



Office of the Director of
**Telecommunications
Regulation**

DISPUTE RESOLUTION DETERMINATION NUMBER 03/99

Summary

Document No. ODTR 99/74

14 December 1999

**Oifig an Stiúrthóra Rialála Teileachumarsáide
Office of the Director of Telecommunications Regulation
Abbey Court, Irish Life Centre, Lower Abbey Street, Dublin 1.
Telephone +353-1-804 9600 Fax +353-1-804 9680
Web: <http://www.odtr.ie>**

Final determination of the Office of the Director of Telecommunications Regulation regarding a complaint by OCEAN Communications Limited ('OCEAN') against eircom for its refusal to provide a Data Management Amendment Service to route geographic and non-geographic calls in accordance with OCEAN's routing plan

Summary

On 7 July 1999, OCEAN made a formal request to the ODTR to require eircom to introduce a Data Management Amendment Service and to route calls to OCEAN's two switches in accordance with OCEAN's own routing plan. OCEAN claimed that the existing routing arrangements, whereby eircom routes calls on a random 50/50 basis between the two switches, imposes significant extra costs on OCEAN.

During the consideration of this complaint eircom indicated that it had already agreed to introduce a Data Management Amendment Service into its Reference Interconnect Offer and that it is still planning to introduce this service.

Having considered all relevant material, the Director considers that OCEAN's specific request that eircom route all OCEAN destined calls in a particular pattern between OCEAN's two switches is reasonable. Eircom are therefore directed to implement the requested routing immediately. In addition:

- (a) appropriate rates that can be demonstrated to the Director's satisfaction to be cost-oriented and justified, will be payable by OCEAN retrospectively from the date the service was first provided by eircom to OCEAN pursuant to this determination. eircom shall furnish the ODTR with the rates which eircom proposes to charge OCEAN for this routing request within 21 days of this Determination.
- (b) this Determination is limited to this specific request by OCEAN. The Director considers that, as OLOs develop more complex network structures, it may be unreasonable to impose a general obligation on eircom to route calls according to the OLO's routing plan without appropriate financial incentive, commercial agreement or other safeguards without further consideration of the general issues raised.

The Director notes and welcomes eircom's intention to introduce a Data Management Amendment Service. eircom shall inform the ODTR within 21 days of this Determination of the procedures which it has put in place to deal with requests for data management amendments and eircom's Reference Interconnect Offer should be adjusted accordingly.

This Determination has been communicated to the parties concerned who have a right of appeal.

