



Commission for
Communications Regulation

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Handling unsolicited marketing telephone calls - ComReg publishes guide for consumers

The Commission for Communications (ComReg) has today published the latest in its series of consumer information leaflets. The leaflet contains information in relation to unsolicited marketing telephone calls or text messages.

The purpose of the leaflet is to inform consumers of their rights when dealing with companies and organisations who make unsolicited telephone calls to consumers.

An unsolicited call is contact that you have not requested or agreed to. It generally tends to happen when someone wants to sell you a product or service, to conduct market research or for other promotional purposes

Under the law, companies are prohibited from contacting consumers by telephone unless prior permission has been given by consumers to receive direct marketing calls. If consumers do not wish to receive such calls they should contact their telephone service provider and inform them that they do not consent to being contacted.

The ComReg guide informs consumers about:

- How they can ensure that they are not contacted.
- The circumstances under which they may be contacted.
- How to make a complaint.

The guide is available in the Consumer Information section of ComReg's website www.comreg.ie or by contacting ComReg's lo-call number 1890 229 668

ENDS

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