



Office of the Director of  
**Telecommunications  
Regulation**

## **Information to Licensees and other users of ODTR Services**

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**Document No. 99/73  
December 1999**

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### **Information to Licensees and other users of ODTR Services**

The ODTR wishes to ensure that its clients receive as efficient, professional and speedy a service as possible at all times. To do this, the Office publishes on its website, the maximum amount of information possible on the regulatory framework. ODTR documents are also directly available from our Office and there is frequent and ready access to ODTR staff in a range of industry groups and fora. In addition we seek to be as helpful as possible in dealing with supplementary and ad-hoc queries in writing, by e-mail, or by phone.

However, in the interests of providing an effective regulatory service, it is essential that the handling of ad-hoc queries does not compromise the overall work programme of the Office, and the ODTR will prioritise its work accordingly.

Given the number and range of contacts dealt with every day, the Office wishes to restate certain working principles so that our clients have clarity, transparency and certainty.

1. Determinations/Decisions of the Director are clearly identified and available to all parties, publicly or otherwise, as soon as they have been finalised. The nature of these, as distinct from other material, is specifically stated in the documents themselves, and correspondingly, other documents generally contain a warning notice indicating their lesser status.
2. Issues which are referred to or dealt by means of Decision Notices or Determinations can only be altered by the issuance of a revised Decision Notice or Determination. Where such a revision takes place, the revision will be publicised on the website, and elsewhere as appropriate.
3. In the interests of openness, the ODTR seeks to be as helpful as possible in responding to telephone and oral queries, but definitive views on interpretation of regulatory issues are not made orally or by phone. If any client wishes to obtain a definitive view, the matter must be dealt with in writing.
4. In order to ensure that market needs are addressed as quickly as possible, the ODTR will deal with (or outline how it proposes to deal with) queries having substantial implications for the market in priority to those having limited implications. Speculative queries cannot be given priority.

This paper does not constitute legal, commercial or technical advice. The Director is not bound by it. The paper is without prejudice to the legal position of the Director or her rights and duties under legislation.