



Office of the Director of
**Telecommunications
Regulation**

Measuring Licensed Operator Performance

Definitions

Version 3.1

Oifig an Stiúirthóra 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: www.odtr.ie

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ADDITIONAL GUIDANCE

Error! Bookmark not defined.

Reporting Thresholds:

Error! Bookmark not defined.

Complaints:

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Orders:

Error! Bookmark not defined.

Faults

Error! Bookmark not defined.

Version Details

Notes	Version	Date
Parameters, as defined from meeting on 15/12/00	1.0	8/2/01
Changes from MLOP meeting on 20/3/01 Net Figures only for Indirect Access parameters Cleared/Clearance to be used for Fault Repair/Restoration parameters	1.1	21/3/01
Changing of Net Faults from “formally accepted” to “referred to” Removal of Sampling Window from “Leased Line Orders” and “SMP to OLO data” Further text clarifying SMP to OLO data Fault Response to Fault Repair time for SMP to OLO operator.	2.0	4/7/01
Changes from MLOP meetings on 30/7/01 and 1/8/01 <ul style="list-style-type: none"> • Definitions: - Business Customer, Clarification of Registered CLI • Tidying document in relation to use of channel/access lines • Complaints guidance notes for - Double billing, Complaints to OLOs, Dispute resolution – legal representation of customer • Order guidance notes for – activation of service/appointment, physical change of address. • Fault clearance guidance notes for – scheduling of an appointment. • Billing Correctness notes – inclusion of examples Additional Guidance	2.1	10/8/01
Removal of reference to ‘analogue’ leased lines for orders and faults parameters.	2.2	1/10/01
Changes from MLOP meetings 9/10/01 and 31/10/01 <ul style="list-style-type: none"> • For direct access complaints all references to channels changed to access lines • Inclusion of revised Net calculations for complaints processed and orders completed (fault clearance remains unchanged) • Revised Variance measures for indirect access - variance range limit reduced from 100 days to 20 days 	3	04/01/02

Minor changes to definition of dispute resolution and additional definition included for elapsed days.	3.1	
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Abbreviations

CLI	Calling Line Identity
CPE	Customer Premises Equipment
DQ	Directory Enquiries
FNF	Fault Not Found
ISDN	Integrated Services Digital Network
ISDN-BRA	ISDN-Basic Rate Access
ISDN-PRA	ISDN-Primary Rate Access
NTP	Network Termination Point
ODTR	Office of the Director of Telecommunications Regulation
OLO	Other Licensed Operator
PSTN	Public Switched Telephone Network
RWT	Right When Tested
SMP	Significant Market Power
USO	Universal Service Obligation

Glossary and General notes

The measurement **period** mentioned in this report is three months, beginning on the 1st day of January, April, July and October.

The **average** population is taken to be the total at the start of the reporting period plus the total at the end of the reporting period divided by two.

Gross parameter measurements are compiled from all records for that particular parameter.

Net parameter measurements are compiled from all records for that particular parameter less the records that are referred to other general licensed telecommunications operators.

Definitions Applicable to All General Licensees

A **Direct Service** is one for which the operator provides a direct link from exchange equipment to a customer's premises (switched).

A **switched service** is a dial-up telecommunications service, with no apparatus other than that which is an integral part of that delivery, with customer selection of destination(s).

A **direct switched customer line** is a line, linking a customer's equipment to a local exchange, capable of supporting one speech or data path.

An **Indirect Service** is a telephony service provided to an end user by an operator via another licensed operator's switched access network.

Note: Indirect access telephony services currently covered are services using the prefix 13XXX which includes Carrier Pre Select.

A **Leased Line** is a single dedicated connection between two (or more) customer sites. Leased lines are also purchased to connect their network points of presence to a customer's site.

A **public payphone** means either coin or card operated telephones and excludes:

- courtesy telephones, including public telephones which provide only outgoing calls;
- public telephones provided by companies other than the SMP operator, such as hotel rooms, businesses who rent pay phones from the SMP operator and offer these to public at their own rates etc.

Note: Only public pay phones wholly owned and operated by service providers (licensed operators) are to be included in this definition.

Other Service complaints consists of all miscellaneous complaints received by the operator that are not included in any of the other five specified complaint categories which are Business (direct access), Business (indirect access), Residential (direct access), Residential (indirect access), and Public card and coin payphones.

A **Residential Customer** is one who applies to take a residential service agreement.

A **Business Customer** is one who applies to take a business service agreement.

Note: Wholesale customers are included in the business customer category with the exception of the SMP operator who reports for these customers separately.

Note: Where a customer does not have a business or residential service agreement, guidelines used by the operator for determining the relevant customer service category (business or residential) are to be reported to the ODTR.

A **channel** is a circuit or part thereof which is capable of supporting one speech or data path between CPE and a local exchange.

Customer Premises Equipment (CPE) is considered to be all equipment which resides on the customer side of the Network Termination Point (NTP) and which is solely owned by the customer or rented from an operator or third party.

A **registered CLI** is a recognised Calling Line Identity (CLI) enabled by the service provider to allow network access, i.e. CLIs that are registered as billable on the operator's network.

A **Complaint** is defined as an expression of dissatisfaction with the operator or the service it provides, received from a user or a member or the public. Complaints will be formally "registered" by entering them into a complaint database and assigning a unique reference number to each complaint.

A **complaint** will be regarded as having been **processed** by the operator when:

- a complainant agrees that all issues have been satisfactorily dealt with, and has been completed and closed, or
- the complaint is withdrawn, or
- the operator has completed all stages of its internal complaint handling procedures, and has informed the complainant accordingly and the operator considers the complaint completed, or
- the complaint is gone to dispute resolution or litigation.

Dispute resolution refers to any procedure that involves independent third party intervention to resolve a dispute. This procedure should be lodged with the ODTR. A complaint is considered as referred to dispute resolution when 3rd party intervention occurs after the operator has registered and processed the complaint.

Elapsed Days = number of calendar days

Elapsed hours = number of clock hours (24hours)

Additional Definitions Applicable to Category 'B' Licensees

An **order** is defined as a contractual commitment made to a customer to provide a product or service, or change to an existing service.

Completion is defined as the point when all items are available for use by the customer as confirmed by the operator.

An **access line** is the connection from the Network Termination Point to the entry point to the local switch or remote concentrator, whichever is the nearer. In many case this is the main distribution frame.

A **fault report** is a report of disrupted or degraded service that is made by a customer and is attributable to the network of the service provider or any interconnected public network.

Customer Education - Fault reports may be considered to be resolved by customer education if the trouble resolution is related to the operation of a product or service.

Subsequent Fault Report: - A subsequent fault report is a report taken against the same customer line as the original report, while the original report remains open.

Repeated Fault Report: - A repeated fault report is a fault report received on a customer's direct line within a designated time period, as defined by the operator, from closure of an earlier report of a fault against the same customer line.

Clearance is defined as being when all items are available for use by the customer as confirmed by the operator. In determining the clearance time for a fault, no distinction should be made between outage time due to any operator and outage time due to non-acceptance of clearance by a customer.

Target time is the quoted fault clearance time or times offered by the operator for specified maintenance packages. (It may be different for each operator). Where an appointment at the customer premises is required, and a specific appointment is made with the customer then the Target time can be extended past that published only if the customer is unable to attend prior to the target time.

A **complaint about the correctness** of a bill is not just limited to a complaint over the amount of a bill, but can include information about the address of the recipient etc.

Number of bills issued shall include all first bills to the customer but not repeat bills and reminders. Final statements or initial statements of accounts (for old and new customers respectively) shall be included.

Additions Definitions Applicable to SMP Operators

An **interconnect circuit** is a single 2 Mbit/s circuit as specified in the SMP's Reference Interconnect Offer (RIO).

Carrier services circuits are wholesale circuits negotiated between the SMP operator and OLOs, which are specified in eircom document - "Statement of Service Levels for the provision of Specified Services to Other Licensed Operators".

Retail is the Retail arm of the SMP operator that sells similar carrier services circuits directly to eircom's retail customers

OLOs are the Other Licensed Operators that purchase Carrier Services or Interconnect Circuits from the SMP operator.

