



Commission for  
**Communications Regulation**

**10/09/2014**

For immediate release

## **ComReg Media Release**

### **ComReg investigates Yourtel**

Due to a large volume of consumer contacts received by ComReg, and in accordance with its statutory objective to promote the interests of consumers, ComReg is issuing this information notice in respect of an investigation it has initiated into the practices of the service provider Yourtel Limited (“Yourtel”) in the Irish electronic communications market. Yourtel is selling a number of products based on Carrier Pre-Selection (CPS).

Yourtel is making its CPS product available to customers of Eircom and ComReg wishes to explain to consumers that the provider of the CPS service is Yourtel, not Eircom. When a customer agrees to subscribe to a Yourtel CPS (All Calls) product, a customer’s line rental continues to be payable to Eircom but call charges are payable to Yourtel. This means that customers subscribing to a Yourtel CPS (All Calls) product will receive two bills, one from Yourtel for call charges and one from Eircom for line rental and any other relevant services.

ComReg has no role in the regulation of the retail prices of voice calls offered by Yourtel. However, all electronic communications service providers are required to comply with a range of regulations and Yourtel’s compliance with certain of these is the subject of ComReg’s current investigation. ComReg may provide further updates as its investigation proceeds.

Notwithstanding its current investigation, ComReg would encourage consumers to ensure that they understand which company is providing which service, as well as the features, prices and terms and conditions that they are agreeing to when they subscribe to electronic communications services by whatever means, including by phone.

**ENDS**

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