



**Media Release - 5<sup>th</sup> February 2004**

## **ComReg guide encourages consumers to exercise choice for telephone calls.**

The Commission for Communications Regulation (ComReg) has today published a guide for consumers on Carrier Pre Selection (CPS). The guide demonstrates the increased choice for consumers for their telephone call services and includes a list of over 25 authorised service providers offering CPS to residential and small business consumers.

The principal benefit of CPS for consumers is the ease at which they can switch service providers if they wish to avail of an offer that better suits their calling requirements. They don't need to change their telephone number or equipment and their phone service is not interrupted in any way during the changeover.

Another important consideration for consumers is the knowledge that if they do select different provider for telephone calls the responsibility for maintenance of their telephone line is not affected. Consumers are entitled to the same quality of service on their telephone line regardless of who provides their telephone call services.

The guide is available in the Consumer Information section of ComReg's website [www.comreg.ie](http://www.comreg.ie) or by contacting ComReg's LoCall number 1890 229 668. In the coming weeks the guide will also be displayed in Post Offices, Public Libraries and Citizen Advice Bureaus nationwide.

**ENDS**

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