Carrier Services to **Eircom Internal (excluding infrastructure build)** includes all similar carrier services circuits that are delivered to/ordered by internal divisions of eircom, excluding those similar carrier services circuits that are required for infrastructure build or delivered to/ordered by eircom's **Retail** arm.

Interconnect circuits to **eircom subsidiaries** includes all interconnect circuits delivered to/ordered by eircom Subsidiaries.

Interconnect circuits to **eircom** includes all interconnect circuits delivered to/ordered by eircom.

Leased Lines:

Availability is defined as [Total number of hours in a reporting period - Total number of hours out of service] / [Total number of hours in a reporting period]

Out of service time is the time when a circuit has a fault registered against it by a customer and is not useable by that customer.

Average number of circuits in-service is defined as the number of circuits in service at the start of a reporting period, plus the number in service at the end of a period divided by two.

A **circuit** is defined as a single dedicated connection between two or more customer sites or between a customer's site and the operators network.

Additions Definitions Applicable to USO Operator

Directory Enquiries:

A **look-up** is defined as a search for a telephone number after the minimum required information for such a look-up has been provided by the caller.

A **listing** is a number that is returned from a DQ look-up search. Other returns include 'ex-directory' and 'unlisted'.

A **look-up with no listing** returned is one where the look-up returns no listing.

An **unsuccessful look-up** is one where the DQ agent is unable to find a number for the caller, based on the minimum set of required information provided.

Time to answer is the time that a caller is left waiting for a customer service agent, from the point where the ringing tone is provided to the caller.

Abandoned calls are defined as the number of calls received by the network (e.g. received on the calling user's access line) that are not answered by a human operator.

Time before call abandonment is the time that the calling party is received on the network before the call is abandoned.

Public Pay Phones:

A **public payphone** means either coin or card operated telephones and excludes:

- courtesy telephones, including public telephones which provide only outgoing calls.
- public telephones provided by companies other than the SMP operator, such as hotel rooms, businesses who rent pay phones from the SMP operator and offer these to public at their own rates etc.

Note: Only public pay phones wholly owned and operated by service providers are to be included in this definition.

Available Payphones are payphones where the customer is able to make successful calls using either card, coin, calls to Operator, 1800 numbers or other options.

Payphones in **full working order** are payphones where the customer is able to make full use of the services advertised as normally available, i.e. a payphone capable of accepting both coin and card payment should be regarded as not being in full working order when it is unable to accept further coins, for example, the coin box is full.

MLOP Parameters

Performance Parameters Applicable to All General Licensees

Complaints

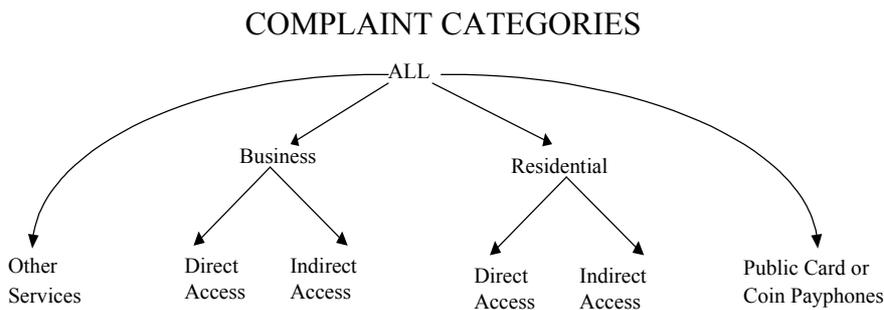
Number of Registered Complaints	
Purpose	The Director wishes all Licensees to record the number of complaints made by customers. This information should be provided so that the Director can gauge customer satisfaction with the Licensee and the Licensee's own ability to deal with complaints.
Applicable Services	The data shall be presented separately for: <ul style="list-style-type: none"> • direct access telephony • indirect access telephony • public card or coin payphones • all other services combined¹
Applicable Segments	(a) Residential customers (b) Business ² customers
Information Provided³	(i) Total number of registered complaints by category ⁴ (ii) Net number of registered indirect access complaints by applicable segment

¹ An example is a complaint for a member of the public, not necessarily a customer of the operator, regarding the noise level or inconvenience caused by of an operator's field workers.

² Excluding OLOs as a Business Customer of the SMP operator.

³ By the operator.

⁴ There are 6 possible complaint categories: Business (direct access) Business (indirect access), Residential (direct access), Residential (indirect access), Payphones and Other Services.



- (iii) Average population of **access lines** in reporting period *for direct access customers in the applicable segment*
- (iv) Average number of **registered CLIs** in the reporting period *for the indirect access service in the applicable segment*

Calculation⁵

- (i) Total Number of Complaints = Sum of all complaints from each category
- (ii) Net Number of Indirect Access Complaints = Sum of all Net Indirect Access complaints from each segment
- (iii) Total Number of Complaints (by category) = as reported
- (iv) Net Number of Indirect Access Complaints (by category) = as reported
- (v) Gross Number of Direct Access Customer Complaints per 100 access lines (by customer segment) = [Total number of registered direct access complaints by customer segment] x 100 / [Average population of access lines in the reporting period]
- (vi) Gross Number of Indirect Access Customer Complaints per 100 registered CLIs (by customer segment) = [Total number of registered indirect access complaints by customer segment] x 100 / [Average number of registered CLIs in the reporting period]
- (vii) Net Number of Indirect Access Customer Complaints per 100 registered CLIs (by customer segment) = [Net number of registered indirect access complaints by customer segment] x 100 / [Average number of registered CLIs in the reporting period]

Ref. No.	Name	Publish	Reason
(i)	Total Number of Complaints	No	This is not a directly comparable statistic and could be misinterpreted.
(ii)	Net Number of Indirect Access Complaints	No	This is not a directly comparable statistic and could be misinterpreted.
(iii)	Total Number of Complaints (by category)	No	Level of detail which is not suitable for public consumption. The inclusion of a single category for 'other services' may lead to misinterpretation of results.
(iv)	Net Number of Indirect Access Complaints (by category)	No	Level of detail which is not suitable for public consumption. The inclusion of a single category for 'other services' may lead to misinterpretation of results.
(v)	Gross Number of Direct Access Customer Complaints per 100 access lines (by customer segment)	Yes	Public interest, readily understandable metric which allows direct comparison.
(vi)	Gross Number of Indirect Access Customer Complaints per 100 registered CLIs (by customer segment)	Yes	Public interest, readily understandable metric which allows direct comparison.

⁵ To be made by the operator and checked by ODTR.

(vii)	Net Number of Indirect Access Customer Complaints per 100 registered CLIs (by customer segment)	Yes	Public interest, readily understandable metric which allows direct comparison.
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Definitions

- 1) A **complaint** is defined as an expression of dissatisfaction with the operator or the service it provides, received from a user or a member of the public. Complaints will be formally “registered”⁶.
- 2) **Other Service complaints** consists of all miscellaneous complaints received by the operator that are not included in any of the 5 identified complaint categories which are Business (direct access), Business (indirect access), Residential (direct access), Residential (indirect access), and Public card and coin payphones.
- 3) An access line is the connection from the Network Termination Point to the entry point to the local switch or remote concentrator, whichever is the nearer. In many case this is the main distribution frame.
- 4) The **average population** is taken to be the total at the start of the reporting period plus the total at the end of the reporting period divided by two.
- 5) A **registered CLI** is a recognised Calling Line Identity (CLI) enabled by the service provider to allow network access, i.e. CLIs that are registered as billable on the operator’s network.
- 6) **Net number of complaints** = Total number of registered complaints less the number of complaints referred to other general licensed operators.

⁶ All complaints will be formally registered by entering them into a complaint database and assigning a unique reference number to each complaint.

Notes:

A **complaint** should not be confused with a query (a request for information where no further complaint handling action is required by the operator) or with a fault report (when a customer is reporting a service or equipment failure, etc..).

For the purpose of this measure, all expressions of dissatisfaction should be captured. It is not acceptable to limit the measure to count only those expressions, which use key words such as "complaint", or to limit it to those situations where the Customer's tone of voice is irate.

The inclusion of the complaint is independent of whether or not the complaint is deemed to be justified by the operator.

