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**PRESS RELEASE**  
**May 9, 2014**

## **Regulatory Authority Seeks Public Feedback**

On 30 April, the Regulatory Authority (RA) published an advertisement setting out Carrier Obligations to the consumer (it can be downloaded and reviewed on the RA website, [www.rab.bm](http://www.rab.bm)). Taking that effort further; the RA has begun seeking public feedback on a new set of suggested Consumer Protection rules, governing the relationship between telecommunications carriers and their customers.

The purpose of the consultation is to solicit comments on a proposed a set of standards for the provisioning of Electronic Communications services (specifically fixed telephone, mobile telephone, internet, long distance and pay television) to the Bermuda public.

This will be the first in a series of consultations on the issue of Consumer Rights, with the ultimate goal being able to publish a comprehensive Consumer Rights Code of Practice, that provides a stable and clear basis for the manner in which Service Providers engage in consumer and marketing practices.

The public is encouraged to participate and submit comments on the proposed decisions of the Contracts Consultation. Interested members of the public should go to the RA's website and follow the Consultations and Responses link. There, they will find the full version of the consultation where comments can be submitted via email or regular mail to the address below. We ask that all comments should be clearly marked "Responses to Consumer Rights Consultation 1".

Alternatively, for those who would like to make a simpler response; a condensed version of the consultation can be submitted as well by completing an online survey found on the RA's website, Facebook and LinkedIn page.

The principal point of contact at the Regulatory Authority for interested persons during this consultation is Nakia Smith, the Consumer and Carrier Relations Officer. She may be contacted by phone 405-6000, email at [nsmith@rab.bm](mailto:nsmith@rab.bm) or by regular mail to:

**Nakia Smith (Ms.)**

Consumer and Carrier Relations Officer

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**Responses are due no later than close of business on Friday, 13 June, 2014.**