

And some further tips

Be clear about what you're signing up for.

When accessing Premium Rate Services on a 5xxxx number, check whether you are signing up for a one-off service (where you're billed just once) or for a subscription service (where you're billed on a regular basis).

Know how to opt-out of subscription services.

Text the word 'STOP' back to the number sending the messages. For more information on Premium Rate Services go to www.phonesmart.ie

Get cheaper calls to Northern Ireland landlines (048)

If you are calling Northern Ireland and want to avail of a National Call rate instead of a Long Distance Call rate, simply drop the 028 code from the Northern Ireland number and replace it with the 048 code. These calls are generally not included in packages or bundles. Remember, the 048 code can only be applied to Northern Ireland landline numbers. It will not work with Northern Ireland mobile numbers or non-geographic numbers.

Know what's FREE!

- Calls to 1800 numbers are free.
- Calls to emergency services on 112 and 999 are free.
- Calls to numbers beginning with 116 which are EU Harmonised Services of Social Value are also free. For example the 116111 telephone number has been reserved in all EU Member States as a helpline for children.

- Calls to 19xx numbers that offer customer support by service providers to their customers are free.
- Access to voicemail on 171 may be free for some customers but others may be charged, particularly mobile customers. Check the cost of accessing voicemail with your service provider. If there is a charge and you do not consider voicemail a vital service, then simply cancel the 'divert to voicemail' feature on your mobile handset. Your operator will be able to provide assistance on cancelling your divert if required.
- Other numbers beginning with 17 are used by service providers for network services such as pre-paid top-ups and balance enquiries. These services are normally free but sometimes charges may apply. If you use 17xx services regularly, then check the cost with your service provider.

The cost guide

This cost guide uses the € symbol to give you an idea of call costs. The more € symbols used, the more expensive the call.

For example:

- € = equivalent to cost of local landline to landline call (typically between 5c and 8c per minute)
- €€ = equivalent to cost of national landline to landline, or landline to mobile, mobile to landline or mobile to mobile call (typically between 8c and 25c per minute)
- €€€ = equivalent to cost of calling 0818/1890 number from mobile (typically between 15c and 45c)

€€€€ = equivalent to cost of calling basic premium rate number (typically between 30c and €1.80 per minute)

€€€€€ = equivalent to cost of calling high premium rate number (typically between €1.80 and €3.50 per minute)

Access Code	Guideline call cost from landline	Guideline call cost from mobile	Guideline call cost from VoIP	Included in bundles?	Per minute charge?	Per call charge?
Geographic 01, 02, 04, 05, 06, 07, 09	€	€€	€	✓	✓	n/a
Mobile 083, 085, 086, 087, 088, 089 (including SMS)	€€	€€	€€	✓	✓	n/a
1850	€	€	€	✗	n/a	✓
1890	€	€€€	€	✗	✓	n/a
0818	€	€€€	€	Check with operator	✓	n/a
Standard Rate 51xxx short codes	€€	€€	€€	✗	n/a	✓
Basic Premium per min 1520 - 1560	€€€€	€€€€	€€€€	✗	✓	n/a
Basic Premium per call 1512 - 1516, 53xxx short codes, 118xx directory services	€€€€	€€€€	€€€€	✗	n/a	✓
High Premium per min 1570 - 1599	€€€€€	€€€€€	€€€€€	✗	✓	n/a
High Premium per call 1517 - 1518, 57xxx, 59xxx short codes	€€€€€	€€€€€	€€€€€	✗	n/a	✓
Free calls: 1800, 112, 999, 116xxx, 19xx and some 17xx services and 50xxx short codes	FREE	FREE	FREE	n/a	n/a	n/a
Voicemail: 171	Check with operator	Check with operator	Check with operator	Check with operator	Check with operator	Check with operator

How can I contact ComReg?

By phone: (01) 804 9668 or 1890 229 668 (9.00am to 5.30pm, Monday to Friday)

By fax: (01) 804 9680

By email: consumerline@comreg.ie

By post: ComReg Consumer Team

Irish Life Centre, Block DEF, Lower Abbey Street, Dublin 1.

