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ComReg survey indicates that Broadband numbers are growing strongly

The Commission for Communications Regulation (ComReg) today published its latest Trends Report. The survey examines trends among consumers in the following areas:- Fixed Phone usage, Mobile Phone Usage and Internet Usage. The survey shows that DSL (Broadband over a fixed line phone) is now the most common internet access technology used for residential internet access, with 42% of home internet subscribers using a DSL broadband product to get on to the net.

The survey also revealed that 12% of mobile customers have contacted their mobile operator to seek additional discounts on their current package. However, of these, over 90% were successful in getting some form of discount including additional free voice message and SMS messages, additional free calls between family and friends and a reduction in the per minute rate for calls.

ComReg recommends that for consumers to make sure consumers are on the best priced package for their individual usage, they should use ComReg's independent website www.callcosts.ie which allows customers to compare fixed line, broadband and mobile phone tariffs, based on their individual needs.

Other survey highlights include:

- Fixed line penetration remains stable this quarter at 72% of households; mobile penetration has marginally increased, and now stands at 87% of residential respondents.
- 11% of fixed line subscribers and 8% of mobile subscribers have made a complaint to their operator in the last 12 months.
- Over 50% of consumers are now using the internet from any location, and 43% of households report having a home internet connection.
- The most popular activities for home internet users are information search, general browsing and communication via email. 86% of home internet users believe the internet has changed the way they seek and find information.

The full survey presentation ComReg 06/64 can be found on ComReg's website at www.comreg.ie

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