[IE] Cable/MMDS Licensees Must Implement Code of Practice

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The Director of Telecommunications Regulation has issued a Decision Notice requiring Cable/MMDS (Microwave Multipoint Distribution System) licensees to implement a code of practice for handling complaints. She has also set out minimum standards for such codes. The Decision, which was issued on 6 April 2001, follows a very large increase in the number of complaints received by the Director concerning, inter alia, customer service, quality and billing. The new codes should help consumers to understand what level of service to expect and enable them to insist upon their rights.

Following consultation with the industry, the Director has specified that certain issues must be dealt with in the codes. These include:

- Providing contact details;

- Acknowledging complaints and informing customers of progress regarding their complaints;

- Specifying procedures used to resolve complaints;

- Addressing complaints within stated timescales, which depend on the type of complaint.

ODTR 00/22 Codes of Practice by Cable and MMDS operators for handling consumer complaints. Decision Notice and Response to Consultation

http://www.odtr.ie/docs/pres060401.doc

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