



Media Release – 1 August 2007

ComReg consults on applying binding Universal Service performance targets on Eircom

The Commission for Communications Regulation (ComReg) has today published a public consultation on proposals to set binding Universal Service performance targets for Eircom.

The Universal Service Obligation (USO) is an important part of the regulatory framework, as it ensures that all consumers can obtain an affordable telecoms service. Eircom was designated as the Universal Service Provider (USP) in July 2006 for a 4 year period. In order for the regulatory framework to function effectively, and in a way that benefits end-users, it is vital that the actual performance of the Universal Service Provider (i.e. Eircom) in delivering on its obligations is satisfactory.

One of the most important areas of the USO relates to consumers being provided with a fixed-line telephone service in a reasonable period of time. It is also vital that faults, which will inevitably occur, are limited in number and are repaired speedily. In this paper, ComReg considers Eircom's recent performance in both these areas. ComReg is of the preliminary view that while some aspects are satisfactory, in both installation times and fault occurrence/repair, performance could be improved in a manner that would give considerable benefits to end-users.

Commenting on the consultation, ComReg Chairperson Mike Byrne said "ComReg is aware that the increasing fault rate is an issue for end-users. Having considered Eircom's performance during 2006, we are proposing that binding performance targets are now appropriate in order to maintain appropriate standards for installations and fault repairs. Such targets may best ensure benefits for end-users, promote greater confidence in the USP and the sector generally, and generate ancillary social benefits in terms of end-users finding it easier to access communications services. Before we make our final decision on this matter, we would like to hear views from interested parties, particularly end-users".

The public can now submit its views to ComReg in relation to the questions set in the consultation paper which is published as ComReg 07/55 in the Publications Section of the ComReg website www.comreg.ie. The closing date for all submissions is Friday, 7 September 2007.

Performance indicators for the period October to December 2006 have also been published. The publication (ComReg 07/54) can also be found on the Publications Section of the ComReg website www.comreg.ie.

ENDS

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