



Commission for
Communications Regulation

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ComReg publishes performance indicators for Eircom's Universal Service Obligation

Under the Universal Service Obligations (USO) regulations, Eircom is required to publish information on its performance in relation to these obligations. The data for the first 9 months of 2007 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 connections, the number of reported faults and fault repair time. This information will be updated on a quarterly basis.

Commenting on the data, ComReg Commissioner Alex Chisholm said:

"ComReg considers that the publication of Eircom's performance indicators provides increased transparency regarding the fulfilment of the USO and will help to inform debate regarding related matters. Looking at Eircom's reported performances for Quarter 3 of 2007, there are no real signs of improvement since Quarter 2 of 2007, which is disappointing. We will factor this into our review of the USO Performance Targets, on which we will shortly be publishing a Response to Consultation and Decision".

ENDS

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Notes for Editors

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.

A Consultation on USO Performance Targets (ComReg Document 07/55) was published last year proposing new binding quality of service performance targets for the delivery of installations, the rate of fault occurrence and fault repair timescales. A Response to Consultation and Decision is due for publication in March 2008.