

Protecting Consumer Interests. Empowering End-Users of Electronic Communications Services

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2011**



INFORMING AND INCREASING AWARENESS

COMPLAINTS RESOLUTION

Informing and Increasing Awareness (I)

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**GET informed
before you sign!**



Portability



Future projects

- online application for tariff comparison
- online application for measuring the quality indicators for Internet

Informing and Increasing Awareness (II)

Providers' obligations to inform the end-users

- information to be mandatory included in contracts, offers, providers' websites and detailed bills;
- informing the end-user before concluding a contract;
- quality indicators/parameters for Internet.

Why quality indicators for Internet?

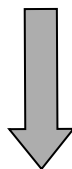
- Technological, sociological, cultural impact of the Internet
- Wide range of technologies, wide range of offers
- European and national legislation
- European and international practice
- Results of studies
- Complaints from end-users

Transparency

End-users: a better understanding of the offers, a better evaluation of the services.
Providers: a more realistic evaluation of networks characteristics.
ANCOM: a better evaluation of the Internet quality and its evolution.

ANCOM's president Decision no.1201/2011

- establishes the quality indicators for Internet;
- providers' obligation to publish the due quality parameters;
- providers' obligation to include the assumed values of the quality parameters in the contracts concluded with the end-users;
- online application for measuring the quality indicators for Internet.



**relevant, complete, comparable
and accessible information
for end-users**

Domain of application

- All Internet service providers;
- Both fixed and mobile networks;
- Both post and prepaid services;
- All types of technologies;
- Only to standard contracts.



Quality indicators for Internet

ADMINISTRATIVE QUALITY INDICATORS

- Supply time for initial connection
- Fault repair time
- Frequency of end-user complaints
- Frequency of fault reports
- Frequency of bill correctness complaints
- End-users' complaints resolution time

TECHNICAL QUALITY INDICATORS

- Data transfer speed
- Packet transfer delay
- Packet transfer delay variation
- Packet loss rate

Providers' obligations

- To publish the values of the administrative quality parameters on their websites;
- To release and publish on their websites their procedure of measuring the administrative quality parameters;
- To inform ANCOM about the compliance with the above-mentioned obligations;
- To provide ANCOM, upon request, information about the values of the administrative quality parameters, the measurement procedure and the means of measurement;
- To include in the contracts concluded with the end-users the following:

The Values of Quality Parameters to Be Included in the Contracts with the End-Users

- Supply time for initial connection;
- The term of solving the end-users complaints;
- The nominal/maximum transfer speed;
- The guaranteed speed, if the case;
- The maximum packet transfer delay, if the case;
- The maximum packet loss rate, if the case.

Online Application for Measuring the Quality Indicators for Internet

- Real time monitoring the quality of service;
- Uniform measurement;
- Official → reliability;
- Statistics regarding the quality of service experienced by other users.



Thank you!

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