

RECOMMENDATIONS REGARDING UNINTERRUPTED PROVISION OF ELECTRONIC COMMUNICATIONS SERVICES DURING THE QUARANTINE PERIOD

31-03-2020

Vilnius

Communications Regulatory Authority of the Republic of Lithuania (hereinafter referred to as – the Authority),

- Due to the current situation related with the outbreak of COVID-19 virus and the quarantine in effect in Lithuania;
- Acknowledging the vital importance of provision of efficient, uninterrupted electronic communications services (hereinafter referred to as – the Services), which is currently the basic tool for communication and work, ensuring limited direct personal contact and thus safeguarding public health;
- Recognizing the potential emergence of certain issues during the quarantine period, resulting from the objective to avoid direct contacts, in relation with duly compliance with contractual obligations of consumers (hereinafter referred to as – the Consumers), or duly implementation of certain legal obligations or ensuring consumers' rights;
- Encouraging the providers of electronic communications services to ensure provision communications services to consumers, providing them with possibilities for communication, working, education, entertainment, and calling for help as needed;

Recommend the providers of electronic communications services (hereinafter referred to as – the Operators) to comply with the further guidelines, with a goal to ensure uninterrupted provision of services during the quarantine period in effect in Lithuania to the consumers, as well as protection of consumers' rights and legitimate interests:

1. **Payment for services:** provision of services to the consumers, who are currently unable to pay in manual client servicing points, shall not be limited or terminated, provided the abovementioned payment method was the only available to them, and provided they have notified regarding the current situation before generation of debt; the consumers shall be provided with full information regarding other available and reasonably accessible methods and sources of payment for services.
2. **Changing of service plans:** all available tools shall be adopted to prevent the consumers from losing communication due to the changing of service/payment plans: in cases when postponement of changing of service/payment plans and (or) extension of the terms of the abovementioned process shall be unavailable, upon disagreement of the Consumers to continue the current contractual relations by choosing a new service/payment plan, the Consumers shall be provided with an option to remotely transfer their telephone number to the different Operator's network.
3. **Transferring of telephone numbers:** all available technical and organizational measures shall be adopted to ensure the process of transferring of telephone numbers with no personal contact, i.e. remotely, e.g. enabling the Consumers to contact and coordinate the conditions of the transferring process, including delivery of SIM card, by telephone or email, to deliver the SIM card using the delivery services, etc.

4. **Transferring of services:** subject to technical facilities and relevant rights provided to the Consumer by the contract, transferring of services shall be ensured, coordinating and agreeing with the Consumer upon potential alternative solutions of provision of services, or determining individual solutions to potential problems; if unavailable, providing the Consumers with an option to terminate the contracts.
5. **Maintenance operations:** the troubleshooting and maintenance operations of services shall be as prompt as possible, complying with relevant safety requirements and striving to comply with the terms specified in the contracts with the Consumers; subject to technical facilities, remote execution of maintenance operations shall be adopted, if necessary travelling to the Consumer's address, ensuring safe contact of the Operators' representatives with the Consumer.