



Commission for
Communications Regulation

Media Release- 23 February 2007

ComReg publishes performance indicators for Eircom's Universal Service Obligation

Eircom was designated as the Universal Service Provider (USP) in July 2003 for a 3 year period and, in July 2006, was again designated as USP for a period to the end of June 2010.

Under the Universal Service Obligations (USO) regulations, Eircom is required to publish information on its performance in relation to the provision of its universal service obligations. The data for the first 9 months of 2006 is currently available on its website www.eircom.ie.

In order to maximise consumer awareness of these performance indicators, ComReg is also publishing this information on its websites www.comreg.ie and www.askcomreg.ie. The published information will inform consumers of key issues concerning the provision of basic telephone services, including installation times for the connections, the number of reported faults and fault repair time. This information will be updated on a quarterly basis.

Commenting on the data, ComReg Chairman, Mike Byrne said: "The publication of this data will raise consumer awareness and inform the debate about the provision of basic telephone services covered by the Universal Service Obligation. The data shows that while the majority of consumers are getting connected within guidelines, a number of consumers are not. In addition, ComReg is concerned about the situation regarding faults - both the incidence of faults and the time required to attend to these have increased over the first 9 months of 2006."

"In order to address these concerns, ComReg will hold a public consultation, when the data for the last quarter of 2006 becomes available in April, on the question of setting binding targets for delivering aspects of the USO. The consultation will be held prior to taking a decision on this issue."

ENDS

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