulation 7 of the Regulations, *eircom* Ltd. is hereby designated as the USP for the purpose of complying with the following obligations, as provided for by Regulation 5 of the Regulations.

2.7 The USP shall do the following:

(a) Ensure that public pay telephones are provided to meet the reasonable needs of end-users in terms of the geographical coverage, the number of telephones, the accessibility of such telephones to disabled users and the quality of services;

(b) Ensure that it is possible to make emergency calls from a public pay telephone using the single European emergency call number “112” and any national emergency call number that may be specified by ComReg, in each case free of charge and without the necessity to use coins or cards or any other means of payment;

(c) Ensure that users of its public pay telephones have access to a directory enquiry service;

(d) Where possible, ensure that all public pay telephones provide for a number of payment means; including coins and/or credit/debit cards and/or pre-payment cards, including cards for use with dialling codes; and

(e) Subject to prior approval by ComReg, publish its processes for the removal/relocation of public pay telephones.

Specific Measures for Disabled Users

2.8 In accordance with Regulation 7 of the Regulations, *eircom* Ltd. is hereby designated as the USP for the purpose of complying with the following obligations, as provided for by Regulation 6 of the Regulations.

2.9 The USP shall do the following:

(a) Provide a dedicated section of its website, accessible from the homepage, containing comprehensive information in relation to the services it provides which are of particular interest and relevance to people with disabilities;

(b) maintain, operate, monitor and ensure its own compliance with a Code of Practice concerning the provision of services for people with disabilities and shall periodically review and, where appropriate, amend the Code of Practice in consultation with the NDA and other representative bodies; and

(c) The USP shall provide the following specific services:

For users who are hearing-impaired

- Inductive couplers which allow users with a hearing aid set to connect the set to their telephone in order to allow them to hear incoming speech clearly;
- Amplifier phones which allow the user to increase the volume of incoming speech; and
- Teleflash Visual Alert which shows a flashing light, or makes a loud noise when the telephone rings.

For users that are hearing and/or speech impaired

- A text Relay Service providing facilities for the receipt and translation of voice messages into text and the conveyance of that text to the textphone of customers of any operator, and vice versa; and
- A rebate scheme whereby, as a result of the time taken to make a text telephone call, equality of payment for deaf text telephone users can be assured.

For users with limited dexterity or mobility

- Push button telephone sets with speed and automatic redial buttons allowing pre-programmed telephone numbers (typically the most called numbers) or last called telephone numbers to be dialled without having to re-enter the telephone number; and
- Hands free/loudspeaker phones means that the handset does not need to be used at all.

For users with restricted vision

- Restricted vision telephones which can help people with restricted vision to find other numbers more easily; and
- Braille billing free of charge.

For users unable to use the phone book because of a disability

- Special Directory Enquiry arrangements to allow the use of directory enquiry services free of charge.

Geographically Averaged Pricing

- 2.10 As provided for by Regulation 8 (3) of the Regulations, *eircom* Ltd., as the USP, shall apply geographically averaged prices throughout the State for the services referred to in this Decision.

Control of expenditure

- 2.11 As provided for by Regulation 9 of the Regulations, *eircom* Ltd., as the USP, shall do the following:
- (a) Provide, on request, a minimum level of itemised billing to customers free of charge;
 - (b) Provide selective call barring facilities for outgoing calls to national, mobile, international and premium rate numbers. The call barring facility in respect of premium rate numbers shall be provided free of charge to users;
 - (c) Maintain and publish its scheme to allow for the phased payment of connection fees; and
 - (d) Maintain and publish its disconnection policy in connection with non-payment of bills.

3. EFFECTIVE DATE AND DURATION

- 3.1 This Decision is effective as of 25 July, 2006 and shall remain in full force until 30 June, 2010, unless otherwise amended by ComReg.