

Will I receive a sales call from my existing provider?

Your existing provider cannot contact you about your voice calls for three months. If it contacts you on any other matter, this should not relate to your voice calls. (You can of course request that it avoid contacting you altogether if you like.)

What happens if I change my mind?

If you have entered into a contract with a new provider, you still have a 'cooling-off' period. This is 5 or 7 working days depending on how you signed up. If you do change your mind, you can contact the new provider and it will cancel the contract. Ensure that your instruction not to proceed is recorded in writing and can be verified later if needed.

How can I find out who my provider is?

To check or identify your current operator for various call types, you can dial the following numbers:

- 19800 - international calls
- 19822 - local calls
- 19801 - national calls

If you discover that you have been moved to another provider without your consent, you should contact the company and ask it to tell you when, how and from whom it received authorisation to transfer you. You should ask for a copy of this authorisation. If you are not satisfied that authorisation was given, contact ComReg's consumer line.

What if I have a complaint?

Your provider will give you its code of practice when you take up the service. This contains all the details about how to make a complaint.

What if I am not happy with how my complaint was handled?

If you are not satisfied after following all the steps in that provider's complaint procedure, you can contact us in ComReg about the complaint on 1890 229 668.

Where can I get more detailed information?

You can get more detailed information on our website, www.askcomreg.ie. Here you will find a list of authorised fixed line providers offering 'carrier pre-select' to residential and, or, business consumers.

How can I contact ComReg?

By phone (LoCall): **1890 229 668**
(9.00am to 5.30pm) Monday to Friday

By fax: **(01) 804 9671**

By email: consumerline@comreg.ie

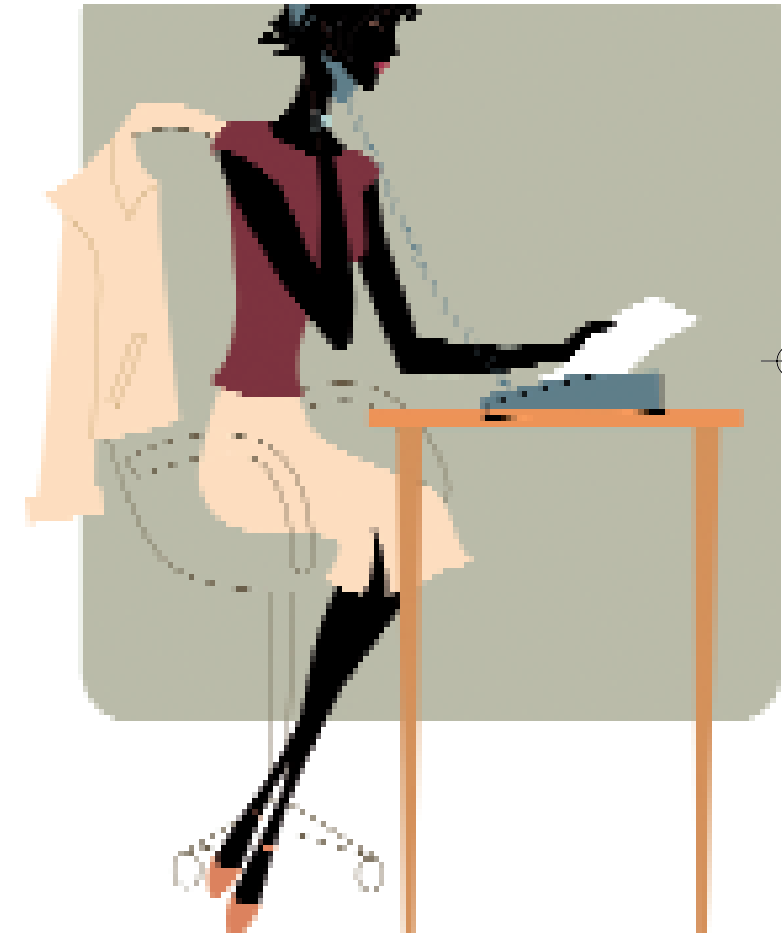
Our websites are:

www.comreg.ie / www.askcomreg.ie / www.callcosts.ie

By post: **ComReg Consumer Team, Irish Life Centre
Block DEF, Lower Abbey Street, Dublin 1**

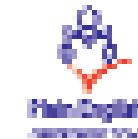
Switching Your Landline Phone Service Provider

Your choice



Legal Disclaimer: We prepared this document from a variety of sources. While we took reasonable care to prepare it, we do not accept any responsibility for any loss or damage anyone may suffer by using any of this information.

