

## **FAQs on Irish Water phone numbers**

### **What will happen from 1<sup>st</sup> December 2019?**

Comreg, who are the Commission for Communications Regulation have decided that from 1st December 2019, calls to some NGNs (Non-Geographic numbers), including 1850, 1890, 0818 and 076 will be “geo-linked.” This means that calls to these numbers will be no more than the cost of calling a Geographic number.

### **What does this mean for Irish Water customers?**

Irish Water uses NGNs as its contact numbers for its customers. From 1<sup>st</sup> December 2019, anyone who calls IW at these numbers will be charged no more than the cost of calling a geographic number. If calls to Geographic Numbers are included in the user’s bundle of “call minutes”, then calls to these NGNs will also be in their bundle. So no separate charge will apply (unless they have exceeded their call minutes).

### **How do I know how much the call will cost me?**

Check the mobile or landline package that you have with your telephone/mobile operator. This will inform you if you have a bundle of geographic minutes in your package or not and/or the cost of geographic calls.