



FAIR TRADING COMMISSION

July 2019

FTC comments on OUR's Consultation Document "Improving Information Transparency in Telecommunications Markets"

Upon the request of the Office of Utilities Regulation (OUR), the FTC submitted its comments on the OUR's Consultation Document. The FTC's comments focused on ways to improve transparency and availability of information to consumers; increased options/choices for consumers; and the establishment of a usage cap that is set by post-paid customers for using service(s).

The FTC's complaints database was used to inform the submission wherein issues and problems described in complaints on the telecommunications sector over the three-year period 2016 to 2019 was used to support the suggestions.