The definitions include those events where a customer has a complaint, which is satisfactorily resolved at the first point of contact.

All complaints irrespective of the means by which they were communicated and to whom they were initially reported to shall be included.

A single received complaint which involves several service issues requiring different time frames to resolve shall nonetheless be counted as one complaint; it shall not be deemed to be resolved until all the individual issues are themselves resolved.

Billing Correctness complaints (see page 38), should also be included in this measure.

A complaint about how a fault has been handled counts as a complaint, although the original fault report does not count as a complaint.

Double Billing complaints are to be included in this measure. A complaint made to the direct access service provider is treated as a direct access complaint, while a complaint to an indirect access service provider is treated as an indirect access complaint.

Complaints that relate to OLOs are to be logged.

Number of Registered Complaints Processed within 28 elapsed days

Purpose	The Director wishes all Licensees to record the number of complaints processed within 28 elapsed days of registration.
Applicable Services	<p>The data shall be presented separately for:</p> <ul style="list-style-type: none"> • direct access telephony • indirect access telephony • public card or coin payphones • all other services combined.
Applicable Segments	
(a)	Residential customers
(b)	Business customers
Information Provided	
(i)	Total number of registered complaints processed within 28 elapsed days by category, within the reporting period.
(ii)	Net number of registered indirect access complaints processed within 28 elapsed days by applicable segment, within the reporting period
(iii)	<p>Total number of registered complaints processed within the reporting period.</p> <p>Net number of registered indirect access complaints processed within the reporting period by applicable segment</p>
Calculation	
(i)	Number of registered complaints processed within 28 elapsed days by category
(ii)	Net Number of registered indirect access complaints processed within 28 elapsed days by applicable segment
(iii)	Gross proportion of direct access complaints which processed within 28 elapsed days by segment = [Total number of registered direct access complaints processed within 28 elapsed days by segment] / [Total number of direct access complaints processed within the reporting period by segment]
(iv)	Gross proportion of indirect access complaints which processed within 28 elapsed days by segment = [Total number of registered indirect access complaints processed within 28 elapsed days by segment] / [Total number of indirect access complaints processed within the reporting period by segment]
(v)	Net proportion of indirect access complaints which processed within 28 elapsed days by segment = [Net number of registered indirect access complaints processed within 28 elapsed days by segment] / [Net number of indirect access complaints processed within the reporting period by segment]

Ref. No.	Name	Publish	Reason
(i)	Number of registered complaints resolved within 28 elapsed days by category	No	Level of detail which is not suitable for public consumption.
(ii)	Net Number of registered indirect access complaints processed within 28 elapsed days by applicable segment	No	Level of detail which is not suitable for public consumption
(iii)	Gross proportion of registered direct access complaints which are resolved within 28 elapsed days	Yes	Public interest, readily understandable metric which allows direct comparison.
(iv)	Gross proportion of registered indirect access complaints which are resolved within 28 elapsed days	Yes	Public interest, readily understandable metric which allows direct comparison.
(v)	Net proportion of registered direct access complaints which are resolved within 28 elapsed days	Yes	Public interest, readily understandable metric which allows direct comparison.

Definitions

- 1) A complaint will be regarded as having been processed by the operator when:
- a complainant agrees that all issues have been satisfactorily dealt with, and has been completed and closed, or
 - the complaint is withdrawn, or
 - the operator has completed all stages of its internal complaint handling procedures, and has informed the complainant accordingly and the operator considers the complaint completed, or
 - the complaint is gone to dispute resolution or litigation.

Note: The original date that the complaint is reported to the operator is the registered start date for the complaint

Number of Registered Complaints Requiring Dispute Resolution			
Purpose	The Director wishes all Licensees to record the number of complaints that require third party dispute resolution, whether by the ODTR or other.		
Applicable Services	The data shall be presented separately for: <ul style="list-style-type: none"> • direct access telephony • indirect access telephony • public card or coin payphones • all other services combined. 		
Applicable Segments			
(a)	Residential customers		
(b)	Business customers		
Information Provided			
(i)	Total number of registered complaints requiring dispute resolution by category		
(ii)	Total number of registered complaints processed within the reporting period.		
Calculation			
(i)	Number of registered complaints requiring dispute resolution by category		
(ii)	Proportion of Complaints which require dispute resolution (by category) = [Total number of registered complaints requiring dispute resolution by category] / [Total number of complaints processed within the reporting period by category]		
Ref. No.	Name	Publish	Reason
(i)	Number of registered complaints requiring dispute resolution by category.	No	Information gathered for the Director's oversight of the complaints handling processes of operators
(ii)	Proportion of complaints which require dispute resolution by category.	No	Information gathered for the Director's oversight of the complaints handling processes of operators.
Definitions			
1)	<p>Dispute resolution refers to any procedure that involves independent third party intervention to resolve a dispute. This procedure should be lodged with the ODTR.</p> <p>Note: The escalation can only be reported on by the operator where the operator has been informed (by the customer or the third party)</p> <p>Note: 3rd party does not include legal representation of the customer or operator, except where the complaint has already been processed by the operator.</p>		

Disconnection for non-payment

Disconnection for non-payment of bills			
Purpose	To determine how successful an operator is in avoiding disconnection of subscribers from the PSTN for non-payment of bills.		
Applicable Services	Direct access telephony		
Applicable Segments			
(a)	Residential customers		
(b)	Business customers		
Information Provided			
(i)	Total number of access lines disconnected in the reporting period		
(ii)	Total number of re-connections in the reporting period.		
Calculation			
(i)	Gross Disconnection Rate per 1000 lines = [Total number of lines disconnected in the reporting period] X 1000 / [Average population of access lines in reporting period]		
Ref. No.	Name	Publish	Reason
(i)	Gross Disconnection Rate per 1000 lines	No	Information for internal use of ODTR
Definitions			
1)	<p>A disconnection for non-payment is an action taken by the operator to prevent the customer from making out-going and receiving any in-coming calls where the operator considers the customer has failed to pay sums due for the telephony service provided.</p> <p>A customer who is left only with the residual ability to call the Emergency Services and/or the Operator providing their telecoms services is counted as disconnected for the purposes of this measure, unless they have elected to take this service</p> <p>Barring of out-going calls at the request of the customer does not constitute a disconnection of service.</p>		
2)	<p>Other cessations such as where the customer for example:</p> <ul style="list-style-type: none"> • moves house • dies • changes telephony company • or any other customer-initiated cessation <p>shall not be counted as disconnections for the purpose of this measure.</p>		

Parameters Applicable to Category ‘B’ and ‘S’ Licensees

Service Provision

Proportion of orders completed on or before the date promised to the customer (direct access telephony)			
Purpose	This measure determines how well a Licensed Operator keeps its commitments to install direct access basic telephony services by a committed or contracted date.		
Applicable Services	The data shall be presented for direct access telephony customers, PSTN, ISDN BRA and ISDN PRA combined.		
Applicable Segments			
(a)	Residential customers		
(b)	Business customers		
Information Provided			
(i)	Total orders completed on or before the date confirmed/contracted with the customer during the period (by applicable segment)		
(ii)	All orders completed during the period (by applicable segment)		
Calculation			
(i)	Gross proportion of orders completed on or before the date promised = [Total orders completed on or before the date confirmed/contracted with the customer during the period] x 100/ [All orders completed during the period] (by applicable segment)		
Ref. No.	Name	Publish	Reason
(i)	Gross proportion of orders completed on or before the date promised	Yes	Public interest, readily understandable metric which allows direct comparison.
Definitions			
1)	An order is defined as a contractual commitment made to a customer to provide a product or service, or change to an existing service.		
2)	Completion is defined as the point when all items are available for use by the customer as confirmed by the operator		

Notes:

Where a service provider and customer agree that an order for multiple connections or service instances will be completed in stages, each agreed delivery time counts as a separate customer order for measurement purposes.

Where a customer orders service to be provided at several sites the provision of service at each site counts as a separate customer order for measurement purposes.

All orders where the dates are changed at the request of the customer will not be counted as a missed commitment unless the subsequent rescheduled date is missed. Notes on the order are required to reflect the precise reason for the reschedule.

