



Media Release- 10 July 2003

## **ComReg publishes review of Eircom's delivery of leased lines to Other Licensed Operators**

The Commission for Communications Regulation (ComReg) today published a review of eircom's performance in the supply of carrier services, in particular, leased lines to Other Licensed Operators (OLOs) since July 2002.

The review covers the period since the Carrier Services Service Level Agreement (SLA) was last revised in July 2002. A Service Level Agreement or SLA sets out the service quality levels for certain services provided by eircom, including targets for delivery and repair.

The information notice (03/75) published today by ComReg shows the following about Eircom's performance in relation to leased lines:

- Average Delivery remains at or below approximately 20 days
- Due Date performance is consistently above the 95% level
- Process Point Compliance is consistently at the 95% level

The timely delivery of leased lines is essential for the development of competition in a liberalised telecommunications market. ComReg considers that the development of the Carrier Services Service Level Agreement regime between eircom and (OLOs) is both efficient and effective.

While the results show that progress has been made in a number of areas, ComReg said it is imperative that this improvement is maintained into the future.

ComReg acknowledged that revisions to the overall targets contained in the SLA may be necessary due to developments in SLAs governing other wholesale products such as Partial Private Circuits and Friaco. ComReg intends to review this issue over the coming months.

The full information notice is available on the ComReg website – [www.comreg.ie](http://www.comreg.ie)

**ENDS**

**Issued By**

**Tom Butler**

**Public Affairs Manager, ComReg**

**Ph: 01 804 9639 Mobile: 087 2536358**

**[tom.butler@comreg.ie](mailto:tom.butler@comreg.ie)**