

The Telecommunications Consumer Board The Telecommunications Complaints Board

European Regional Workshop on Dispute Resolution
Geneva
September 1, 2004

The identity of the Boards (A)

- 7 members
- Appointed for 4 years by the Minister for Science, Technology and Innovation
- All together expertise in legal, financial, market-related and consumer fields as well as telecommunications matters
- In function from July 1, 1996

- The Ministry makes secretarial assistance available to the Board
- A decision of the Board shall be made no later than three months after the complaint was submitted to the Board
- The expenses are covered by the number charges collected from providers of telecommunications networks and services
- A fee of 150 DDK for subscribers and 4.000 DDK for companies

The Telecommunications Consumer Board (B)

- The majority of the disputes:
 - a) Subscriber's complaints over NITA's decisions concerning telephone bills
 - b) Complaints from USO providers over NITA's decisions about the extent of the universal service obligation

The remedies of the Board (C)

- The Board may demand all such information from the complainer and the telecom company as is necessary to decide the case
- A false declaration given to the Board will incur criminal liability
- The Board may request NITA or other parties to carry out technical investigations for clarification of a specific case

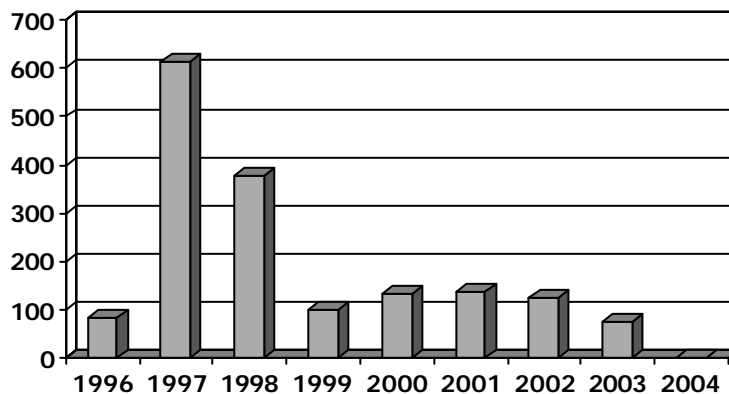
What have the Board obtained so far? (D)

- Pointed out several areas which needed change of regulation
- Pointed out problems of a more technical character which had to be solved
- Taught the telecom companies a better behavior towards subscribers

The abolition of the Telecommunications Consumer Board (E)

- July 1, 2000. The Minister was given power to abolish the Board in case an alternative complaint structure was established
- July 25, 2003. A new private telecommunications consumer board was born
- December 1, 2004. The Telecommunications Consumer Board will be abolished

Complaints submitted to The Telecommunications Consumer Board



The Telecommunications Complaints Board (F)

- Complaints about decisions taken by NITA concerning:
- Access to the raw copper, access to interconnection, LRAIC-method, issuing of radio frequencies, electromagnetic matters, access to number information data
- "Tests" of NITA's handling of their authority in new areas
- A 3-month handling regulation
- A complaint will often involve a lot of money

Complaints submitted to The Telecommunications Complaints Board