All orders where the dates are changed as a result of no access to the customer's premises at the time of the scheduled or rescheduled appointment will not be counted as a missed commitment unless the subsequent rescheduled date is missed. Notes on the order are required to reflect the precise reason for the reschedule.

The measure refers to the date confirmed or contracted with the customer. In practice these terms both refer to the date committed to deliver the service to the customer.

Scheduling an activation of a service in the network or setting an appointment date is not acceptable as order completion.

Exclusions:

All orders for cessation of service.

All orders which are cancelled by the customer before the installation is completed.

All orders which only require the delivery of hardware through the post and receipt is not subsequently confirmed with the customer.

All orders with an unacceptable credit rating prior to provision.

All orders awaiting further information from the customer. Service provision will be deemed to have commenced on receipt of outstanding data.

Administration additions or alterations. For the purposes of recording changes to existing services, the following are excluded: spelling amendments, changes of address/name requests. An order only applies if the customer is physically changing from one address to another and requests transfer of service to the new location.

Variance from promised delivery date (direct access telephony)			
Purpose	This measure demonstrates the spread of late deliveries after the promised date.		
Applicable Services	The data shall be presented for direct access telephony customers, both PSTN and ISDN combined.		
Applicable Segments			
(a)	Residential customers		
(b)	Business customers		
Information Provided			
(i)	Gross customer orders completed by agreed delivery date plus x elapsed days (by category)		
	To be provided in ranges x is ≤0days, 1day, 2days, 5days, 10days, 20days, >20days		
Calculation			
(i)	Gross Customer Orders:		
	For all remaining orders which are delivered subsequent to the due date:		
	[Customer orders completed by agreed delivery date plus x days] X 100/		
	[Total number of orders completed] (by category)		
	To be presented in ranges x is ≤0days, 1day, 2days, 5days, 10days, 20days, >20days		
Ref. No.	Name	Publish	Reason
(i)	Gross time line distribution of orders delivered after target time	Yes	Public interest, readily understandable metric which allows direct comparison
Definitions	As per service provisioning for Direct Access (see page 19):		

Proportion of orders completed on or before the date promised to the customer (indirect access telephony)			
Purpose	This measure determines how well a Licensed Operator keeps its commitments to install indirect basic telephony services by a committed or contracted date.		
Applicable Services	The data shall be presented for indirect access telephony customers.		
Applicable Segments			
(a)	Residential customers		
(b)	Business customers		
Information Provided			
(i)	Total orders completed on or before the date confirmed/contracted with the customer during the period (by applicable segment)		
(ii)	Net orders completed on or before the date confirmed/contracted with the customer during the period (by applicable segment).		
(iii)	All orders completed during the period (by applicable segment)		
(iv)	Net orders completed during the period (by applicable segment)		
Calculation			
(i)	Gross proportion of orders completed on or before the date promised = [Total orders completed on or before the date confirmed/contracted with the customer during the period] x 100/ [All orders completed during the period] (by applicable segment)		
(ii)	Net proportion of orders completed on or before the date promised (i.e. orders within the control of the operator) = [Net orders completed on or before the date confirmed/contracted with the customer during the period] / [Net orders completed during the period] (by applicable segment)		
Ref. No.	Name	Publish	Reason
(i)	Gross proportion of orders completed on or before the date promised	Yes	Public interest, readily understandable metric which allows direct comparison.
(ii)	Net proportion of orders completed on or before the date promised	Yes	Public interest, readily understandable metric which allows direct comparison.
Definitions			
1)	An order is defined as a contractual commitment made to a customer to provide a product or service, or change to an existing service.		
2)	Completion is defined as the point when all items are available for use by the customer as confirmed by the operator		

Notes:

Net customer orders excludes all orders not completed on or before the date promised due to another operator.

Where a service provider and customer agree that an order for multiple calling line identities (CLIs)/Authorisation Codes will be completed in stages, each agreed completion counts as a separate customer order for measurement purposes.

Where the dates are changed at the request of the customer they will not be counted as missed unless the subsequent rescheduled date is missed. Notes on the order are required to reflect the precise reason for the reschedule.

All orders where the dates are changed as a result of no access to the customer's premises will not be counted as missed unless the subsequent rescheduled date is missed. Notes on the order are required to reflect the precise reason for the reschedule.

Exclusions: All orders for cessation of service.

All orders which are cancelled or postponed by the customer before the installation is completed.

All orders which only require the delivery of hardware through the post and receipt is not subsequently confirmed with the customer.

All orders with an unacceptable credit rating prior to provision.

All orders awaiting further information from the customer. Service provision will be deemed to have commenced on receipt of outstanding data.

Administration additions or alterations. For the purposes of recording changes to existing services, the following are excluded: spelling amendments, changes of address/name requests.

Variance from promised delivery date (indirect access telephony)			
Purpose	This measure demonstrates the spread of late deliveries after the promised date.		
Applicable Services	The data shall be presented for indirect access telephony customers.		
Applicable Segments	<p>(a) Residential customers</p> <p>(b) Business customers</p>		
Information Provided	<p>(i) Gross customer orders completed by agreed delivery date plus x elapsed days (by category)</p> <p>To be provided in ranges x is ≤ 0days, 1day, 2days, 5days, 10days, 20days, > 20days</p> <p>(ii) Net customer orders completed by agreed delivery date plus x elapsed days (by category)</p> <p>To be provided in ranges x is ≤ 0days, 1day, 2days, 5days, 10days, 20days, > 20days</p>		
Calculation	<p>(i) Gross Customer Orders:</p> <p>For all remaining orders which are delivered subsequent to the due date:</p> $\frac{[\text{Customer orders completed by agreed delivery date plus } x \text{ days}]}{[\text{Total number of orders completed}]} \times 100$ <p>(by segment)</p> <p>To be presented in ranges x is ≤ 0days, 1day, 2days, 5days, 10days, 20days, > 20days</p> <p>(ii) Net Customer Orders:</p> <p>For all remaining orders which are delivered subsequent to the due date:</p> $\frac{[\text{Net Customer orders completed by agreed delivery date plus } x \text{ days}]}{[\text{Net number of orders completed}]} \times 100$ <p>(by segment)</p> <p>To be presented in ranges x is ≤ 0days, 1day, 2days, 5days, 10days, 20days, > 20days</p>		
Ref. No.	Name	Publish	Reason
(i)	Gross time line distribution of orders delivered after target time	Yes	Public interest, readily understandable metric which allows direct comparison

(ii)	Net time line distribution of orders delivered after target time	Yes	Public interest, readily understandable metric which allows direct comparison
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Definitions

As per service provisioning for Indirect Access (see page 22):

Net customer orders excludes all orders not completed on or before the date promised due to another operator.

Proportion of orders completed on or before the date promised to the customer (leased lines)			
Purpose	This measure determines how well a Licensed Operator keeps its commitments to install leased line services by a committed or contracted date.		
Applicable Services	The data shall be presented for digital leased lines ⁷ .		
Applicable Segments	(a) Business customers		
Information Provided	(i) Total orders completed on or before the date confirmed/contracted with the customer during the period (by applicable segment)		
	(ii) All orders completed during the period (by applicable segment)		
Sampling Window	All orders, irrespective of their starting date are to be included in this measure		
Calculation	(i) $\text{Gross proportion of orders completed on or before the date promised} = \frac{[\text{Total orders completed on or before the date confirmed/contracted with the customer during the period}] \times 100}{[\text{All orders completed during the period}]} \text{ (by applicable segment)}$		
Ref. No.	Name	Publish	Reason
(i)	Gross proportion of orders completed on or before the date promised	Yes	Public interest, readily understandable metric which allows direct comparison.
Notes: As for Direct Access Telephony.			
A leased line service is deemed to be completed when it is accepted by the customer as such. Should the customer not be available to accept the service on the contracted delivery date then the delivery will be back-dated to the completion date, should the customer subsequently accept the service at a mutually agreed time.			

