

**RA PROPOSES AUTOMATIC COMPENSATION FOR CONSUMERS IN THE ELECTRONIC
COMMUNICATIONS SECTOR**

February 21, 2020 – Hamilton, Bermuda: The Regulatory Authority (“the RA”) has re-opened the Preliminary Report for the **Principles of Consumer Protection** to include the addition of a significant new proposal: automatic compensation to consumers from their broadband and telephone providers for loss of service, missed service appointments and delays to the start of a new service.

Jozelle Opoku, Head of Regulation for the RA said: “Due to recent observations of the electronic communications sector, the RA is re-opening the Preliminary Report to accommodate this additional protection and encourage consumers in this sector to provide their feedback during the public consultation period. The final document will be a point of reference for all stakeholders to better understand their rights and responsibilities.”

Other recommendations contained in The Principles of Consumer Protection include:

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

To comment on the Principles of Consumer Protection, select the Public Consultation link at www.ra.bm or email consultation@ra.bm on or before 5:00 p.m. on Friday March 20, 2020.

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About the Principles of Consumer Protection:

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.