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ComReg warns consumers about roaming charges for using mobile phones abroad

The Commission for Communications Regulation (ComReg) today launched a new additional section to its consumer website www.askcomreg.ie informing mobile phone users about the costs of International Mobile Roaming.

ComReg is concerned that consumers may not be fully aware of the cost of using mobile phones while abroad. A recent ComReg survey found that 57% of users who travelled abroad last year had only a limited knowledge of roaming costs, while a further 20% had no knowledge at all of roaming costs.

Specifically, this new section on ComReg's consumer site informs people about the cost of making and receiving calls, while travelling abroad, using both pre-pay and pay-monthly mobile phone options. The countries included are the UK, Spain, Italy, and Portugal. Over the coming months ComReg plans to add similar information for other countries.

The site also shows what the cost of the call would be in Ireland so that consumers may benchmark or compare that price against the price of roaming in a particular country. ComReg will update the pricing web pages on a regular basis in order to give consumers up-to-date information.

ComReg Commissioner Mike Byrne said: "Mobile phone users should be aware that they can minimise their roaming charges when abroad by manually selecting the best value network on which to roam. Consumers should also be aware that when abroad they pay for receiving calls – but receiving text messages is usually free. ComReg believes that new information on the website about roaming and its associated charges will enable consumers to make more informed choices.

The information on the costs of roaming may be found on the following site www.askcomreg.ie/roaming

ENDS

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