

## Consumers in Ireland to get more accurate, comprehensive and accessible tariff information

The Commission for Communications Regulation from Ireland (ComReg) issued on 12 August 2004, two decisions designed to ensure users of telephone services get better and more accurate access to tariff information. The first decision will require all telephone companies to adhere to a Code of Practice based on the principles that tariff information should be accurate, comprehensive, and accessible. All service providers will be required to present transparent and up to date information on standard tariffs covering access, all types of usage charges, maintenance charges and including details of standard discounts applied and special tariff schemes. ComReg will assess compliance with the principles on an ongoing basis and will take any measures in accordance with its statutory powers. The Code of Practice will come into effect immediately and service providers will be required to provide a Statement of Compliance with the Code no later than 1 October 2004.

The second decision relates to the provision of Directory Enquiry (DQ) services, including call completion services. It addresses the apparent lack of consumer awareness about the cost of using DQ services. Starting 1 October 2004, DQ providers will be required to explicitly inform users of the cost of using call completion services.

Carlos Gomez  
G-REX Advisor

Adapted from:

“Clear Pricing by Telecoms companies and Directory Enquiry providers required by ComReg”  
Media Release - 12 August 2004

<http://www.comreg.ie/fileupload/publications/PR120804.pdf>