⁷ The definition of digital leased lines is given in ODTR 99/48

Variance from promised delivery date (leased lines)			
Purpose	This measure demonstrates the spread of late deliveries after the promised date.		
Applicable Services	The data shall be presented for digital leased lines.		
Applicable Segments			
(a)	Business customers		
Information Provided			
(i)	Gross customer orders completed by agreed delivery date plus x elapsed days (by category)		
	To be provided in ranges x is <=0days, 1day, 5days, 10days, 20days, 30days, 50days, 100days, >100days		
Sampling Window			
	All orders, irrespective of their starting date are to be included in this measure		
Calculation			
(i)	Gross Customer Orders:		
	For all remaining orders which are delivered subsequent to the due date:		
	[Customer orders completed by agreed delivery date plus x days] X 100/		
	[Total number of orders completed] (by category)		
	To be presented in ranges x is <=0days, 1day, 5days, 10days, 20days, 30days, 50days, 100days, >100days		
Ref. No.	Name	Publish	Reason
(i)	Gross time line distribution of orders delivered after target time	Yes	Public interest, readily understandable metric which allows direct comparison
Definitions			
	As per service provisioning for Leased Lines (see page 26)		

Fault Management

Customer reported faults per 100 direct access telephony lines			
Purpose	This is a measure of the reliability of the service, in terms of its affect on customers connected.		
Applicable Services	The data shall be presented for direct access telephony customers, both PSTN and ISDN combined.		
Applicable Segments			
(a)	Residential customers		
(b)	Business customers		
Information Provided			
(i)	Total Customer Reported Faults received in period (by applicable segment)		
(ii)	Average population of access lines during the period		
Calculation			
(i)	Gross customer reported faults per 100 lines = [Total Customer Reported Faults received in period] x 100/ [Average population of access lines during the period]		
Ref. No.	Name	Publish	Reason
(i)	Gross customer reported faults per 100 lines	Yes	Public interest, readily understandable metric which allows direct comparison.

Definitions

- 1) A fault report is a report of disrupted or degraded service that is made by a customer and is attributable to the network of the service provider or any interconnected public network.
- 2) **Customer Education** - Fault reports may be considered to be resolved by customer education if the trouble resolution is related to the operation of a product or service.
- 3) **Subsequent Fault Report:** - A subsequent fault report is a report taken against the same customer line, with the same fault conditions, as the existing report while there is an existing fault report already in existence.
- 4) A fault will be regarded as having been **closed** by the operator when:
 - a reporting party agrees that all issues have been satisfactorily dealt with, and has been completed and closed, or
 - the fault is withdrawn, or
 - the operator has completed all stages of its internal fault handling procedures, and has informed the reporting party accordingly and the operator considers the fault completed.
- 5) **Repeated Fault Report:** - A repeated fault report is a fault report received on a customer's direct line within a designated time period, as defined by the operator, from closure of an earlier report of a fault against the same customer line.
- 6) An **access line** is the connection from the Network Termination Point to the entry point to the local switch or remote concentrator, whichever is the nearer. In many cases this is the main distribution frame.

Notes: Fault Not Found (FNF) and Right When Tested (RWT) or other such terms are to be included.

Repeated Fault Reports (as defined above) are to be included.

If the customer reports that one or more lines of a multi-line (e.g. ISDN PRA) connection have faults, then this is counted in the numerator of the calculation as one single fault received, regardless of the number of lines affected. If for example, the Customer reports a fault on an ISDN BRA connection then that counts as a single fault report regardless of the number of channels affected.

Exclusions: Faults in all equipment beyond the Network Termination Point (NTP). The Network Termination Point is defined as the service presentation point where the operator's domain of responsibility terminates.

Faults in customer-owned/rented premises equipment.

Fault reports due to customer provided power.

Fault reports that are resolved by customer education relating to the operation of a product or service.

Subsequent fault reports.

Customer reported faults per 100 indirect customers			
Purpose	This is a measure of the reliability of the service, in terms of its affect on customers connected.		
Applicable Services	The data shall be presented for indirect access telephony customers.		
Applicable Segments	<p>(a) Residential customers where</p> <p>(i) Faults are reported against the service as a whole</p> <p>(ii) Customer-reported faults are found within that part of the network and CPE under the direct control of the operator</p> <p>(b) Business customers where</p> <p>(i) Faults are reported against the service as a whole</p> <p>(ii) Customer-reported faults are found within that part of the network and CPE under the direct control of the operator</p>		
Information Provided	<p>(i) Total Customer Reported Faults received in period (by applicable segment)</p> <p>(ii) Total Customer Reported Faults received in period (by applicable segment) excluding faults referred to another operator.</p>		
Calculation	<p>(i) Gross customer reported faults per 100 registered CLIs (per applicable segment) = [Total Customer Reported Faults received in period] x 100/ [Average population of registered CLIs during the period]</p> <p>(ii) Net customer reported faults per 100 registered CLIs (i.e. excluding faults referred to another operator) (per applicable segment) = [Total Customer Reported Faults received in period excluding faults referred to another operator] x 100/ [Average population of registered CLIs during the period]</p>		
Ref. No.	Name	Publish	Reason
(i)	Gross customer reported faults per 100 registered CLIs	Yes	Public interest, readily understandable metric which allows direct comparison.
(ii)	Net customer reported faults per 100 registered CLIs	Yes	Public interest, readily understandable metric which allows direct comparison.

Notes:

Where a single customer has been provided with service for a number of CLIs, each CLI shall count as a single registration.

A registered CLI is a recognised Calling Line Identity (CLI) enabled by the service provider to allow network access.

Inclusions: (*Reported*) Fault Not Found (FNF) and Right When Tested (RWT) or other such terms.

Repeated Fault Reports.

Where the operator providing the indirect service owns and maintains Customer Premises Equipment (CPE) or has a contract to maintain CPE, faults attributable to the CPE shall be included.

Exclusions: Faults in all equipment beyond the Network Termination Point (NTP). The Network Termination Point is defined as the service presentation point where the operator's domain of responsibility terminates.

Faults at the customer-owned CPE, that is maintained under contract to an agent other than the Licensee.

Fault reports due to customer provided power.

Fault reports that are resolved by customer education relating to the operation of a product or service.

Subsequent fault reports.

Fault Clearance by Target Time			
Purpose	To demonstrate the operator's performance in restoring service within the published target time.		
Applicable Services	The data shall be presented separately for: <ul style="list-style-type: none"> • direct access telephony • indirect access telephony 		
Applicable Segments			
(a)	Residential customers		
(b)	Business customers		
Information Provided			
(i)	Total fault reports cleared by target time during the period		
(ii)	Total fault reports cleared during the period		
(iii)	Net fault reports cleared by target time during the period for indirect access telephony		
(iv)	Net fault reports cleared during the period for indirect access telephony		
Calculation			
(i)	Gross percentage of faults cleared within target time = [Total fault reports cleared by target time during the period] x 100/ [Total fault reports cleared during the period]		
(ii)	Net percentage of faults cleared within target time for indirect access telephony = [Net fault reports cleared by target time during the period for indirect access telephony] x 100/ [Net fault reports cleared during the period for indirect access telephony]		
Ref. No.	Name	Publish	Reason
(i)	Gross percentage of faults cleared within target time	Yes	Public interest, readily understandable metric which allows direct comparison
(ii)	Net percentage of faults cleared within target time for indirect access telephony	Yes	Public interest, readily understandable metric which allows direct comparison

Definitions

- 1) **Clearance** is defined as being when all items are available for use by the customer as confirmed by the operator. In determining the clearance time for a fault, no distinction should be made between outage time due to any operator and outage time due to non-acceptance of clearance by a customer.
- 2) **Target time** is the quoted fault clearance time or times offered by the operator for specified maintenance packages. (It may be different for each operator). Where an appointment at the customer premises is required, and a specific appointment is made with the customer then the Target time can be extended past that published only if the customer is unable to attend prior to the target time.

Notes: All operators must state in advance of data collection:

- whether they give appointments in respect of fault and whether they can re-calibrate target times accordingly
- their objective time for clearing faults
- the items to which this objective time applies (e.g. lines, apparatus, facilities)
- how clearance and objective times are to be measured (e.g. if objective time is 10 hours, when does the measurement commence, is the basis of measurement actual or working hours, what is the definition of working hours).

