



COMMUNICATIONS WORKERS' UNION

# ITEM 7 REGULATION - Chapter 29

11<sup>TH</sup> 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





# EECC

- 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



**Thank you**

## **11<sup>th</sup> Biennial Conference**

Sheraton Hotel, Athlone

Thursday 5<sup>th</sup> May 2022