

Will I receive a sales call from my existing supplier?

Your existing supplier cannot contact you in relation to your voice calls for a period of three months. If they contact you on any other matter this should not relate your voice calls. (You can of course request that no further contact should be made at all if you wish to do so)

What happens if I change my mind?

If you have entered into a contract with a new service provider, you still have a minimum five day cooling off period. You can contact the new service provider if you change your mind and they will cancel the contract at no cost to you, except for any telephone call charges incurred in that time.

What if I have a complaint?

Your service provider will give you their Code of Practice for complaint handling when you take up the service. This contains all the details you will need if, for any reason, you wish to complain.

What if I am not happy with the way in which my complaint was handled?

If after exhausting that service provider's complaint handling process you are not satisfied, you can contact the Commission for Communications Regulation ('ComReg') regarding the complaint on 1890 229 668.

Where can I get more detailed information?

There is more detailed information available on ComReg's website www.comreg.ie

This information leaflet is published by ComReg, the Communications Regulator in Ireland, as part of its consumer awareness programme.

LoCall 1890 229 668
www.comreg.ie

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List of authorised service providers offering Carrier Preselect to residential and/or business consumers.

Service Provider	Contact Number	Website
Access Telecom	1800 938 080	www.accesstelecom.ie
ATS Voice Ltd	1890 201 076	www.ats.ie
Blue Square Telecom	1800 992 993	www.bluesquaretelecom.com
Chorus	1890 202 029	www.chorus.ie
Cinergi Telecom	1850 923 023	www.cinergi.ie
Colt Telecom	1800 943 111	www.colt-telecom.ie
Comec Voice & Data	1800 931 941	www.comec.ie
Direct Dial Telecom	1800 930 338	www.DirectDialTele.com
eircom	1800 566 366	www.eircom.ie
Energis	1800 885 885	www.energis.com
Esat BT	1800 924 924	www.esatbt.com
Euphony	1800 357 142	www.ie.euphony.com
IFA Telecom	1890 924 851	www.ifatelecom.ie
MCI Telecommunications	1800 931 444	www.mci.com/ie
Newtel	1800 639 835	www.newtel.es
ntl	1800 924 220	www.ntl.ie
OLO Telecom	1850 946 156	www.olo.ie
Perlico Communications	1890 353 535	www.perlico.com
Pure Telecom	1800 930 393	www.puretelecom.ie
Ryanair Telecom	1800 992 882	www.ryanairtelecom.com
Smart Telecom	1800 931 300	www.smarttelecom.ie
Swiftcall	1800 929 000	www.swiftcall.ie
UTVip	1890 926 000	www.utvip.com
VarTec Telecom	1800 300 064	www.vartec.ie
VOIP Ireland	01 686 0010	www.voipirl.ie
Worldlink	1800 992 895	www.worldlink.ie
Zefone	0818 272 727	www.zefone.ie

List valid as of February 2004



Commission for
Communications Regulation



*Fixed Telephony
exercise your choice*



Commission for
Communications Regulation

This guide is designed to assist you in choosing a provider for your fixed telephone calls.

About ComReg

ComReg is responsible for the regulation of the electronic communications (telecommunications, radio-communications and broadcasting transmission) and the postal sectors.

What choices do I have for my fixed telephone calls?

You don't have to use the same provider for your telephone line rental and telephone calls. You can use a different provider for each. This service is often referred to as Carrier Pre-select or 'CPS'. At the back of this leaflet you will find a list of CPS service providers authorised by ComReg to offer fixed telephone call services.

Why would I consider changing?

An alternative service provider may offer better value services that suit your telecommunications needs.

How can I change to a new Service Provider?

It's easy. You just need to sign an authorisation form or confirm your consent over the phone. The new service provider will take it from there. You don't need to sign any forms if you are simply requesting more information about the service.

Do I have to change my phone number?

No, you can keep your existing phone number. There is no disruption to your service or change in the way you use your telephone.

Will my phone service be interrupted during the changeover?

No, the switchover to the new service provider is seamless.

Will I have to change my phone equipment?

No, your existing telephone handset and equipment will work with a new service provider.

Can I still use the Internet?

Yes. Your internet settings are not affected if you select a new service provider for your voice calls. Your new service provider will provide you with further details.

What about maintenance of my telephone line?

Eircom confirm that changing to another service provider will have no effect on the maintenance of your telephone line.

What questions should I ask the alternative provider before changing?

- Ask for a printed price list
- Ask if they charge a minimum charge or a set up charge for each call you make
- Ask how they charge for calls – per second, per 30 seconds or per minute
- Ask if there are any additional charges such as connection fees
- Ask what their peak and off peak times are
- Ask them how long it will take to change over
- Ask them if you need to sign up for a set time period
- Ask if you have to spend a set minimum amount per month
- Ask if there are any special discounts available

Do I have to notify my existing supplier when switching?

No, your new service provider will do this. You may want to contact your existing supplier to check whether you have a contractual commitment to them.

Will my existing service provider let me know they have received notification of the change to a new supplier?

Yes, they will send you a letter to verify that you have consented to the change. You only need to respond if you have not elected to change service provider.