

MEDIA RELEASE:

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Consumer Protection Preliminary Report available for public feedback

September 11, 2019, Hamilton Bermuda: The Regulatory Authority (“the RA”) has conducted the analysis of its proposed **Principles of Consumer Protection** and invites the public to provide feedback on the Preliminary Report prior to making a final determination.

The Principles of Consumer Protection is designed to protect consumers’ interests, promote the delivery of high-quality services and products and encourage best practices by providers in the electricity and electronic communications sectors. Recommendations include the following:

- Holding sectoral providers responsible to provide honest marketing and advertising,
- Bills that are easy to understand and
- Better handling of complaints for services such as the supply of electricity, fixed and mobile telephone, long distance, internet access, and subscription television.

RA Chief Executive, Denton Williams commented: “A high priority for the RA is to protect and empower consumers, and ensure providers deliver services that are safe, efficient, reliable, and adequate. We are now one step away from finalizing this important document that will give both parties a formal set of service delivery standards to better manage their interactions.”

To submit your feedback on the proposed Principles of Consumer Protection document, visit the RA website at www.rab.bm and select “[Public Consultations](#).” The deadline for submissions is **5:00 p.m. on Friday, October 11, 2019.**

ENDS