



Media Release- 13th June 2003

ComReg releases latest Quality of Service results

ComReg issues today a consumer leaflet on operator quality of service performance results for fixed telephony operators. The leaflet, covering the period from July to December 2002, provides a snapshot of operator performance against those service quality elements that consumers believe are most relevant to them.

- completion of orders by the time promised
- clearance of faults within the time promised
- resolution of complaints within 28 days

Commenting on the performance results and emphasising the benefits of this programme ComReg's Chairperson, Etain Doyle noted that "While some operator performance levels to their customers have improved, further progress is still required. I am encouraged by the fact that consumers can now access information on their operator's performance in managing complaints."

These performance results have been collected and reported by fixed telephony operators participating in the Measuring Licensed Operator Performance (MLOP) programme. Over recent months ComReg and the operators on this programme have discussed quality of service with business and residential consumers in order to assess their requirements in this area. Both business and residential consumers emphasised their main concern is operator commitment, in terms of delivery of service, fault management and complaint handling. A summary of operator performance data is contained within the leaflet which is available by contacting ComReg (LoCall 1890 229668) or from our website at www.comreg.ie. If consumers require any additional performance measures a more detailed report is also available on the ComReg website.

ENDS

Issued By

Tom Butler

Public Affairs Manager, ComReg

Ph: 01 804 9639 Mobile: 087 253 6358

tom.butler@comreg.ie