

REGULATION
on electronic telecommunications billing

Article 1

Objective

The aim of this Regulation is to foster consumer protection and to make it easier for consumers to monitor their telecommunications usage. By being provided with information on how charges arise, consumers gain increased opportunities to make an informed choice of services and to benefit from the advantages of competition. This objective is served by the publication of clear rules as to which information is to appear on subscriber bills for telecommunications services in the open market.

Article 2

Scope

This Regulation applies to billing for fixed network telephone, mobile telephone and internet services by telecommunications undertakings. The Regulation does not apply to billing for value-added services or for other service elements which may be charged concomitantly with the aforementioned service categories.

Article 3

Definitions

For the purposes of this Regulation the following definitions shall apply:

1. *Tariff metering*: A measurement determining the charges imposed for telephone call duration or data transmission quantity. Here, charges are incurred both for a certain minimum duration or quantity, and subsequently for each tariff unit begun beyond the minimum. The tariff unit is established by telecommunications undertakings, and may vary.
2. *Recipient network*: The telecommunications undertaking/network to which a call is placed.
3. *Data usage*: The quantity of data metered and billed under the applicable network service plan.
4. *Actual call duration*: Actual duration of a telephone call, measured in seconds.
5. *Overcharge (umframgjald)*: A charge paid on the basis of the telecommunications undertaking's tariff metering, over and above the usage according to actual call duration.
6. *Value-added service*: A service where features which add value are added to telecommunications services;

Article 4

User bills

Bills for fixed network telephone, mobile network telephone and internet services shall show all numerical quantities needed to enable the user to form a clear view of how the charges have arisen. Bill preparation shall aim to make billing amounts as accurate as possible and to enable users to verify the charges. In preparing bills, account shall be taken of legislation on the protection of privacy and the processing of personal data.

Article 5

Standardised level of bill information

Basic subscriber bills for telecommunications usage shall at a minimum include the following:

- a. Billing period.
- b. Service provider.
- c. Service plan
- d. Tariff metering method and units.
- e. Fixed monthly fee.
- f. Payment slip fee (*seðilgjald*).
- g. Other service fees and administrative charges.
- h. Additional monthly charges, such as for equipment rental, call barring, calling-line identification, and other special facilities or services.
- i. All one-time charges, such as installation costs, service initiation charges, termination or other service modification charges.
- j. Total cost broken down by type of usage, including fixed network telephone calls, mobile telephone calls, international calls, voice-over-internet (VOIP) calls, and calls to premium-rate numbers, SMS and MMS.
- k. Itemised usage charges in accordance with Article 6 and Article 7 of this Regulation.
- l. Any discounts applicable under the relevant service plan.
- m. Value added tax (VAT) and other taxes and governmental fees and surcharges.
- n. Total amount billed, including VAT.

Article 6

Basic level of itemisation for fixed and mobile telephone service usage charges

Information on charges for fixed and wireless telephone services shall be itemised so as to indicate the number of calls on fixed network telephones and mobile network telephones, call setup charges, actual call duration and the duration and amount charged for calls. Additionally, international calls shall be shown, along with information on the number of text messages and multimedia messages (SMS/MMS) or other types of data messages, broken down by type.

Article 7

Basic level of itemisation for internet service usage charges

Information on data link connections shall indicate the actual quantity of the tariff units, data

or time, used during the billing period. Additionally, quantities included in a subscription, and the quantity and amount resulting from any charge incurred due to additional usage.

Article 8

Detailed itemisation of bills

Subscribers to telecommunications services shall be entitled to receive bills for telecommunications services itemised in detail upon request for a reasonable charge. Subscribers to universal service shall, however, be entitled to such itemisation without charge. Detailed itemisation of bills means that a subscriber can obtain information in more detail than shown on his or her basic bill for telecommunications services. Any requirement for itemisation under this provision may be complied with electronically, for instance by electronic mail or through special user access to a service web page.

Article 9

Information in bills itemised in detail

Detailed itemisation of bills for telecommunications usage in accordance with Article 8 shall at a minimum include the following information:

- a. All information as provided for in Articles 5, 6 and 7 of this Regulation.
- b. Information on individual calls placed, including numbers called, date, time the call was initiated, its actual duration and the duration charged. Additionally to be shown are any call setup charges, other costs charged, and the total cost of each call.
- c. Data usage details, broken down by period with hourly precision.
- d. The relative breakdown by recipient network of calls placed.

In preparing itemised bills, account shall be taken of legislation on the protection of privacy and the processing of personal data.

Article 10

Exempt from itemisation

Itemised bills for telecommunications usage must not show calls to numbers which are free of charge, including calls for counselling delivered through social services, provided that those providing such counselling have notified telecommunications undertakings in advance of their activities.

Article 11

Itemisation in alternative format

Telecommunications undertakings providing universal service shall offer disabled users and users with special social needs access to itemised bills in alternative format on request.

Article 12

Entry into force and legal authority

This Regulation, issued pursuant to the authority contained in Article 38(4) of the Electronic Communications Act No 81/2003, shall enter into effect on 1 July 2011.

Ministry of the Interior, 5 May 2011.

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