



Commission for
Communications Regulation

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ComReg launches new Home phone and Broadband sections to its *callcosts.ie* website

The Commission for Communications Regulation (ComReg) today launched the new sections to its website, www.callcosts.ie, which now allows consumers to compare home phone, broadband packages – as well as mobile phone packages - offered by telecoms operators.

Although pricing information from operators is available, many consumers find it difficult to compare and rank the cost of the various packages on offer.

www.callcosts.ie is a user-friendly, interactive website that has been developed by ComReg with the co-operation with the telecoms industry. The website, which was initially launched in November 2005 with mobile phone packages, will now also assist consumers to select the home phone and broadband packages that best suits their needs.

The new sections of the site contains details of over 80 home phone and broadband products provided by 13 operators - as well as 37 plans offered by the four mobile providers.

ComReg Commissioner, Mike Byrne said: “ComReg is delighted to launch the new sections to the www.callcosts.ie website which will allow consumers to shop around and make comparisons when they are selecting a home phone or broadband package. ComReg’s consumer surveys have consistently shown that the majority of consumers are looking for clear and transparent information that is both readily understandable and which will enable them to make informed choices”.

The www.callcosts.ie site works by asking the consumer a few questions regarding their usage of calls and or broadband services. Once the consumer answers these questions they are presented with a list of plans ranked according to cost.

Note to Editors

After its initial launch in 2005, the callcosts.ie website was audited by EIQA (Excellence Ireland Quality Association, which is the national body for quality and excellence and continuous improvement programmes) and was awarded the W Mark Level 2. The Global Website Certification initiative – The W-Mark – is an independent standards programme that evaluates and audits websites to globally recognised standards. This award gave ComReg the honour of being one of two companies, globally, who are the first to receive Level 2 of the W-Mark. The W-Mark is assessed and audited under the following 6 criteria:

- Accessibility
- Commitment to Customer Service
- Consistency & Appearance
- Data and Information Security Management
- Navigation
- Privacy Compliance Management

ComReg has also received a Department of An Taoiseach Public Service Excellence Award for its callcosts.ie website. These Awards are presented every two years for public service projects and initiatives.

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