



Commission for  
Communications Regulation

### **What contract terms and conditions will apply?**

Contract terms and conditions will vary for different Service Providers. A copy of your new contract terms and conditions should be made available to you before you sign up for the service.

### **Will I receive a sales call from my previous supplier?**

When you sign up with a new Service Provider, your previous supplier cannot contact you in relation to your telephone service for a period of four months. Your previous supplier may contact you on any other matter but this should not relate directly to the provision of your telephone service. You also have the right to request that no further contact should be made at all.

### **Do I have to notify my existing supplier when switching?**

No, your new Service Provider will do this. However, you may want to contact your existing supplier to check whether you have an existing contractual commitment to them before opting to switch over.

### **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 to this letter if you have not consented to the change in Service Provider, and you do not wish to proceed.

### **What happens if I cancel my subscription?**

If you want to cancel your subscription and wish to move to either a new Single Billing Service Provider or return to your previous provider, you will need to make alternative arrangements for a new service agreement. You will need to enter into a new agreement for service with your new provider, which involves either signing a consent form, or confirming your consent over the phone. As before, the Service Provider you are moving to will provide you with a date of switchover in service; this normally will take approximately 10 days from the date you signed-up. In the event that you cancel your subscription with the existing provider before the switchover date provided, you will only be able to make emergency calls (999/112) on your line.

### **What if I have a complaint?**

You can, at any time, request the Code of Practice for handling complaints from your Single Billing Service Provider. This document should contain all the details you will need if, for any reason, you wish to complain.

### **What if I am not happy with the way my complaint is handled?**

If you are not satisfied with the Single Billing Service Provider's complaint handling process, you can contact ComReg regarding the complaint.

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

**LoCall 1890 229 668** (10.00am to 4.30pm)  
**[www.askcomreg.ie](http://www.askcomreg.ie)**

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Block DEF  
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Dublin 1

### **Legal Disclaimer**

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October 2004



**Introducing  
single billing**



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## Introducing Single Billing

Do you know that you don't have to use eircom for your telephone line rental when you have your calls with another service provider?

The introduction of Single Billing means just one bill, from one Service Provider for all your telephone calls and line rental.

### About ComReg

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

#### What is Single Billing?

Single billing means receiving just one bill from the Service Provider of your choice for every aspect of your telephone service requirements, including **all** calls and line rental.

#### Why would I consider changing?

As a telecoms consumer, you may choose to move all your telephone services to a single alternative Service Provider that may better suit your individual telecommunication needs and may provide you with a better value service.

#### How do I order Single Billing?

It's easy, first of all contact your new Single Billing Service Provider. You will need to enter into a new agreement for service with your new provider, which involves either signing a consent form, or confirming your consent over the phone.

#### What happens if I change my mind?

If you have entered into a contract with a new service provider, you 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 questions should I ask any alternative provider before changing?

- Ask for the customer Code of Practice and standard Terms and Conditions of contract.
- Ask how they charge for local, national and international calls – per second/per 30 seconds/per minute?
- Ask whether there are any additional charges, such as connection fees?
- Ask about peak and off peak times?
- Ask if the bill is issued on a monthly or bi-monthly basis?
- Ask about the payment options e.g. Direct Debit
- Ask if there is a minimum contract period?
- Ask if you need to spend a minimum amount per month?
- Ask about any special discounts?

#### Will my phone service be interrupted?

No, the switch over to the new Service Provider should be seamless.

#### What about my other telephone services?

Ancillary services, such as call waiting, call answering etc. will remain in place. Your internet settings and broadband services should not be affected if you select a new Service Provider for line rental and calls. Your new Service Provider will provide you with further details.

#### 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.

#### What about my directory entry?

Your current directory entry will be maintained. However, if you wish to update your directory entry please contact your new Service Provider.

#### Will I have to change my phone equipment?

No, your existing telephone handset will work with your new Service Provider.

#### How long will it take before I am connected?

Your new Service Provider will provide you with a date of switchover in service; this normally will take approximately 10 days from the date you signed-up.

#### What happens if I have a fault on my line?

Changing to another Service Provider should not compromise your quality of service; you should have the same quality of service you have previously experienced.

If there is a fault on your line you should contact your new Service Provider, and they will arrange for an engineer to fix the problem.

#### What happens if I change my address but want to retain my Service Provider?

You will need to contact your new Service Provider who will advise you what to do.