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ComReg guide on Single Billing - A new era of choice for consumers

The Commission for Communications Regulation (ComReg) has published a guide for consumers on Single Billing. This guide informs consumers of a new era of increased choice in Service Providers for their all their fixed line telephone requirements.

The principal benefit for consumers is that Single Billing means receiving just one bill from the Service Provider of their choice for every aspect of their telephone service requirements, including *all* calls and line rental. Consumers don't need to change their telephone number or equipment and their existing call or data services should not be interrupted in any way during the changeover.

The guide informs consumers on how they can avail of this new service and what they can expect when changing to a single bill with an alternative provider. The guide also offers advice to consumers on what questions they should ask before changing to any alternative operator to ensure that the offer best suits their individual telecommunication needs.

ComReg Commissioner Isolde Goggin said: "our consumer research indicates that many consumers are interested in switching provider but are put off by the idea of receiving two bills. Single Billing removes this obstacle and allows consumers to receive a seamless service from the operator of their choice."

Previously consumers who availed of Carrier Pre-Selection (CPS) could have their calls with one operator but would still receive a bill from *eircom* for line rental. Single Billing now offers consumers increased freedom of choice with the added convenience of just one bill.

The guide is available on the Consumer Guides section of the new ComReg consumer website <http://www.askcomreg.ie> or by contacting ComReg's LoCall number 1890 229668. In the coming weeks the guide will also be displayed in Post Offices, Public Libraries and Citizen Advice Bureaus nationwide.

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