Our websites are: www.askcomreg.ie / www.comreg.ie

www.callcosts.ie / www.phonesmart.ie

Your guide to telephone numbers and charges

www.askcomreg.ie



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This guide tells you about the different types of telephone numbers in use in Ireland and gives you an idea of what calls to those numbers will cost using landlines, mobiles and VoIP* (Voice over Internet Protocol) services.

Telephone numbers explained

There are three main categories of phone numbers:

- Geographic numbers – these are numbers with area codes for different parts of the country. For example, 01 for Dublin, 091 for Galway, 074 for Donegal and so on.
- Mobile numbers - these are numbers that begin with 083, 085, 086, 087, 088 & 089.
- Non-geographic numbers – these are numbers that are often used by businesses and cost the same no matter what part of the country you're calling from. For example, 1850, 1890, 0818 and so on. Premium rate numbers starting with 15 are also included in this category.

The prices we give in this guide will give you a good idea of what calls cost, but remember that prices can vary between service providers. The actual cost of calls will depend on your service provider, your account plan, the time of day and the exact number called. It is always best to check your price plan or check with your service provider before you make your call.

*If you would like more information on VoIP services that offer you a choice to make telephone calls, usually from an internet service, please see our VoIP consumer guide at www.askcomreg.ie

This guide **does not** provide information on call charges while 'roaming' – that is, using your mobile phone abroad.

The basic principles

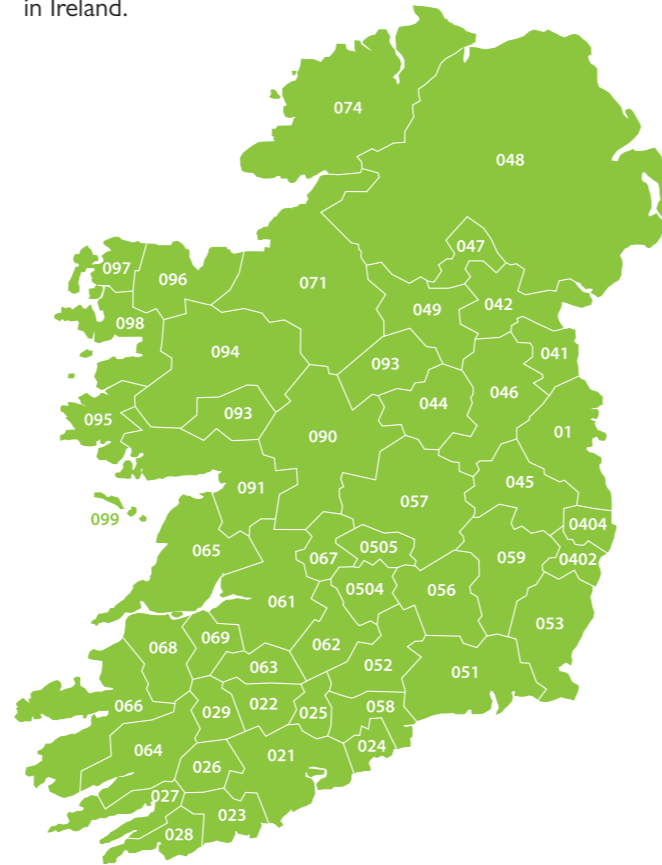
Before making a telephone call you should ask yourself the following questions:

1. What is the call going to cost me?

You need to be aware of the cost that your service provider charges you for calls.

- Calls to geographic numbers from landlines are charged at either local or national rates. If you have an 'inclusive minutes' package, there may not be a difference between local and national rates.
- Calls made from your mobile phone will likely cost more than calls made from a landline. If you are a prepaid mobile customer, the cost per call is normally higher than if you have a monthly bill-pay package.
- VoIP services may offer cheaper calls to landline numbers but calls to mobile or non-geographic services (for example, 1890) may cost more.
- Customers who have an 'inclusive minutes' package should be aware of the types of numbers that are included in the package. These packages usually include a certain number of minutes to landlines and a certain number of minutes to mobiles.
- Customers who do not have 'inclusive minutes' packages should be aware of the difference between local and national rates. If you are calling a number outside of your area code you may be charged a national rate.