A fault is not considered cleared once an appointment is scheduled with the customer **Delays** attributable solely to the customer in providing access to premises may be discounted from the service restoration time, provided that adequate supporting notes are available to an auditor on an individual basis. As with appointments, this can only be invoked where access to the customer's premises was required.

Variance from Target Repair Time	
Purpose	This measure demonstrates the spread of late repairs after the promised time.
Applicable Services	The data shall be presented separately for: <ul style="list-style-type: none"> • direct access telephony • indirect access telephony
Applicable Segments	<p>(a) Residential customers</p> <p>(b) Business customers</p>
Information Provided	<p>(i) Gross customer fault reports:</p> <p>Customer fault reports cleared by target time in the period plus x elapsed hours (by category)</p> <p>To be provided in ranges x ≤ 0 hours, 1 hour, 4 hours, 8 hours, 24 hours and > 24 hours</p> <p>(ii) Net customer fault reports for indirect access telephony:</p> <p>Customer fault reports cleared by target time in the period plus x elapsed hours for indirect access telephony (by segment)</p> <p>To be provided in ranges x ≤ 0 hours, 1 hour, 4 hours, 8 hours, 24 hours and > 24 hours</p>
Calculation	<p>(i) Gross customer fault reports:</p> <p>For all outstanding fault reports after the target time:</p> <p>$\frac{[\text{Customer fault reports cleared by target time in the period plus } x \text{ hours}] \times 100}{[\text{Total number of fault reports cleared during the period}]}$ (by category)</p> <p>To be presented in ranges x ≤ 0 hours, 1 hour, 4 hours, 8 hours, 24 hours and > 24 hours</p> <p>(ii) Net customer fault reports for indirect access telephony:</p> <p>For all outstanding indirect access telephony fault reports after the target time:</p> <p>$\frac{[\text{Customer fault reports cleared by target time in the period for indirect access telephony plus } x \text{ hours}] \times 100}{[\text{Total number of fault reports cleared during the period for indirect access telephony}]}$ (by segment)</p> <p>To be presented in ranges x ≤ 0 hours, 1 hour, 4 hours, 8 hours, 24 hours and > 24 hours</p>

Ref. No.	Name	Publish	Reason
(i)	Gross distribution of actual repair times for fault reports outstanding after target time.	Yes	Public interest, readily understandable metric which allows direct comparison
(ii)	Net distribution of actual repair times for fault reports outstanding after target time for indirect access telephony.	Yes	Public interest, readily understandable metric which allows direct comparison
Definitions			
As per fault restoration by target time (see page 32)			

Fault Clearance by target time (leased lines)

As per response to Fault Clearance by Target Time (see page 32)

Applicable Segments

- Business Customers

Ref. No.	Name	Publish	Reason
(i)	Gross percentage of faults cleared within target time	Yes	Public interest, readily understandable metric which allows direct comparison.

Definitions As per response to Fault Clearance by Target Time (see page 32)

Variance in Target Repair Time (leased lines)			
Purpose	This measure demonstrates the spread of late repairs to faults after the promised time.		
Applicable Services	The data shall be presented for digital leased lines.		
Applicable Segments			
(a)	Business customers		
Information Provided			
(i)	Gross customer fault reports cleared by target time in the period plus x elapsed hours (by category) To be provided in ranges x <= 0 hours, 1 hour, 2 hours, 4 hours, 8 hours and > 8 hours		
Calculation			
(i)	For all outstanding fault reports after the target time: [Gross customer fault reports cleared by target time in the period plus x hours] X 100/ [Total number of fault reports cleared during the period] (by category) To be presented in ranges x <= 0 hours, 1 hour, 2 hours, 4 hours, 8 hours and > 8 hours		
Ref. No.	Name	Publish	Reason
(i)	Gross distribution of actual repair times for fault reports outstanding after target time.	Yes	Public interest, readily understandable metric which allows direct comparison
Definitions			
As per Leased Line service (see page 52) and fault restoration by target time (see page 32)			

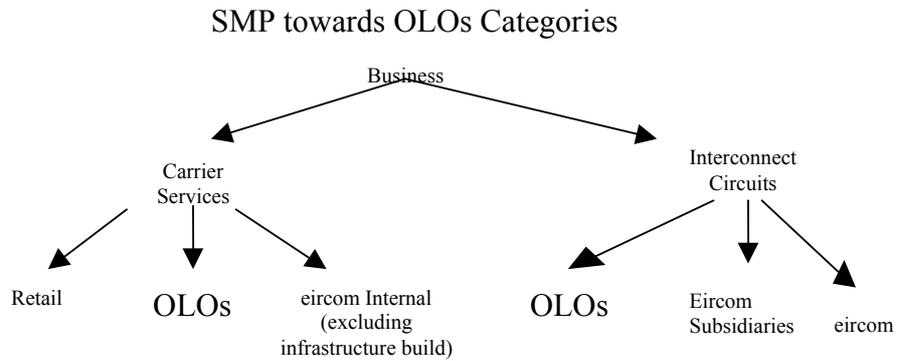
Billing

Billing Correctness Complaints			
Purpose	This measure will be used to ensure that operators are providing customers with accurate bills.		
Applicable Services	The data shall be presented separately for: <ul style="list-style-type: none"> • direct access telephony • indirect access telephony • leased lines. 		
Applicable Segments	<p>(a) Residential customers</p> <p>(b) Business customers</p>		
Information Provided	<p>(i) Number of complaints about the correctness of bills by category</p> <p>(ii) Number of bills issued by category</p>		
Calculation	<p>(i) Gross number of billing correctness complaints per 1000 bills issued = [Number of complaints about the accuracy of bills] X 1000 / [Number of bills issued] by category</p>		
Ref. No.	Name	Publish	Reason
(i)	Gross number of billing correctness complaints per 1000 bills issued	No	Information for internal use of ODTR
Definitions	<p>1) A complaint about the correctness of a bill is not just limited to a complaint over the amount of a bill, but can include information about the address of the recipient etc. See page 11 for the definition of a complaint.</p> <p>2) Number of bills issued shall include all first bills to the customer but not repeat bills and reminders. Final statements or initial statements of accounts (for old and new customers respectively) shall be included.</p>		
<p>Notes: The measure is intended to address the accuracy of information contained within the bill, e.g. the correctness of the data content of the bill. It is not designed to identify problems with the process of billing, e.g. double billing, or the general format of the bill, e.g. blue paper used.. The inclusion of the complaint is independent of whether or not the complaint is deemed to be justified by the operator. Complaints about accuracy in respect of credit notes, cheques, final demands etc. should be included.</p>			

Supplemental Performance Parameters Applicable to the SMP Operator towards OLOs

Performance towards OLOs

The following parameters show which measures shall be measured by the SMP operator and reported on separately . This section covers carrier services and interconnect circuits . The data in this category will be collected for the following sub-categories:



Sampling Window:

All orders, irrespective of their starting date are to be included in the calculation of the SMP to OLO data.

Number of Registered Complaints

Same as Number of Register Complaints parameter applicable to All General Licencees (see Page 11) with the following exceptions:

Applicable Services

Applicable Segments

Other Complaints

Business Customers broken into

- Carrier Services⁸
 - Retail
 - OLO
 - eircom Internal (excluding infrastructure build)
- Interconnect Circuits⁹
 - OLO
 - eircom Subsidiaries
 - eircom

Information Provided

- | | |
|-------|--|
| (i) | Total number of registered complaints by category |
| (ii) | Average population of interconnect circuits (2 Mbit/s) in reporting period in the applicable category |
| (iii) | Average number of carrier services circuits in reporting period in the applicable category |

Calculation:

- | | |
|-------|--|
| (i) | Total Number of Complaints = Sum of all complaints from each category |
| (ii) | Total Number of Complaints (by category) = as reported |
| (iii) | Gross Number of Interconnect Circuit Complaints per 100 Interconnect circuits (by applicable segment) = [Total number of registered interconnect circuit complaints by applicable segment] x 100 / [Average population of interconnect circuits in the reporting period] |

⁸ Segmented by each "carrier service" product within the portfolio of the SMP operator.

⁹ Segmented by each "interconnect circuit" category within the portfolio of the SMP operator.

