

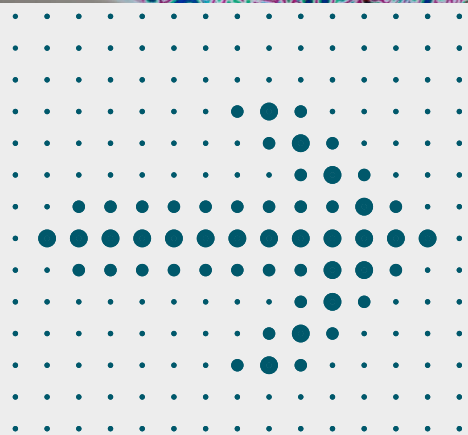


An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Information and Advice

For phone, broadband and
postal services

ComReg.ie





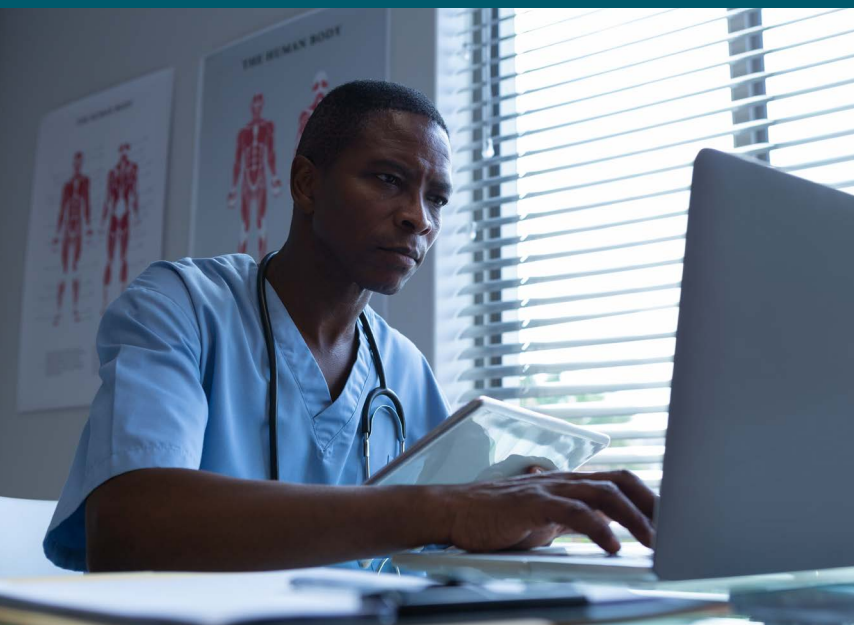
Who is ComReg?

ComReg is the Commission for Communications Regulation.

- We are an independent public body with powers under the law
- We protect consumers and provide independent advice and information

At ComReg, we regulate:

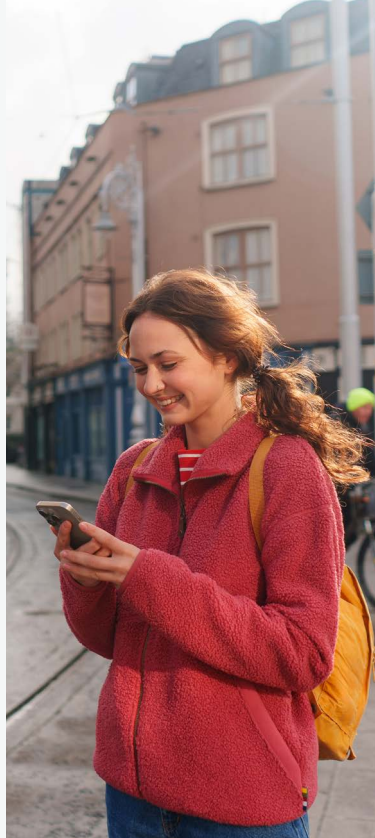
- The electronic communications sector which includes phone and broadband
- Postal services like An Post



For further
information
visit
[comreg.ie](https://www.comreg.ie)

How we can help you with your service providers

- Telling you about your consumer rights so that you can make informed decisions about choosing or switching provider.
- Making sure measures are in place for vulnerable and disabled consumers.
- Making sure that service providers provide a user-friendly complaints handling process.
- Helping to find an acceptable solution if you and your service provider can't directly solve your complaint.
- Monitoring service providers' practices and how they comply with consumer protection laws, and taking enforcement action, where required.