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We designed this guide to help you choose a provider for your fixed or 'landline' phone calls.

In recent years, the number of companies offering landline phone services to consumers has increased significantly. This growth in competition has helped to reduce the cost of making calls from landlines and helped to raise standards across the industry.

In this guide, we explain the:

- choices you have for your service provider;
- points to consider if wish to choose a new provider; and
- details about switching to a new provider.

What choices do I have for my fixed or 'landline' phone calls?

You don't have to use the same provider for your phone line and your phone calls – you can use a different provider for each. This service is often referred to as 'carrier pre-select' or CPS. At the back of this leaflet you will find a list of CPS service providers authorised by us to offer fixed or landline phone services.

Why would I consider changing?

Another company may offer better value landline services that suit your needs.

How can I change to a new operator?

You can do this by

- signing an authorisation form on paper or on a digital device at your door (if a representative of the provider calls to your home); or
- confirming your consent over the phone, which is known as Third Party Verification (TPV) and is the same as signing the authorisation form.

The new provider will take it from there. If you are simply asking for more information about the service, you should not sign any forms or give your account details. You may also wish to check with your existing provider that your balance has been paid, as this may prevent you from switching.

Do I have to change my phone number?

No, in most cases you can keep your phone number. There is no disruption to your service or change in the way you use your phone. However, you may have to change your phone number under certain conditions, so please check with your new provider for more details.

Will my phone service be interrupted during the changeover?

No, the switchover to the new provider should be seamless.

Will I have to change my phone equipment?

No, your current equipment will work with a new provider.

Can I still use the internet?

Yes. Your internet settings will not be affected if you switch to a new provider for your voice calls. Your new provider will give you further details.

Who will maintain my phone line?

Changing to another operator will have no effect on the maintenance of your phone line. Regardless of the provider, all consumers are expected to receive the same level of service when it comes to fault repairs. If you discover a fault with the line, contact the provider to whom you pay your line rental.

What questions should I ask the alternative provider before changing?

- Can I see the customer 'code of practice' and standard 'terms and conditions of contract'?
- Is the bill issued every month or two months?
- How can I pay the bill? For example, do I have to pay by direct debit?
- Can I have a printed price list?
- Do you charge a minimum charge or a set-up charge for each call I make?
- How do you charge for calls – per second, per 30 seconds or per minute?
- Are there any additional charges such as connection fees?
- What are your peak and off-peak times?
- How long will it take to change over?
- Do I need to sign up for a set time?
- Do I have to spend a minimum amount per month?
- Are any special discounts available?

Do I have to tell my existing provider that I am switching?

No, your new provider will do this. You may want to contact your existing provider to check whether you have a contractual commitment to them. Be aware that such commitments may not allow you cancel your existing contract without paying some penalty. It is also important that you check that any balance on your account is fully paid to make sure that your account can be released for switching.

Will my existing service provider let me know they have been told I am changing to a new provider?

Yes, they will send you a letter to check that you have consented to the change. You only need to answer the letter if you have not elected to change service provider.

What about my other phone services?

Other services like call waiting and call answering will stay the same. Your internet settings and broadband services should not be affected if you select a new provider for line rental and calls. Your new provider will give you further details.

What happens if I have a fault on my line?

If you change to another provider, the quality of your service should stay the same. If there is a fault on your line, you should contact your new provider, and it will arrange for an engineer to fix the problem.

What happens if I change my address but want to keep my service provider?

You will need to contact your new provider, which will advise you what to do.