



Commission for
Communications Regulation

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New guides issued by ComReg to inform consumers when using Phonecards and the Internet

The Commission for Communications Regulation (ComReg) has today published the latest in its series of consumer information leaflets on “Prepaid Phonecards” and “Modem Hi-jacking using dialler programs”.

These leaflets have been produced in response to a range of enquiries by consumers to ComReg. On Phonecards the leaflet identifies some seven factors which consumers should be aware of when purchasing Phonecards. This check-list aims to ensure that consumers can make both informed choices and that they get value for money.

Modem ‘hi-jacking’ is an increasing issue where consumers’ modems can have their Internet settings altered without their knowledge potentially leading to excessive charges being levied. The ComReg leaflet on this issue seeks both to raise awareness and identify some nine simple safeguards/steps consumers can take to avoid falling victim of dialler programmes.

These guides are available in the Consumer Information section of ComReg’s website www.comreg.ie or by contacting ComReg’s LoCall number at – 1890 229 668

ENDS

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