



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

The Phone and Broadband Switch Guide

Information on moving your
services to a new provider

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)

What is switching?

If you're thinking about moving your service to another provider, this is known as switching.

Switching can help you save money and find a better service, if you take some time to shop around.

There are a few things to consider before switching to make sure you don't run in to any problems.

How will I know if I'm still in contract?

When you sign up to a new service, you usually agree to stay with that service provider for an agreed amount of time. This is known as a fixed term contract. Most contracts for broadband and phone services are between 12 and 24 months.

If you think you're still in a fixed term contract with your service provider, you should speak with them to find out or check your contract.

It's important to remember that your service will continue even if the minimum term has ended. This means that there is no disruption to your service.





Will I get notice before my contract ends?

Yes, if you are in a fixed term contract your service provider must make you aware that your contract is coming to an end and that you can cancel your existing plan. Your provider should also send you **Best Tariff Advice** before the end of your contract, highlighting the best tariff, price plan or bundle, from your current service provider that suits your needs.

Is it better to switch or stay with my provider?

At the end of a fixed term contract, you can negotiate a new contract with your provider. You might be happy to stay with them, especially if they offer you a better deal or an improved service. If you decide to do this, you may be entering a new fixed term contract.

Or you can choose to switch to a new provider to take advantage of any new customer deals on offer. This could save you money in the long term.

Visit comreg.ie/compare to help you find a plan that best suits your needs.

You can also visit comreg.ie/broadbandchecker to see who provides broadband services in your area.





How do I switch to a new provider?

You can contact a new provider who should lead the switching process. They contact your old provider and manage the switch for you so you don't have to coordinate between them.

Important information to have when you call the new provider:

- your current contract details
- your current plan or bundle information
- the 'best-tariff advice' given to you by your old provider if you were in a fixed term contract, or a good understanding of what plan suits your needs
- bank or payment details
- Universal Account Number (UAN) noted on your bill
- address or Eircode

Will it cost me to switch?

You are entitled to retain your number free of charge and generally there aren't charges to switch provider. However you should consider the terms of your contract as it is possible that some charges may apply. Remember that your old contract ends when your new service begins, so there should be no overlap or double billing.

How long will the switching process take?

The switching process should take the shortest amount of time. You can agree on a date for the switch to take place.

The process should not be delayed without reason and should not result in any disruption to your service. When problems arise, you shouldn't be without service for more than one working day. If there is a delay, then you must be kept updated.



What happens if something goes wrong with the switch?

Service providers must compensate customers for problems that might happen when switching. This includes compensation for:

- a loss of service
- a delay in switching
- a delay by the provider in terminating the service, and
- a failure by the provider to keep you informed during the switch

Service providers must publish information about their compensation schemes and how to make a claim on their websites.

Can I keep my old home phone number?

Yes, you can transfer your home phone number. This is known as number portability. It's free to keep your number.

It's important you let the new provider know if you want to keep it as it will not automatically be done.

If you're switching from a PSTN (Public Switched Telephone Network) line to a VoIP (Voice over Internet Protocol) connection, you will need to check with your new provider about any disruptions to connected devices like home security and telecare alarms.

Will any installation work need to be done?

As broadband technology upgrades over time, so too does the technology within our home. This means that if you're switching to a new broadband plan that has newer or upgraded technology (such as fibre optic cables), you may need some installation work to be done before your switching date.

Any installation work will need to be arranged with your new provider as well as dates and times.



What should I do with my old equipment?

Many broadband providers will require you to return equipment at the end of your contract. They will advise you how to do this.

You might be asked to pay a fee if you fail to make the return.

If you do keep your old equipment (for example a Wi-Fi router), any fee charged for doing this must reflect its age and usage. You can't be charged more than:

- the depreciated value of the equipment (noted in the contract), or
- the remaining service fee until the contract ends, whichever amount is lower.

What happens if I switch and I'm still in contract?

Your contract sets out any charges that you might have to pay for ending the contract early. It is known as an early termination fee.

The amount will vary depending on the provider and your contract, but it's usually based on the remaining months and the monthly cost of your plan.

Can I cancel the new contract?

When you sign up to a contract and you change your mind, you may have a right to cancel it during the cooling-off period.

The rules around the cooling-off period are different depending on how you signed up to the contract. To learn more about the cooling-off period and cancellation rights, see the contracts section on [comreg.ie](https://www.comreg.ie) or check your contract terms.



What if I'm moving house and need to break my contract?

You can speak to your service provider to see if there are any options available to you other than to pay an early termination fee.

You might be able to transfer the service to your new address.

What else should I consider when switching?

Many providers offer package deals on home phone, mobile phone, broadband and television. These are known as bundles.

It's possible to switch a bundle from one provider to another, or to change just one service from a bundle. For example, you may get home phone, broadband and tv from one provider but choose to switch your mobile phone plan to a different provider.

Some providers offer lower prices for bundling services together compared to buying them separately.

One bill and a single provider can make payments and any customer service interactions more convenient.



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

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.

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