The map below provides details on the assigned area codes in Ireland.



For more detailed information please visit our website at: www.askcomreg.ie/areacodes

2. Does your 'inclusive minutes' package have any restrictions?

Your package might include free minutes to mobiles, to landlines and free texts but make sure you read the small

print to check the following details.

- Make sure you know:
- the types of calls that are included in your inclusive minutes package or bundle;
 - the limit on the number of minutes to geographic or mobile numbers;
 - the time of day your inclusive minutes apply;
 - the additional cost of calling if you have gone over your inclusive minutes; and
 - which non-geographic numbers are included or not included.

3. Do you call 1850, 1890 or 0818 numbers frequently?

1850, 1890 and 0818 numbers are not normally included in packages and bundles. As an example, a 10-minute call to an 1890 number made from a mobile phone will normally cost between €1.50 and €3 depending on your service provider. Many customer service contact centres such as banks, insurance companies and state bodies use 1890 numbers.

You should make sure you know the terms and conditions of your contract to avoid unexpectedly high telephone bills. You should also look for alternative landline contact numbers for these services so that you can use your inclusive minutes.

4. Do you use 118xx Directory Enquiry Services and do you ask to be connected?

Current prices for directory enquiries are available at www.callcosts.ie If you need to get a number fast,

you can call a variety of directory enquiry services. These numbers begin with 118 and the cost of calling these services can be high. When you are given a number by the 'directory enquiries' operator, you will be asked if you would like to have your call connected.

If you choose to have the operator connect your call, be aware that you will be charged, on a per minute basis, at a very high rate for the entire duration of the call. This can be a useful service in urgent situations but it could end up being very expensive. For example a 4.5 minute call to a Directory Enquiry service could cost around €4.23. To keep your call costs down, you should take note of the number, hang up and then dial it yourself. The savings can be significant.

5. Do you use Premium Rate Services on 15xx numbers and 5xxxx SMS short codes?

Premium Rate Services are goods and services that you can buy using your phone, either by a call or SMS (Short Message Service). SMS is another name for a text message. The cost of the goods or services is then charged to your phone bill. You are charged these costs whether you have a landline or a mobile phone. Calls and text messages to premium rate numbers are expensive.

The following table provides a guide as to the maximum allowable costs these numbers and codes can charge. Some Premium Rate Services are charged on a **per minute** basis and some are charged on a **per call** basis.

For example, a 10 minute call to a 1520 number could cost up to €3 (that is, 10 minutes at 30c per minute) whereas a 10 minute call to a 1512 number should not cost more than 50c. Indeed, a 20 minute call to a 1512 number should still not cost more than 50c.

'Per Minute' charging		'Per Call' charging	
PRS* No.	Cost per minute	PRS* No.	Cost per call
1520	Not exceeding € 0.30	1512	Not exceeding € 0.50
1530	Not exceeding € 0.50	1513	Not exceeding € 0.70
1540	Not exceeding € 0.70	1514	Not exceeding € 0.90
1550	Not exceeding € 1.20	1515	Not exceeding € 1.20
1560	Not exceeding € 1.80	1516	Not exceeding € 1.80
1570	Not exceeding € 2.40	1517	Not exceeding € 2.50
1580	Not exceeding € 2.95	1518	Not exceeding € 3.50
1590	Not exceeding € 3.50	TOP TIP! The higher the number, the more expensive the call will be. <small>*PRS = Premium Rate Services</small>	
1598	Variable price up to € 3.50		
1599	Variable price up to € 3.50		

5xxxx short codes (or text codes) are very popular for texting in to competitions, voting on TV shows and for downloading content to your mobile phone. The table below provides sample costs associated with accessing services using these codes.

Numbers	Category	Price Range €
50000 to 50999	Free Text Rate	Free of Charge
51000 to 51998	Standard Rate	Not more than € 0.16, VAT inc.
53000 to 53998	Basic Premium	Not more than € 0.80, VAT inc.
57000 to 57998	High Premium	€ 0.80 or more, VAT inc.
59000 to 59998	Adult content	Costs vary but are the most expensive of these codes.
TOP TIP The higher the number, the more expensive the call will be.		