

Media Release- 3 October 2006

## **ComReg announces interim solution to assist Smart Telecom customers**

Today ComReg held intensive discussions with eircom in an effort to assist customers whose fixed-line services have been affected as a result of difficulties at Smart Telecom.

Our objectives were, firstly, to put in place an interim telephone service for affected customers and, secondly, to enable them to choose their own operator for the long term.

ComReg is pleased to announce that the solution reached will result in service being restored to affected customers within three days. Customers will be allowed to make local calls and national calls, as well as now being able to make calls to the emergency services. Customers may also receive incoming calls.

When the interim arrangements have been implemented, customers will be able to select any telephone provider of their choice. This will provide operators with an opportunity to inform customers of the range of different products and services that are available in the marketplace.

We would like to acknowledge eircom's co-operation for putting in place these interim measures which will give a service to the affected customers.

ComReg has put information on its website [www.askcomreg.ie](http://www.askcomreg.ie) giving customers the necessary information that is required to select a new operator.

**ENDS**

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