Queries or complaints we can help you with

We deal with a wide range of issues including:

Billing: Have you been overcharged for a service? Or, have you been billed for a service that you don't recognise?

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Contracts: Have you received a notice that your bill is increasing? Were you given the wrong price for your contract when you signed-up?

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Service issues: Have you experienced a loss of service or mobile coverage?

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Switching: Have you experienced a delay in changing to a new provider? Have you lost your phone number and you are finding it difficult to get it back?

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Premium Rate Services (PRS): Is there a number (for example, 57XXX) on your bill that you don't recognise? Or are you having difficulty unsubscribing from a service that continues to charge you?

PRS are goods and services you can buy using your phone, and payment for PRS shows on your phone bill if you are a bill pay customer or is deducted from your credit if you are pay as you go. ComReg regulates phone paid services that cost more than 25 cent per call or text message.

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Postal services: Has an important letter or parcel gone missing and can't be retrieved?



How we can help you

Consumer Care

Our Consumer Care Team can provide you with advice and information.

Making a complaint to ComReg about your provider

If you have a complaint, we will review it and engage with your service provider on your behalf as long as:

1. you have completed the procedures in your provider's code of practice, or
2. your complaint remains unresolved after 10 days

Making a complaint about an accessibility issue

The European Accessibility Act places additional responsibilities on providers to make their services accessible to persons with disabilities. It contains new rules to make your phone and broadband service easier to access, understand and use by everyone regardless of a person's age or ability.

You can contact us directly if you have a complaint about the accessibility of a service.

Our website

We provide you with impartial information on our site [comreg.ie](https://www.comreg.ie) and useful tools:

Compare: To help you to compare the costs for mobile phone, home phone, broadband and TV offers. Visit [comreg.ie/compare](https://www.comreg.ie/compare)

Mobile Coverage Map: To check service providers' mobile phone coverage at different locations throughout the country. Visit [comreg.ie/coveragemap](https://www.comreg.ie/coveragemap)

Premium Rate Service (PRS) Checker: To check a PRS name and number (for example, 57XXX) that you may plan to use or have been charged for. Visit [comreg.ie/servicechecker](https://www.comreg.ie/servicechecker)

Broadband Availability Checker: Check broadband availability in your area using your address or Eircode. Visit [comreg.ie/broadbandchecker](https://www.comreg.ie/broadbandchecker)

Contact us for advice and support

Consumer Care Team

Phone: (01) 804 9668
Monday to Friday: 8am to 8pm
Saturday: 9am to 1pm

Email: consumerline@comreg.ie

Text: COMREG or ASKCOMREG to 51500 to receive a call or text back (standard SMS rates apply)

By Post: Consumer Care Team, ComReg, One Dockland Central, Guild St., D01 E4X0

Web chat and online form: [comreg.ie](https://www.comreg.ie)

Access officer

Phone: (01) 804 9639

Email: access@comreg.ie

By Post: As above addressed to the Access Officer

ITRS (Irish Text Relay Service)

The ITRS ensures that those of us who are deaf, hard-of-hearing and, or speech-impaired, may make and receive calls independently. The service provides the translation of text into voice and voice into text. These calls are relayed through an ITRS agent who performs the relay of the text.

The service is accessible from mobile phones, tablets, and PCs. The ITRS service is operated by Eir serving the customers of Three, Eir, Sky, Tesco Mobile, Virgin Media and Vodafone.

Visit itr.ie for more information.

Privacy information: Our Privacy Notice explains what personal information we collect and use about individuals, what we do with it and why. See our Privacy Notice here [comreg.ie/privacy](https://www.comreg.ie/privacy)

Legal disclaimer: While ComReg has taken all reasonable care to prepare this document, it is not responsible for anything you do based on the information in it. ComReg excludes any liability to you in this regard. You alone are fully responsible for everything you do in relation to your communications, premium rate and postal services.

The Commission for Communications Regulation (ComReg) is an independent statutory body that regulates the electronic communications sector (telecommunications, radio communications, broadcasting transmission and premium rate services) and the postal services sector in Ireland.