



BERMUDA

REGULATORY AUTHORITY (CONSUMER RIGHTS: RESIDENTIAL  
CONTRACTS) GENERAL DETERMINATION 2014

BR 80 / 2014

The Regulatory Authority, in exercise of the power conferred by section 62 of the Regulatory Authority Act 2011 and section 26 of the Electronic Communications Act 2011, makes of the following General Determination:

Citation

1 This General Determination, the terms and conditions of which are contained in the Schedule, may be cited as the Regulatory Authority (Consumer Rights: Residential Contracts) General Determination 2014.

Interpretation

2 In this General Determination, unless the context otherwise requires, terms shall have the meaning given in the Regulatory Authority Act 2011 ("the RAA") and the Electronic Communications Act 2011 ("the ECA").

General purpose

3 This General Determination establishes minimum standards that must be met by contracts offered to consumers for electronic communications services on a residential basis by Integrated Communications Operating Licence (ICOL) holders and Communications Operating Licence (COL) holders licensed under the ECA.

Determination

4 (1) This General Determination is made pursuant to the Consultation entitled "Consumer Rights: Contracts" (Matter C14/1615), and the Authority's Decision on it.

(2) Taking into account the responses received to the Consultation and for the reasons given in the Decision, the Authority determines that the minimum standards

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contained in the Schedule hereto shall be the established minimum standards that must be met by contracts offered to consumers for electronic communications services on a residential basis by ICOL and COL holders licensed under the ECA.

Terms and conditions of General Determination

5 (1) The Schedule to this General Determination has effect.

(2) The Schedule is published on the Regulatory Authority's website ([www.rab.bm](http://www.rab.bm)), and is also available for inspection at the offices of the Regulatory Authority (Cumberland House, 1 Victoria Street, Hamilton) during ordinary business hours.

Effective Date of General Determination

6 This General Determination shall become effective on the day it is published in the Official Gazette.

Signed this 3rd day of October 2014

Carl Musson  
Commissioner, Regulatory Authority