



Consumer Protection (Amendment) Regulations Consultation Document URCA/01/2020

Frequently Asked Questions

What are URCA's Consumer Protection Regulations (CPR)?

URCA's CPR serves as a reference guide to protect consumers' interests, promote the delivery of high quality services and products and encourage best practices by Licensees in both the Electronic Communications and Electricity Sectors.

Why has URCA decided to review the Consumer Protection Regulations?

URCA decided to undertake a revision of its regulations to ensure that service providers meet the requirements of providing quality service to consumers and also to inform consumers obligation and of the recourse afforded to them in instances where certain expectation have not been met by those service providers.

How can I participate in the consultation?

It is simple, Visit www.urbahamas.bs to access the document or email: info@urbahamas.bs to request a copy or download [here](#).

What are some of the revisions URCA have included in the CPR?

The revisions will include:

- **Creation of a single point reference document for consumers for both the Electronic Communications and Electricity Sectors**
- **Billing and Credit Management**
- **Management for Vulnerable Customers**
- **Consumer Obligations**
- **Consumer Complaints Handling**
- **Customer quality of service standards for the Electronic Communications and Electricity Sectors and**
- **Outages compensations.**

When will the amendments take effect?

Upon submission of comments from members of the public, stakeholders and other interested parties, URCA will review the comments and publish its final decision.