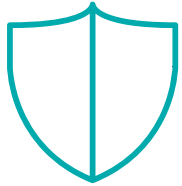




INTERNATIONAL

regulation made simple



telecoms regulatory intelligence consumer protection



National regulatory authorities are implementing the European rules on net neutrality and scrutinising 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'.

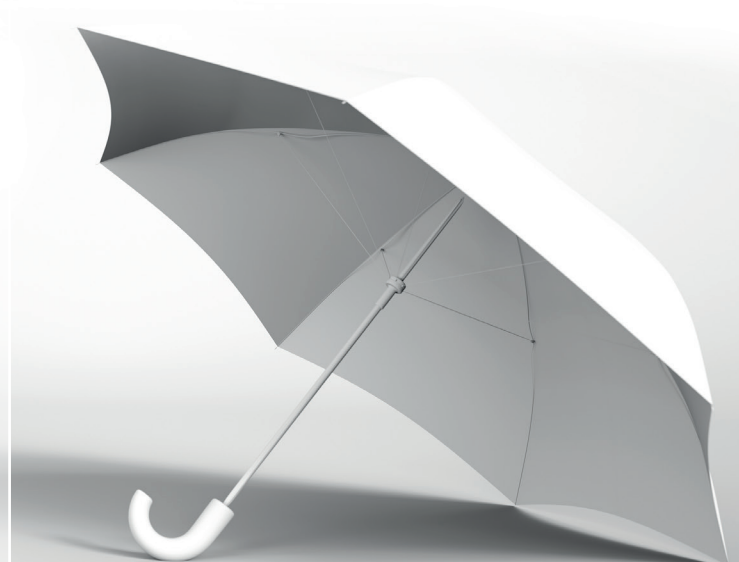
Advertising authorities clamp down on claims made about broadband speeds, while consumers are increasingly able to use online price comparison tools.

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

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

- Net neutrality
- Zero rating
- Roam like at home (RLAH)
- Advertised and actual broadband speeds
- Standardised presentation of tariffs and service features
- Quality of service monitoring and performance targets
- Fair use policies
- Consumer switching and retention
- Contract regulation
- Number portability
- Premium rate services – numbering and regulation
- Billing regulation and expenditure control
- Dispute resolution and mediation





Geographic scope

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



Deliverables

News alerts:

- **Flash Messages** - News alerts summarising recent EU level telecommunications regulatory developments and important national decisions. 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



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unique intelligence services can help you.

www.cullen-international.com/demo.html



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