



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# ComReg Compare

## Value Comparison Calculator on [www.comreg.ie/compare](http://www.comreg.ie/compare)

### Information Notice

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1. ComReg's website offers a value comparison tool, [www.comreg.ie/compare](http://www.comreg.ie/compare) ("ComReg Compare") which enables consumers to make better informed choices when deciding to switch providers or to switch package with the same service provider.
2. Our recently launched calculator offers increased functionality to consumers including handset preferences, triple and quad play bundles in the market and a mobile phone application (App) to calculate usage on an Android smartphone and/or the facility to upload a bill.
3. ComReg Compare offers consumers the facility to compare communications service providers' market offerings by average monthly cost, total cost including handset costs, allowances and speed, based on the information entered.
4. ComReg Compare is a free, up-to-date, easy to use and independent calculator. Users are offered four categories of service from which they can select a single service or multiple services: mobile phone, home phone, broadband and/or television. There is then the choice to choose to display all results ("Show me Everything") or, by using the "Calculate my Spend" option, users can choose manual input, bill upload, or download an Android App which automatically determines individual usage.
5. Results are listed in order of average monthly cost by service provider with the cheapest first. Users can then use the filter option to list by any of the following:
  - a. Cost with a choice of display by total contract cost, upfront cost, average monthly cost and slider rulers to display only offerings within preselected cost limits e.g. upfront cost for mobiles, including handsets, limited to an amount;
  - b. Handset – ability to select phone types and only compare those selected;
  - c. Provider – ability to compare only specific networks;
  - d. Contract terms - mobile top-up and billpay with varying contract duration;
  - e. Broadband download speed and download limit.
6. By showing details of a market offer, users can find cost, discount, allowance and network information along with links to terms and conditions, handset FAQs and provider websites.
7. ComReg would like to encourage all consumers to use ComReg Compare to check if they are getting the best value for their needs or to see if there is better value if they are considering switching service provider or package.

## 8. TIPS for using ComReg Compare:

- a. Before you start – look at your bill. This should state what plan you are on, if any, and it will give you a better idea of your usage pattern. For mobile top-up plans that don't have a bill, download our Android app to calculate your individual usage.
- b. If you are unsure of your usage or type of service you are looking for, it is recommended that you click on "Show Me Everything" in order to receive as wide a cost comparison as possible. You can always filter from there and narrow down your search.
- c. ComReg Compare features residential/non-business tariff plans that are currently available. You may be on an old price plan that is no longer offered to new customers and therefore not on the site. You should contact your service provider to find out the details of this price plan.
- d. Bear in mind that the market offers listed correspond to the usage you entered. If your actual usage increases, you may incur more costs, so your bill will be higher than the result displayed. As your usage changes, so too does the cost.
- e. All prices shown on the website are inclusive of VAT.
- f. In the "Show Details" section of each market offering there are links available to handset FAQ sections on service provider websites. In addition, further details on [Consumer Protection Guidelines for Mobile Phone Traders](#) are on the Competition and Consumer Protection (CCPC) website.

## 9. Other Details

- a. In addition to this consumer initiative, ComReg has requested that Industry publish answers to a set of frequently asked consumer questions (FAQs), developed by ComReg, about handset ownership, unlocking and costs. These FAQs will greatly improve consumers' information in respect to contracts and when purchasing handsets. For more details [click here](#).