

Our Number is Changing

FAQs

Why are we changing our numbers?

As a result of changes being introduced by the Commission for Communications Regulation (“ComReg”), we are replacing our phone number, as it is an 1890 number.

Under ComReg’s changes 1850, 1890 and 076 numbers will be withdrawn on 1 January 2022 and will be replaced by 0818 numbers.

Where can I find the replacement numbers?

When you call 1890 252 364, from now until 31st December 2021, you will hear a message outlining the new replacement number 0818 364 252.

We are in the process of updating all our correspondence to you to show the replacement numbers.

What happens if I ring the 1890 number now?

If you ring 1890 252 364 from now until December 31st 2021, you will still get through to us. However, after this date it will not be possible to reach us on this number.

Our replacement number 0818 364 252 is already live, and we encourage you to use it straight away.

Will there be any change in cost when I ring the replacement number?

Calls to 0818 numbers cost the same as those to 1890 numbers – they are included in customer call bundles that include calls to landlines or, out of bundle, charged at the standard rate which is no more than the cost of calling a landline.

For more information about this change, please visit www.comreg.ie