



Office of the Director of  
**Telecommunications  
Regulation**

**MEDIA RELEASE**

**Media Release**

**12<sup>th</sup> July 2002**

## **Improvement in Operator Service Quality Performances Recorded**

The ODTR, today, July 12th 2002, announced the results of the second Measuring Licensed Operator Performance (MLOP) programme which measures quality of service performance results based on data supplied by the major fixed line operators for the period from October to December 2001.

Since the first MLOP publication (July – Sept 2001) a number of operators have shown improvements in the following areas:

- Business Indirect Access order completion
- Business and Residential Direct Access fault clearance
- Leased line fault clearance
- Residential direct access order provision

Commenting on the report, the Telecoms Regulator, **Etain Doyle** said that she was pleased that some operators had shown an improvement in the quality of a number of services from the previous quarter. “I look forward to continuing improvements in operator quality of service performance”.

Consumers now have additional information to assist them in making their purchasing choices because they can benchmark operator performance over time as well as compare the performance between operators on the various services they provide. The Regulator said she also look forward to analysing additional data over future reports so consumers will be further enabled to make an informed choice to suit their needs.

In evaluating these results consumers should take factors into account such as operator size, target market, supplier relationship and coverage into account. In addition consumers should give particular attention to the **operator’s promise time**. When completing an order or clearing a fault, operators may differentiate themselves from their competitors by offering different target promise times.

The full report is available on [www.odtr.ie](http://www.odtr.ie) 02/66.

**Ends**

**Issued By:**

**Deirdre Healy, Public Affairs Manager**

**Ph: 01 804 9639**

**Mobile: 087 2995609**

**healyd@odtr.ie**

