



Media Release- 2nd May 2003

ComReg Approves Tariff Scheme for Vulnerable Users

ComReg today welcomed detailed confirmation from eircom of the launch of a new scheme to meet the needs of vulnerable users in June 2003. This is *in line with the requirements as set out by ComReg in the Price Cap*

This scheme will benefit all *eircom* residential customers whose average spend on calls [excluding line rental costs] is lower than approximately €11 per month (incl vat)

The main aim of the “Vulnerable Users Scheme” is to limit any increases in the size of telephone bills for all customers who have a relatively low level of usage. This could potentially benefit up to approximately 23% of *eircom*’s residential customer base.

The scheme will work as follows: if a user spends on average less than €11 a month on calls alone, they can now pay an initial subscription fee of €22.50 (incl. VAT) per month this will include line rental, local, national, fixed to mobile and international calls up to a value of €5.00 (incl VAT). It should be noted that once a customer exceeds the €5.00 worth of free calls they will pay double on calls up to €6-€11, after which they will revert to standard call rates.

The “Vulnerable Users Scheme” contributes to the Price Cap obligations placed on *eircom* and to this end *eircom* have agreed that the median bill of those customers who avail of the scheme will not increase by more than CPI-0% which is the cap on the current Lower Quartile bill.

Full details of the terms and conditions of the scheme will be made available by *eircom* at least 21 days before the scheme becomes available.

-Ends

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