(iv) Gross Number of Carrier Service Complaints per 100 Carrier Service circuits (by applicable segment) = $\frac{\text{Total number of registered carrier service complaints by applicable segment}}{\text{Average number of carrier service circuits in the reporting period}} \times 100$

Ref. No.	Name	Publish	Reason
(i)	Total Number of Complaints	No	Information for ODTR use in measuring fair competition
(ii)	Total Number of Complaints (by applicable segment)	No	Information for ODTR use in measuring fair competition
(iii)	Gross Number of Interconnect Circuit Complaints per 100 Interconnect circuits (by applicable segment)	Yes	
(iv)	Gross Number of Carrier Service Complaints per 100 Carrier Service circuits (by applicable segment)	Yes	

Definitions

- 1) An **interconnect circuit** is a single 2 Mbit/s circuit as specified in the SMP’s Reference Interconnect Offer (RIO).
- 2) **Carrier services** circuits are wholesale circuits negotiated between the SMP operator and OLOs, which are specified in eircom document - “Statement of Service Levels for the provision of Specified Services to Other Licensed Operators”.
- 3) **Other complaints** are complaints that are not classed as either Carrier Services of Interconnect Circuit complaints.

Notes: Same as Number of Register Complaints parameter applicable to All General Licencees (see Page 11) with the following exceptions.

The number of carrier service circuits is calculated separately for each carrier service product in the SMP portfolio.

Number of Registered Complaints Resolved within 28 elapsed days

Same as Number of Register Complaints Resolved within 28 elapsed days parameter applicable to All General Licencees (see Page 15) with the following exceptions:

Applicable Services

Applicable Segments

Business Customers broken into

- Carrier Services¹⁰
 - Retail
 - OLO
 - eircom Internal (excluding infrastructure build)
- Interconnect Circuits¹¹
 - OLO
 - eircom Subsidiaries
 - eircom

Information Provided

- (i) Total number of registered complaints processed within 28 elapsed days by category, within the reporting period.
- (ii) Total number of registered complaints processed by category, within the reporting period.

Calculation:

- (i) Number of registered complaints processed within 28 elapsed days
- (ii) $\text{Proportion of Complaints which processed within 28 elapsed (by applicable segment)} = \frac{[\text{Total number of registered complaints processed within 28 elapsed days by applicable segment}]}{[\text{Total number of registered complaints processed by category within the reporting period by applicable segment}]}$

Ref. No.	Name	Publish	Reason
(i)	Number of registered complaints processed within 28 elapsed days	No	Information for ODTR use in measuring fair competition

¹⁰ Segmented by each "carrier service" product within the portfolio of the SMP operator.

¹¹ Segmented by each "interconnect circuit" category within the portfolio of the SMP operator.

(ii)	Proportion of Complaints which processed within 28 elapsed (by applicable segment)	Yes
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Definitions

Notes: As Number of Register Complaints Resolved within 28 elapsed days parameter applicable to All General Licencees (see Page 15)

Number of Registered Complaints Requiring dispute resolution

Same as Number of Register Complaints Requiring dispute resolution parameter applicable to All General Licencees (see Page 17) with the following exceptions:

Applicable Services

Applicable Segments

Business Customers broken into

- Carrier Services¹²
 - Retail
 - OLO
 - eircom Internal (excluding infrastructure build)
- Interconnect Circuits¹³
 - OLO
 - eircom Subsidiaries
 - eircom

Information Provided

- (i) Total number of registered complaints requiring dispute resolution by applicable segment
- (ii) Total number of registered complaints processed by category, within the reporting period.

Calculation:

- (i) Number of registered complaints requiring dispute resolution by applicable segment
- (ii) Proportion of Complaints which require dispute resolution (by applicable segment) =
[Total number of registered complaints requiring dispute resolution by applicable segment] / [Total number of registered complaints processed within the reporting period by category and by applicable segment]

Ref. No.	Name	Publish	Reason
(i)	Number of registered complaints requiring dispute resolution by applicable segment	No	Information for ODTR use in measuring fair competition

¹² Segmented by each "carrier service" product within the portfolio of the SMP operator.

¹³ Segmented by each "interconnect circuit" category within the portfolio of the SMP operator.

(ii)	Proportion of Complaints which require dispute resolution (by applicable segment)	No	Information for ODTR use in measuring fair competition
<p>Definitions</p> <p>Notes: Same as Number of Register Complaints Requiring dispute resolution parameter applicable to All General Licences (see Page 17)</p>			

Proportion of orders completed on or before the date promised to the customer (carrier services plus interconnect circuits)

Same as Proportion of orders completed on or before the date promised to the customer parameter applicable to All General Licencees (see Page 19, 22, 26) with the following exceptions.

Applicable Services

Applicable Segments

Business Customers broken into

- Carrier Services¹⁴
 - Retail
 - OLO
 - eircom Internal (excluding infrastructure build)
- Interconnect Circuits¹⁵
 - OLO
 - eircom Subsidiaries
 - eircom

Information Provided

- (i) Total **orders completed** on or before the date confirmed/contracted with the customer during the period (by applicable segment)
- (ii) All orders completed during the period (by applicable segment)

Calculation:

- (i) Gross proportion of orders completed on or before the date promised = [Total orders completed on or before the date confirmed/contracted with the customer during the period] x 100/ [All orders completed during the period] (by applicable segment)

Ref. No.	Name	Publish	Reason
(i)	Gross proportion of orders completed on or before the date promised	Yes	

Definitions:

¹⁴ Segmented by each "carrier service" product within the portfolio of the SMP operator.

¹⁵ Segmented by each "interconnect circuit" category within the portfolio of the SMP operator.

Notes: Same as Proportion of orders completed on or before the date promised to the customer parameter applicable to All General Licences (see Page 19, 22, 26)

Variance from promised delivery date (carrier services plus interconnect circuits)

As per Variance from promised delivery date (see page 21, 24, 27) with the following exceptions

Applicable Segments

Business Customers broken into

- Carrier Services¹⁶
 - Retail
 - OLO
 - eircom Internal (excluding infrastructure build)
- Interconnect Circuits¹⁷
 - OLO
 - eircom Subsidiaries
 - eircom

Information Provided

- (i) Gross customer orders completed by agreed delivery date plus x elapsed days (by category)
- To be provided in ranges x is
<=0days, 1day, 5days, 10days, 20days, 30days, 50days, 100days, >100days

Calculation

- (i) Gross Customer Orders:
- For all remaining orders which are delivered subsequent to the due date:
- [Customer orders completed by agreed delivery date plus x days] X 100/
[Total number of orders completed] (by category)
- To be presented in ranges x is
<=0days, 1day, 5days, 10days, 20days, 30days, 50days, 100days, >100days

Ref. No.	Name	Publish	Reason
(i)	Gross time line distribution of orders delivered after target time	Yes	

¹⁶ Segmented by each "carrier service" product within the portfolio of the SMP operator.

¹⁷ Segmented by each "interconnect circuit" category within the portfolio of the SMP operator.

Definitions

As per Variance from promised delivery date (see page 21, 24, 27)

Fault Clearance by Target Time (carrier services plus interconnect circuits)			
Purpose	To demonstrate the operator’s performance in adequately restoring service within the target time promised to customers.		
Applicable Services	.		
Applicable Segments	<p>Business Customers broken into</p> <ul style="list-style-type: none"> • Carrier Services¹⁸ <ul style="list-style-type: none"> • Retail • OLO • eircom Internal (excluding infrastructure build) • Interconnect Circuits¹⁹ <ul style="list-style-type: none"> • OLO • eircom Subsidiaries • eircom 		
Information Provided	<p>(i) Total fault reports cleared by target time during the period (by applicable segment)</p> <p>(ii) Total fault reports cleared during the period (by applicable segment)</p>		
Calculation	<p>(i) Percentage of faults cleared within target time = [Total Fault reports cleared by target time during the period] x 100/ [Total fault reports cleared during the period] (by applicable segment)</p>		
Ref. No.	Name	Publish	Reason
(i)	Percentage of faults cleared within target time	Yes	
Definitions			
1)	As per Fault Clearance by Target Time (see page 32)		

¹⁸ Segmented by each “carrier service” product within the portfolio of the SMP operator.

