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## **Consumer Guide for Directory Enquiry Services published by ComReg**

The Commission for Communications Regulation (ComReg) has today published the latest in its series of consumer information leaflets - 'A Guide to Directory Enquiry Services'.

The guide aims to help consumers to make more informed choices when using a directory enquiry service and raise awareness about how services are priced.

The guide informs consumers about:

- Maximising their use of Directory Enquiry Services, for example, the number of listings they can request per call;
- How Directory Enquiry Services are priced,
- What additional services, such as, call completion are available

ComReg's Chairperson John Doherty said: "Our last consumer survey revealed that 59% of respondents were not aware of the cost of making a Directory Enquiry call. This guide is designed to improve consumer understanding of directory enquiry services and help consumers to use the service as efficiently as possible."

The Guide is available in the Consumer Information section of ComReg's website [www.comreg.ie](http://www.comreg.ie) or by contacting ComReg's LoCall number 1890 229 668.

**ENDS**

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