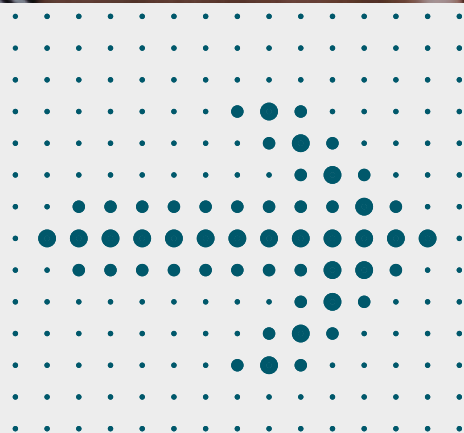
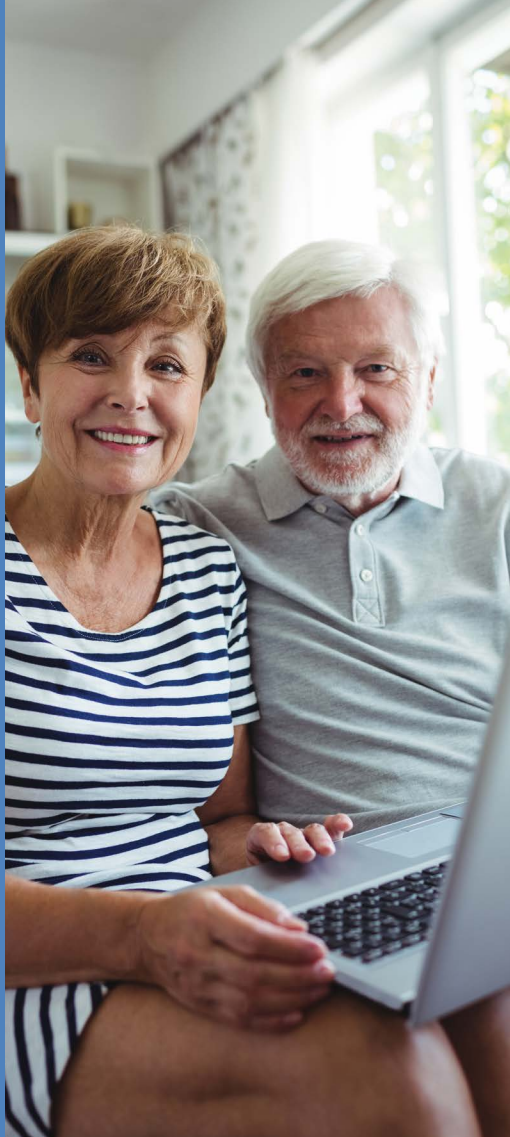




An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Your Guide to Phone, Broadband and Postal Services

ComReg.ie





Welcome to ComReg's Consumer Guide

At ComReg, one of our goals is to make sure everyone in Ireland can choose and use communications services with confidence, understand their rights and get help if things go wrong with their provider.

This guide explains what we do, how we can help you and the tools available to keep you informed.

Barbara Delaney

Barbara Delaney

Director of Retail and Consumer Services

Who we are

ComReg is Ireland's communications regulator. We are an independent public body that:



Protects consumers including businesses, providing impartial advice and information.



Monitors service providers to help ensure they follow the rules.



Helps customers with complaints they can't resolve directly with their service provider.



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



We regulate

- Electronic communications – including phone and broadband services.
- Postal services – including some of the services provided by An Post.
- Accessibility requirements – for phone and broadband services.

How we can help you

We can support you in several ways, for example, we:

- Explain your rights so you can make informed decisions about choosing and using a service or switching provider.
- Ensure service providers set out information about their customer service arrangements in their customer service charter, including the levels of quality of their customer service and compensation schemes.
- Help resolve complaints you can't solve with your service provider.
- Monitor and enforce service provider compliance with their regulatory obligations.
- Ensure measures are in place to make phone and broadband services easier for people of all ages, abilities and disabilities to access, understand and use.