¹⁹ Segmented by each “interconnect circuit “category within the portfolio of the SMP operator.

Variance in Target Repair Time (carrier services plus interconnect circuits)

As per variance in Target Repair time (leased lines) (see page 37) with the following exceptions

Applicable Segments

Business Customers broken into

- Carrier Services²⁰
 - Retail
 - OLO
 - eircom Internal (excluding infrastructure build)
- Interconnect Circuits²¹
 - OLO
 - eircom Subsidiaries
 - eircom

Information Provided

- (i) Gross customer fault reports cleared by target time in the period plus x elapsed hours (by category)
- To be provided in ranges x ≤ 0 hours, 1 hour, 2 hours, 4 hours, 8 hours and > 8 hours

Calculation

- (i) For all outstanding fault reports after the target time:
- $$\frac{[\text{Gross customer fault reports cleared by target time in the period plus } x \text{ hours}] \times 100}{[\text{Total number of fault reports responded to in the period}]}$$
(by category)
- To be presented in ranges x ≤ 0 hours, 1 hour, 2 hours, 4 hours, 8 hours and > 8 hours

Ref. No.	Name	Publish	Reason
(i)	Gross time line distribution of actual repair time for fault reports after target time	Yes	

Definitions

As per variance in target repair time (leased lines) (see page 37)

²⁰ Segmented by each "carrier service" product within the portfolio of the SMP operator.

²¹ Segmented by each "interconnect circuit" category within the portfolio of the SMP operator.

Availability of leased lines			
Purpose	To ensure that the SMP operator is providing adequate performance for this critical service.		
Applicable Services	All digital leased lines (non-interconnect) Interconnect circuits (applicable to OLOs only)		
Applicable Segments	Business Customers broken into <ul style="list-style-type: none"> • Carrier Services²² <ul style="list-style-type: none"> • Retail • OLO • eircom Internal (excluding infrastructure build) • Interconnect Circuits²³ <ul style="list-style-type: none"> • OLO • eircom Subsidiaries • eircom 		
Information Provided	<i>Either</i>		
(i)	Average of the availability calculated for each circuit (by applicable segment)		
	<i>or</i>		
(ii)	Total out of service time for all circuits (by applicable segment) [in hours]		
(iii)	Average number of circuits in-service during the period (by applicable segment)		
Calculation	<i>Either</i>		
(i) <i>or</i>	Availability of leased lines = information as provided (by applicable segment)		
(ii)	Availability of leased lines = $\frac{[(\text{Average number of circuits in-service}] \times 2190) - \text{Total out of service time for all circuits}]}{[(\text{Average number of circuits in-service}] \times 2190^{24}]}$		
Ref. No.	Name	Publish	Reason
(i) or (ii)	Availability of leased lines	Yes	

²² Segmented by each "carrier service" product within the portfolio of the SMP operator.

²³ Segmented by each "interconnect circuit" category within the portfolio of the SMP operator.

²⁴ Number of hours in a quarter of a year, 2196 in a leap year.

Definitions

- 1) **Availability** is defined as $[\text{Total number of hours in a reporting period} - \text{Total number of hours out of service}] / [\text{Total number of hours in a reporting period}]$
- 2) **Out of service time** is the time when a circuit has a fault registered against it by a customer and is not useable by that customer.
- 3) **Average number of circuits in-service** is defined as the number of circuits in service at the start of a reporting period, plus the number in service at the end of a period divided by two.
- 4) A **circuit** is defined as a single dedicated connection between two or more customer sites or between a customer's site and the operators network.

Notes

Calculation (i) is preferred.

Supplemental Performance Parameters Applicable to the USO Operator

Directory Enquiries Services

Call Statistics for DQ			
Purpose	To measure the responsiveness of the USO operator's Directory Enquiries Service		
Applicable Services	Directory Enquiries		
Applicable Segments			
(a)	All		
Information Provided			
(i)	Total number of calls to DQ		
(ii)	Mean time to answer		
(iii)	Total number of abandoned calls		
(iv)	Mean time before call abandonment		
(v)	Total number of look-ups performed		
(vi)	Number of look-ups with no listings returned		
(vii)	Total number of calls answered in 20 seconds		
Calculation			
	Information shall be used as reported as (i) to (vii) plus:		
(viii)	Percentage of DQ look-ups with no listings returned = [Number of look-ups with no listings returned] X 100 / [Total number of look-ups performed]		
(ix)	Average number of look-ups per DQ call = [Total number of look-ups performed] / [Total number of calls to DQ]		
(x)	Abandoned Call Rate = Total number of abandoned calls / Total number of calls to DQ		
(xi)	Percentage of Calls Answered (PCA) in 20 seconds = total number of calls answered in 20 seconds / total number of calls to DQ.		
Ref. No.	Name	Publish	Reason
(i)	Total number of calls to DQ	No	Not relevant to public in this form
(ii)	Mean time to answer for the period	Yes	Public Interest
(iii)	Total number of abandoned calls	No	Not relevant to public in this form
(iv)	Mean time before call abandonment	Yes	Public Interest
(v)	Total number of look-ups performed	No	Information for ODTR monitoring of USO performance

(vi)	Number of look-ups with no listings returned	No	Information for ODTR monitoring of USO performance
(vii)	Total number of calls answered in 20 seconds	No	Not relevant to public in this form
(viii)	Percentage of look-ups with no listings returned	No	Information for ODTR monitoring of USO performance
(ix)	Average number of look-ups per DQ call	No	Information for ODTR monitoring of USO performance
(x)	Abandoned Call Rate	Yes	Public Interest
(xi)	Percentage of Calls Answered (PCA) in 20 seconds	Yes	Public Interest

Definitions

- 1) A **look-up** is defined as a search for a telephone number after the minimum required information for such a look-up has been provided by the caller.
- 2) A **listing** is a number that is returned from a DQ look-up search. Other returns include 'ex-directory' and 'unlisted'.
- 3) A **look-up with no listing** returned is one where the look-up returns no listing.
- 4) **Time to answer** is the time that a caller is left waiting for a customer service agent, from the point where the ringing tone is provided to the caller.
- 5) **Abandoned calls** are defined as the number of calls received by the network (e.g. received on the calling user's access line) that are not answered by a human operator.
- 6) **Time before call abandonment** is the time that the calling party is received on the network before the call is abandoned.

Public Payphones

Availability and number of card and coin operated public pay phones in full working order			
Purpose	To ensure that the USO operator is providing a public card and coin operated payphone service of adequate quality. The measure of quality shall be the availability of the payphones.		
Applicable Services	Public card and coin operated payphones		
Applicable Segments			
(a)	All		
Information Provided			
(i)	Average number of coin or card operated public payphones during the reporting period		
(ii)	Proportion of payphones available, based on representative surveys and inspections made by the SMP operator.		
(iii)	Proportion of payphones in full working order, based on representative surveys and inspections made by the SMP operator.		
Calculation	Information shall be used as reported for (i) (ii) and (iii).		
Ref. No.	Name	Publish	Reason
(i)	Average number of coin or card operated public payphones during the reporting period	Yes	Public Interest
(ii)	Proportion of payphones available	Yes	Public Interest
(iii)	Proportion of payphones in full working order	Yes	Public Interest

Definitions

- 1) The **average** number shall be that at the beginning of the reporting period, plus that at the end of the reporting period divided by two.
- 2) A **public payphone** means either coin or card operated telephones and excludes:
 - courtesy telephones, including public telephones which provide only outgoing calls.
 - public telephones provided by companies other than the SMP operator, such as hotel rooms, businesses who rent pay phones from the SMP operator and offer these to public at their own rates etc.

Only public pay phones wholly owned and operated by service providers are to be included in this definition.
- 3) **Available Payphones** are payphones where the customer is able to make successful calls using card, coin, calls to Operator, 1800 number or other options.
- 4) **Payphones in full working order** are payphones where the customer is able to make full use of the services advertised as normally available, i.e. a payphone capable of accepting both coin and card payment should be regarded as not being in full working order when it is unable to accept further coins, for example, the coin box is full.

Notes

The SMP operator shall seek approval from the ODTR for the methodology and procedures for its surveys of public payphone availability, before beginning to collect data for this measure.

