



Commission for
Communications Regulation

Media Release- 26 October 2006

ComReg stresses the urgent need for Smart Telecom “Voice-Only” customers to move service provider immediately

The Commission for Communications Regulation (ComReg) today reminded Smart Telecom’s voice-only telephony service customers of the need to move service provider in order to avoid a loss of service. Smart broadband customers are not affected.

Since Monday, 2nd October 2006, ComReg has put in place a comprehensive range of consumer information on the developing status of events in relation to Smart Telecom via its websites and national press advertisements. ComReg has also worked closely with the industry to facilitate a high degree of competition awareness in the marketplace.

ComReg remains concerned, however, that approximately 13,000 of Smart Telecom voice-only customers have failed, to date, to make arrangements with an alternative service provider.

All previous customers of Smart Telecom voice-only telephony service have, over the past three weeks, been provided with a temporary service which will be withdrawn shortly. The making of outbound calls from today will, as previously announced, be restricted to local and emergency calls only; national calls can no longer be made over this service.

Those customers who have not acted already must do so now to avoid disconnection - they must sign up with a new service provider by Thursday, 2nd November. If those customers do not act now, their phone service will be cut off after 2nd November. If they have broadband over their phone line from a supplier other than Smart, i.e. not from a cable or wireless supplier, this will also be disconnected unless they have a new voice service in place.

Customers will need to provide their Universal Account Number (UAN) to a new provider in order to sign up for service. This can be found on customers’ last Smart Telecom telephone bill. If Smart Telecom voice-only customers do not have the UAN, they can look it up on www.askcomreg.ie. A list of service providers can also be found on www.askcomreg.ie. Pricing comparisons for calls and broadband services can be found at www.callcosts.ie.

ENDS

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