

Yourtel Update



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Yourtel Update

Information Notice

Reference: 19/111

Date: 11/12/2019

Yourtel Update

1. In or around 7 November 2019, Yourtel Limited (“Yourtel”) notified its customers by letter of its intent to leave the Irish market on 8 November 2019. In that letter Yourtel advised customers to arrange to move to an alternative service provider as soon as possible.
2. Yourtel’s exit from the market resulted in its customers being unable to make outgoing calls, as normal, but these customers were able to receive incoming calls and had access to emergency services.
3. ComReg has taken steps to ensure that a normal service is now being provided to customers who have not already moved to an alternative provider.
4. Any customers affected by Yourtel’s exit from the market may call ComReg on 01-8049668 if they have any questions regarding their service.