

ITEM 7 REGULATION - Chapter 29

11TH BIENNIAL CONFERENCE 2022, ATHLONE

European Electronic Communications Code

- The Government Legislative Programme for Spring 2022 includes plans for the Communications Regulations (Enforcements) Bill 2022
- This will transpose the European Electronic Communications Code (EECC) - otherwise known as "the Code"
- The Bill will grant additional powers to ComReg, including:
 - The ability to impose financial sanctions of up to €5 million or 10% of a firm's turnover, whichever is greater
 - Compel companies to provide compensation to their customers for missed installation appointments and delays in switching of numbers, as well as other failures
 - New investigation and adjudication powers, and allow it to make declarations of non-compliance against operators







- In addition to these increased powers, the Bill will provide for:
 - A new 'Customer Charter' which will act as a "one-stop-shop" for customers to identify appropriate standards of service from operators. ComReg intends to set enforceable minimum quality of standards; and
 - An enhanced alternative dispute resolution process for consumers

It remains to be seen what implications the 'Customer Charter' might have for the customer support operations in the main telecoms companies

Difficulty is, the legislation is not available for review



Transition to Fibre

In addition, Article 91 of the EECC provides the basis for a national protocol to be established for legacy migration, which is the basis for the White paper released by eir

This is important - ComReg has begun a round of consultations on this

This includes that the transition must happen in a predictable and transparent manner for all stakeholders, with adequate notice periods

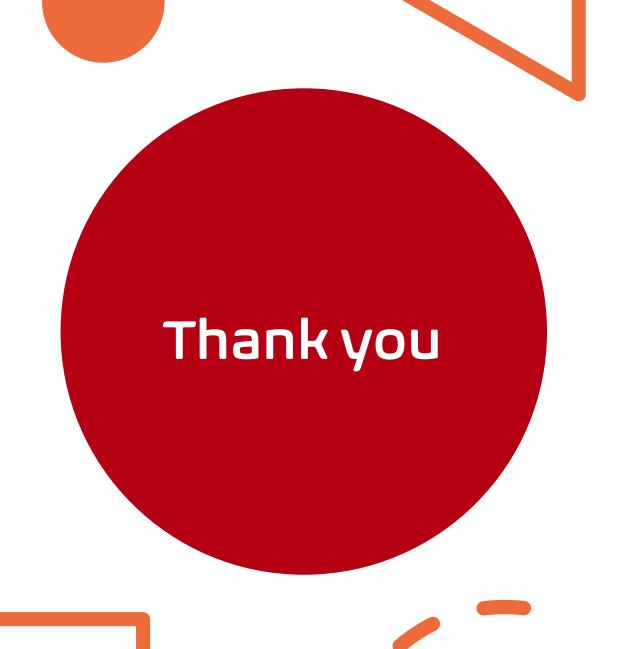
ComReg's *Electronic Communications Strategy Statement* noted that it expects copper-to-fibre transition to begin in the next five years

eir has a more ambitious timeline - intention to make formal announcement by 2025

Withdrawal of access to copper-based services

This is the single biggest driver of change in telecoms and will affect staffing levels

Directly lined to importance of Apprentice Programme





11th Biennial Conference

Sheraton Hotel, Athlone

Thursday 5th May 2022