



Media Release - 6 November 2008

## **ComReg and EIQA launch quality standard in telecommunications bill presentation**

The Commission for Communications Regulations (ComReg) and Excellence Ireland Quality Association (EIQA) today launched a quality standard in telecommunications bill presentation.

The standard has been developed by EIQA, at the instigation of ComReg, to promote best practice and to encourage operators to ensure their bills are fully transparent and comprehensible to consumers. Operators will be able to review their own bill presentations in the light of the new standard and will be able to apply for accreditation.

Ms Irene Collins, Managing Director of the EIQA, launching the standard said *“We are delighted to be working with ComReg on this great consumer initiative. Committing to the standard is voluntary and achieving the Quality Standard in Telecommunications bill presentation certification says that operators have listened and responded to their customers, and provide their bills in a clear and consistent manner. Independent assessment by the EIQA confirms that the company are operating best practice and will provide a level of confidence to the consumer”*.

ComReg Commissioner, Alex Chisholm, commented *“One of ComReg’s key roles is to inform and, thereby, empower consumers. Our analysis of customer queries and complaints about telecoms operators has shown that many consumers continue to find it difficult to interpret and understand their bills. We anticipate that this voluntary quality standard will encourage operators in the sector to improve further the quality and transparency of their bills, thereby enhancing the overall customer experience and assisting consumers in evaluating service providers and their product offerings. We encourage all operators to participate in the scheme”*.

**ENDS**

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**Notes to Editors**

Excellence Ireland Quality Association (EIQA) was appointed by ComReg in May 2008 to develop a bill presentation standard. A pilot programme has been conducted over recent weeks and the standard is subject to fine-tuning in the light of experience and feedback. Operators are invited to contact EIQA to view the standard, offer comments, and submit their own bills. All operators will be able to apply for accreditation from December onwards, and ComReg intends to publicise the results.