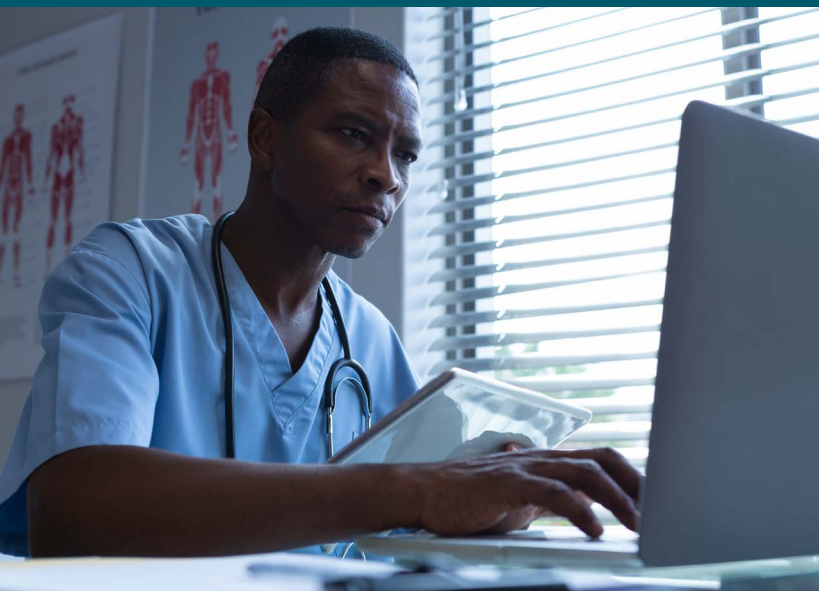




Common issues we deal with

We deal with queries and complaints such as:

- **Billing:** Have you been overcharged? Or billed for a service you don't recognise?
- **Contracts:** Are you confused by a price change or contract term?
- **Service issues:** Have you experienced a loss of service or mobile coverage? Are you experiencing broadband speeds below those set out in your contract?
- **Switching providers:** Have you encountered a delay in changing provider or loss of your phone number?
- **Missed or delayed installation appointment:** Did a technician fail to show up at the agreed time slot?
- **Accessibility:** Have you concerns about the accessibility of a service?
- **Postal services:** Has an important letter or parcel been delayed or gone missing?





Tools and resources

We provide useful tools on our website:

Compare plans: For mobile, home phone, broadband and bundled plans and prices. Visit comreg.ie/compare

Mobile Coverage Map: Check outdoor mobile coverage at any location in Ireland. Visit comreg.ie/coveragemap

Broadband Checker: Find out the broadband network availability for any address or Eircode. Visit comreg.ie/broadbandchecker

You can find impartial information and advice on comreg.ie



Need help?

Your rights when making a complaint

Phone and broadband providers must follow complaint handling rules. These rules are designed to make the process of making a complaint easier and the handling of the complaint more transparent for consumers.

Providers must clearly explain in their code of practice how to complain, their response timeframes and how they keep you updated while your complaint is being dealt with.





Consumer Care can help

Complaints about phone and broadband services

Our Consumer Care Team can give you advice and information about your phone and broadband service.

If you have a complaint, we can review it and contact the provider for you if:

1. You've already followed your provider's complaints process, and
2. Your complaint hasn't been resolved after receiving a response from your provider, or if your provider has not responded to your complaint.

Complaints about postal services

If you are having issues with your postal service provider, Consumer Care can also provide advice on how to make a complaint.

Complaints about accessibility

Providers must make their services accessible for people of all ages and abilities. If your complaint is about the accessibility of a service, you can contact Consumer Care directly.

Contact Consumer Care

Monday to Friday: 8am to 8pm, Saturday: 9am to 1pm

-  **Phone:** (01) 804 9668
-  **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:** Access Officer, ComReg, One Dockland Central, Guild St., D01 E4X0

ITRS (Irish Text Relay Service)

The ITRS helps those who are deaf, hard-of-hearing or speech-impaired to make and receive calls independently.

How it works:

- ITRS works by translating: text into voice, and voice into text.

The service can be used on:

- mobile phones,
- tablets, and
- PCs

Calls are relayed by an ITRS agent who passes the message between callers. The ITRS service is operated by Eir and is available to customers of Three, Eir, Sky, Tesco Mobile, Virgin Media and Vodafone. Visit itrs.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

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 electronic communications, premium rate services and postal services.

