



Media Release- 27 April 2004

### **ComReg requires *eircom* to develop clear and predictable policy for providing telephone access**

*eircom*, as the designated Universal Service Provider, is required to meet all reasonable requests for telephone lines throughout the State. ComReg today set out its views on how *eircom* should make its future policy for access provision more transparent for users.

ComReg is required to give its approval to the definition of what determines 'reasonable' in the context of the provision of a connection at a fixed location. To assist in that process, ComReg has required *eircom* to provide details of the criteria it would propose to use to assess the reasonableness of any request. ComReg will then review this prior to establishing the appropriate approach. It is expected that "reasonableness" in this context may be measured against a pre-defined cost threshold.

ComReg considers that the availability of such transparent assessment criteria is necessary for the benefit of users seeking connections to the network. Customers should be aware of the terms and conditions under which they can obtain a telephone line at the standard installation cost. Customers should also be aware of the circumstances where - because the cost of meeting the request may exceed a pre-defined cost threshold - in the future they may be required to contribute to the cost of installing the line.

*eircom* has recently initiated a study which it believes will allow for the development of a more informed proposal on the assessment criteria to be used including any cost threshold that might be applied. The indicative date for completion of this study is June 2004.

In the interim, ComReg has required *eircom* to publish its policy statement outlining its current approach towards provision of access. ComReg understands that this will be published by *eircom* on its website tomorrow. ComReg expects that publication will give consumers some transparency in the short-term as to how their request for access will be handled. Going forward, ComReg will review *eircom*'s proposals and following final approval will require publication of updated procedures by *eircom*.

The full decision note published by ComReg in relation to this issue – ComReg 04/48 - is available on the ComReg website.

**ENDS**

**Issued By**

**Tom Butler**

**Public Affairs Manager, ComReg**

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

**tom.butler@comreg.ie**