



Media Release – 20th October, 2006

ComReg survey shows almost 40% of households with Internet access in Ireland are now using some form of broadband service

The Commission for Communications Regulation (ComReg) today published a survey of residential telecommunications customers. The survey of 1,000 people, aged between 15 and 74, was conducted on behalf of ComReg by Amárach Consulting during April and May, 2006.

The survey has found that 39% of home-internet users now subscribe to a broadband package, and that Digital Subscriber Line (DSL) is the most commonly used broadband access technology.

The survey asked consumers various questions about their use of electronic communications services. The main findings of the survey are:

- 15% of fixed-line customers switched operator in the twelve months preceding the survey, with 70% of those who have switched expressing satisfaction with the process of switching operator,
- Almost one in three (29%) fixed-line customers receive a bundle of services from their service provider for a flat fee,
- 58% of those surveyed said that they were aware of more than one Directory Enquiries (DQ) service provider,
- 80% of residential mobile users are aware of Mobile Number Portability (MNP). 16% of those mobile users who are aware of MNP have changed their operator in the last twelve months,
- 6% of mobile users say that they subscribe to a 3G mobile service,

- 42% of home internet users are aware of VoIP services, with 23% of this group having used the internet to make a voice call.

The full survey presentation ComReg 06/57a and further report and analysis 06/57b can be found on ComReg's website at www.comreg.ie.

ENDS

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