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Consumer Guides for Cross-Border Telephone Users launched by ComReg

ComReg has today launched two consumer guides which will be of interest and benefit to users of both fixed line and mobile services. The two consumer guides launched by ComReg concern:

- **Using the '048' code to call fixed line numbers in Northern Ireland.**
- **How to prevent your mobile inadvertently roaming onto a mobile network across the border.**

ComReg wishes to raise consumer awareness and clarify the benefits of the use of the '048' code by means of the consumer guide. Using the '048' code ensures that calls are billed at national rather than international rates which can happen if calls are made using the '00 44' prefix.

The issue of Inadvertent Roaming has been raised on a number of occasions by consumers. Inadvertent roaming occurs when the signal from a mobile handset is picked up by a network across the border. This is likely to result in mobile users incurring higher charges. The guide explains the issue and gives advice on how to prevent it occurring.

Mike Byrne, ComReg Commissioner said; *"The launch of these guides is part of ComReg's ongoing programme to raise consumer awareness about tariffs and charges in the telecommunications sector. These guides will be of benefit to anyone who dials a Northern Ireland fixed line number and to mobile users who live or work in border areas. By following the practical advice contained in the guides consumers can minimise their exposure to telephone charges."*

The guides are available from the ComReg website: www.comreg.ie and the 'Ask ComReg' consumer website www.askcomreg.ie, or can be posted to users who contact our Consumer Line on 1890 229 668.

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