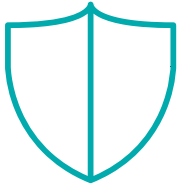




INTERNATIONAL

regulation made simple



telecoms regulatory intelligence consumer protection



The European Electronic Communications Code (EECC) introduced additional and more specific consumer protection regulation in the telecoms sector.

Advertising authorities clamp down on claims made about broadband speeds, while consumers are increasingly able to use online price comparison tools.

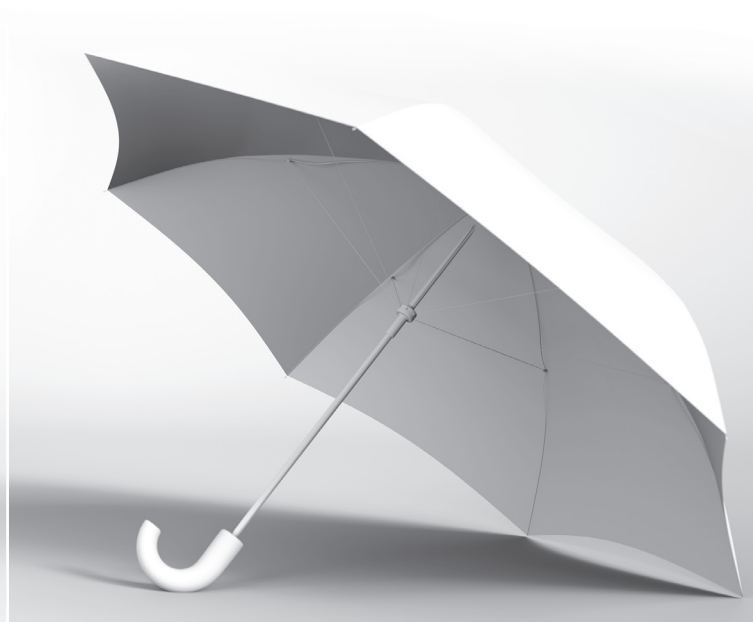
National regulatory authorities implement the European rules on net neutrality and scrutinise zero rating offers.

Some mobile operators are being given derogations, permitting them to continue making surcharges for roaming, i.e. not to have to offer 'roam-like-at-home'.

Cullen International's Telecoms Consumer Protection service monitors developments in retail regulation and consumer protection for telecommunications and helps you to keep on top of national developments on these topics and more.

Topical coverage

- EECC transposition - provisions on end user rights
- Consumer switching and retention
- Contract regulation
- Number portability
- Net neutrality
- Zero rating
- Roam like at home (RLAH)
- Advertised and actual broadband speeds
- Fair use policies
- Quality of service monitoring
- Premium rate services – numbering and regulation
- Dispute resolution and mediation





Geographic scope

Belgium, Czech Republic, France, Germany, Ireland, Italy, the Netherlands, Portugal, Spain, Sweden and the UK.



Deliverables

News alerts:

- **Flash Messages** - News alerts summarising important national decisions on consumer protection issues in the telecommunications sector. Issued shortly after the event has occurred.

Benchmarking:

- **Cross-Country Analysis** - Around 30 benchmarking tables allowing efficient comparison of regulatory positions across Europe.

Client support :

- **Enquiry Service** - Our analysts are there to help you locate information from our reports or to provide additional research, subject to certain conditions.

All deliverables are updated on a regular basis or when a major development occurs.



Related services

- Telecoms Europe
- Radio Spectrum Europe
- Telecoms Americas
- Digital Economy Europe
- Digital Economy Americas
- Global Trends



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