

## RESIDENTIAL MARKET RESULTS

In evaluating these results you should take factors into account such as operator promise times, target market, coverage and supplier relationship.

All operators submit performance data on complaints. When any operators business size exceeds a predefined threshold they are required to submit performance data for orders and faults.

### Direct Access

	Chorus		eircom		ntl	
	Q3	Q4	Q3	Q4	Q3	Q4
<b>% Orders Completed</b> Promise Time for Order Completion	98.84%	98.89%	78.39%	78.64%	▲	▲
	Agreed Promise Date		Target date is the customer required date			
<b>% Faults Cleared</b> Promise Time for Fault Clearance	▲	▲	83.55%	80.95%	▲	▲
			17 Working Hrs			
<b>% Complaints Processed in 28 Days</b>	97.67%	95.00%	98.06%	98.03%	▲	▲

### Indirect Access\*

	Chorus		Esat BT		ntl	
	Q3	Q4	Q3	Q4	Q3	Q4
<b>% Complaints Processed in 28 Days</b>	66.67%	100.00%	98.55%	82.35%	▲	▲
<b>% Orders Completed</b> Promise Time for Order Completion	85.55%	▲	■	■		
	12 days					
<b>% Faults Cleared</b> Promise Time for Fault Clearance	76.34%	▲	▲	▲		
	48 hours					

- ▲ The operator's data did not meet publication requirements
- The operator is not required to report this measure or there is no data for the period
- \* An indirect access operator may sometimes depend on another operator to resolve the customer's issue and this may influence their performance result

## Participating Operators

Seven fixed telephony operators have submitted performance data for this report.

- Cable and Wireless<sup>1</sup>
- Chorus
- eircom
- Energis
- Esat BT
- MCI
- ntl

### For more detailed information

This leaflet provides a snapshot of operator quality of service performance data. A more detailed report on operator quality of service performance is available online at [www.comreg.ie](http://www.comreg.ie)

<sup>1</sup> The focus of Cable & Wireless business activity is on new technology products and services that are not currently published under this programme



Commission for  
Communications Regulation



## Fixed Telephony Operator Performance

a comparative guide for consumers



Commission for  
Communications Regulation

An Coimisiún um Rialáil Cumarsáide  
Commission for Communications Regulation

Abbey Court, Irish Life Centre, Lower Abbey Street, Dublin 1.

Telephone: +353 1 804 9600

LoCall: 1890 229 668

Fax: +353 1 804 9680

Email: [info@comreg.ie](mailto:info@comreg.ie)

Web: [www.comreg.ie](http://www.comreg.ie)

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This leaflet is designed to provide consumers with quality of service performance results for leading operators in the Irish business and residential fixed telephony market.

These performance results relate to the periods from July to September 2003 (Q3) and October to December 2003 (Q4). Measures include:

- orders completed on or before the date promised by the operator;
- faults cleared on or before the date promised by the operator;
- complaints processed within 28 days.

#### What types of services are included?

**Direct Access:** this is where a customer uses one operator for both line rental and making calls.

**Indirect Access:** this is where a customer uses one operator (a direct access operator) for line rental and another operator (the indirect access operator) for making calls.

**Leased Lines:** this is a single dedicated connection between two (or more) business customer sites.

Mobile services are not included in this leaflet.

#### What other factors should I consider when comparing results?

The purpose of this leaflet is to provide you with a guide on operators' performance at a particular point in time. In evaluating and comparing these results you should consider other relevant factors such as the length of the operators promise time, operator size, target market, supplier relationship and coverage area.

#### Is any other quality of service information available?

A more detailed report for this period containing further performance data, information about the range of services each operator provides and an outline of how quality of service performance is measured is available on the ComReg website ([www.comreg.ie](http://www.comreg.ie)). The website also contains a further report which provides quality of service performance results for the supply of regulated services from eircom to other authorised operators and for public payphones.

#### How accurate and reliable is this information?

All published measures have been subjected to a two level review. An initial audit assesses the accuracy of the operators data. A subsequent comparability review examines whether the data is comparable across operators.

## BUSINESS MARKET RESULTS

In evaluating these results you should take factors into account such as operator promise times, target market, coverage and supplier relationship.

All operators submit performance data on complaints. When any operators business size exceeds a predefined threshold they are required to submit performance data for orders and faults.



### Direct Access

	Eircom		Energis		Esat BT		ntl		MCI		ntl	
	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4
<b>% Orders Completed</b> Promise Time for Order Completion	74.71%	78.28%	■	■	99.73%	100.00%	■	▲				
	Target Date is the Customer Required Date				Promise Time Variable							
<b>% Faults Cleared</b> Promise Time for Fault Clearance	86.58%	83.83%	100.00%	100.00%	80.65%	87.61%	■	60.87%				
	17 Working Hours		5 hours for loss of service and end of next working day for degraded service		5 hours for emergency and 48 hrs for non emergency		6 hours for total loss of service & 24 hrs for service impairment					
<b>% Complaints Processed in 28 Days</b>	●	100.00%	99.35%	99.43%	●	●	100.00%	80.00%	100.00%	100.00%	▲	▲

### Indirect Access\*

	Energis		Esat BT		MCI		ntl		MCI		ntl	
	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4
<b>% Orders Completed</b> Promise Time for Order Completion	▲	▲	77.23%	▲	98.26%	99.45%	87.76%	96.12%				
			10 days		28 days		10 working days					
<b>% Faults Cleared</b> Promise Time for Fault Clearance	96.67%	88.89%	76.42%	▲	98.70%	96.20%	94.59%	93.55%				
	End of next working day loss of service & 1 working day later for degraded service		5 hours for emergency and 48 hrs for non emergency		24 hrs for outages and 48 hrs for degraded service		6 hours for total loss of service & 24 hrs for service impairment					
<b>% Complaints Processed in 28 Days</b>	●	●	100.00%	●	66.67%	66.67%	76.81%	67.68%	▲	▲		

### Leased Lines

	Eircom		Esat BT	
	Q3	Q4	Q3	Q4
<b>% Orders Completed</b> Promise Time for Order Completion	95.62%	94.17%	100.00%	100.00%
	Promise Time 22 days or customer required date if later		Promise Time Variable	
<b>% Faults Cleared</b> Promise Time for Fault Clearance	87.56%	89.04%	86.22%	81.80%
	8 hours		5 hours for emergency and 48 hrs for non emergency	

- ▲ The operator's data did not meet publication requirements
- The operator is not required to report this measure or there is no data for the period
- \* An indirect access operator may sometimes depend on another operator to resolve the customer's issue and this may influence their performance result
- No complaints registered and/or processed for period

