



Commission for
Communications Regulation

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ComReg launches new website www.callcosts.ie to help consumers compare the cost of mobile phone packages

The Commission for Communications Regulation (ComReg) today launched a new website called – www.callcosts.ie – which will allow consumers to compare mobile phone charges across all operators.

Currently over 3.8 million people in Ireland use mobile phones and each mobile phone user spends an average of €54 per month on their mobile phone. Although tariff information from operators is available, many consumers seeking a suitable mobile phone package can find it difficult to compare and rank the range of packages available.

www.callcosts.ie is a new, user-friendly and interactive website that has been developed by ComReg in co-operation with the four national mobile operators. The site will assist consumers to select the optimum mobile phone package, based on their individual usage.

ComReg Commissioner, Mike Byrne said: “ComReg has today launched a website for mobile users which is designed to make the process of comparing the cost of mobile price plans easier. ComReg has a statutory role both to protect and inform consumers. We see this as a significant pro-consumer initiative. ComReg believes it is imperative that consumers have access to comparable mobile pricing information which allows them to make informed purchasing decisions. I am confident that, with the continued co-operation of the mobile industry, www.callcosts.ie will become a useful resource for consumers and will enhance the level of competition throughout the market.”

The website being launched by ComReg today will make it easier for consumers to shop around and make informed decisions.

The site is interactive and it works by asking consumers a few questions regarding their usage of mobile services (such as the number of minutes, texts, picture messages used in a month) and, having done so, users are presented with a list of mobile price plans ranked according to their cost.

ComReg's consumer surveys consistently show that the majority of consumers are looking for clear and transparent information that is understandable and assists them when choosing a mobile phone package that best suits their needs.

ComReg will add fixed line phone packages and Broadband packages to the website in the next phase of its development.

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