

Measuring Licensed Operator Performance Programme

Issue 1: July - September 2001



Office of the Director of
**Telecommunications
Regulation**

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Foreword

Service quality is very important to both business and residential consumers of Irish telecommunications services. Given the importance of communications to all businesses, service quality is critical to Ireland's competitiveness. It is equally important in terms of social inclusion that consumers should find it easy to get a phone, change supplier and have any faults repaired quickly.

Since the Irish telecommunications market was fully liberalised in December 1998 users have witnessed a significant expansion in the choice of telecommunications provider and reductions in the price of services. Service quality tends to improve more slowly and I consider it important to take special regulatory measures to speed up developments. This initiative - the Measuring Licensed Operator Performance (MLOP) programme - started its work in 1999 to define and collect data which would be audited prior to publication.

This is the first MLOP report and includes an initial range of indicators. The performance measures have been precisely defined and in making comparisons it is important to carefully review both these definitions and operator characteristics in order to gain a full understanding of the relative performance of each operator. I expect that the range of indicators and companies reporting under them will expand over time and that comparisons from one report to the next will be particularly revealing.

Ireland is one of the leading countries in Europe in developing such a programme, which will provide real benefits to the Irish consumer and to the Irish telecommunications industry in general.

- The principal benefit of such a programme to users is the availability of clear indicators of quality of service performance that can assist them when making informed choices concerning their fixed line operator.
- The longer term benefit to the Irish telecommunications industry is that the programme should stimulate greater competition in service quality among the operators, thereby leading to further improvements in performance.

Finally I would like to thank all operators who contributed to this programme and, in particular, the eight operators who submitted quality of service performance results for this report - the first MLOP publication.

These operators are:

Cable and Wireless

Chorus

eircom plc

Esat Telecommunications Ltd.

nevada tele.com

ntl

Ventelo

WorldCom

I am confident that with the operators' continued commitment that this programme will be a success and can become the de-facto standard for the comparison of Irish telecommunication operators' performance results.

Etain Doyle

Director

Introduction

Introduction to the programme

The Measuring Licensed Operator Performance (MLOP) programme is an initiative led by the ODTR in co-operation with the leading fixed line telecommunications operators in the Irish market. This regular publication will present quality of service performance results that have been provided by the major fixed line telecommunications operators, relating to measurement periods of 3 to 6 months. This report provides quality of service results for the period from July to September 2001.

Which operators are taking part in this report?

Eight fixed line operators have submitted their performance measures for this report. The mobile operators are not included at this stage. Not all fixed line operators with General Telecommunications Licences are included in this report. From the 43 licensees operational in Ireland, some operators are excluded for one or more of the following reasons:

- The services provided by these operators are not the subject of this report.
- The operator may have just recently entered the market. Licensees, who have their licence for less than 18 months are not obliged to enter this programme, but may enter on a voluntary basis.

It should also be noted that certain operators collect more data for performance measures than other operators. This occurs when the size of their business exceeds pre-defined thresholds. All licensees are required to provide data on the complaints parameter and only licensees exceeding the thresholds are required to provide data on service provisioning and fault handling parameters.

Which consumer markets are addressed in this report?

This report presents measures separately for two categories of consumers:

- **Business consumers**
- **Residential consumers**

What other markets are addressed in this report?

This report also presents quality of service performance results of

- Public payphone services provided by *eircom*¹
- The supply of regulated services from the SMP operator in the fixed services & networks markets (*eircom*) to other licensed operators (OLOs).

What performance measures are reported?

At present the performance measures focus on the management of orders, faults and complaints and in particular the promises made by the major fixed line operators to their customers. Every effort has been made to make all the information in this report as accessible and understandable as possible to the reader. More detailed information on the measures used in this programme may be obtained from the ODTR website <http://www.odtr.ie>²

How accurate or comparable is this information?

All published measures included in this report have been subject to an independent audit and comparability review process in order to ensure accuracy and comparability of results before their publication. The notes on page 6 outline key operator characteristics that the reader should understand when comparing operator performance.

¹ *eircom* has been designated as having universal service obligation.

² MLOP definitions document is available on the ODTR website www.odtr.ie

Why is certain data excluded from the report?

In certain instances data for an operator does not appear in this publication. This data is categorised as follows:

(NC) Non Compliant: There may a number of different reasons for non-compliance:

1. No data was submitted by the operator for that particular measure.
2. The data was not audited.
3. The accuracy audit concluded that the data was inaccurate.
4. The comparability review concluded that the data was not comparable with data from other operators.

In certain cases, results may be included in this report subject to a caveat, e.g. an exceptional event has distorted an operator's results in a way that is not representative of its overall performance.

How to use this information in evaluating telecommunications providers

The MLOP publication informs consumers of an operator's recent quality of service performance results. In evaluating telecommunications providers, consumers may use these results in combination with other relevant information such as price, geographic availability, payment options, commitment period etc, which can be obtained from the telecommunications operators. In evaluating these results consumers should take factors such as operator promise times, size, target market, supplier relationship and coverage area into consideration, as outlined on page 6.

Information collected by operators

In the Residential and Business Markets, operators collect different measures depending on whether the operator:

- is deemed to be sufficiently large to collect meaningful measures for that service
- provides the specific service

Description of service categories⁴

Operators collect information depending on the type of service the operator provides. The following service categories apply in the residential and business markets:

- Direct Access: this is where a customer has a single agreement with one operator for both 'line rental' and 'call conveyance' services.
- Indirect Access: this is where a customer has a single telecommunications contract with Operator A for 'line rental' and with Operator B for 'call conveyance'.
- Leased Line: this is a single dedicated connection between two (or more) customer sites.

Residential Market						
	Orders		Faults		Complaints*	
SERVICE CATEGORY ³	DIRECT ACCESS	INDIRECT ACCESS	DIRECT ACCESS	INDIRECT ACCESS	DIRECT ACCESS	INDIRECT ACCESS
Chorus					✓	✓
eircom	✓		✓		✓	
Esat		✓		✓		✓
ntl	✓	✓	✓	✓	✓	✓

✓ OPERATOR SUBMITS DATA IN THIS CATEGORY
 OPERATOR DOES NOT SUBMIT DATA IN THIS CATEGORY

Business Market								
	Orders			Faults			Complaints*	
SERVICE CATEGORY ³	DIRECT ACCESS	INDIRECT ACCESS	LEASED ⁴ LINES	DIRECT ACCESS	INDIRECT ACCESS	LEASED LINES	DIRECT ACCESS	INDIRECT ACCESS
Cable & Wireless							✓	✓
eircom	✓		✓	✓		✓	✓	
Esat	✓	✓	✓	✓	✓	✓	✓	✓
nevada tele.com							✓	✓
ntl							✓	
Ventelo		✓			✓			✓
WorldCom		✓			✓		✓	✓

✓ OPERATOR SUBMITS DATA IN THIS CATEGORY
 OPERATOR DOES NOT SUBMIT DATA IN THIS CATEGORY

³ For a detailed description of service category, see Appendix C.

* It is envisaged that complaints data and orders for leased lines will be published in future MLOP reports.

Are all operators the same?

When comparing the operators' results presented in this report, the reader should give consideration to how the structure of an operator's business may affect its results. Operators may differ in the following ways:

- **Size:** Operators measured in the report vary considerably in size, ranging from the large well-established operators, to new market entrants who may be significantly smaller. The impact of "one-off" equipment failures on smaller, newer operators can have a greater impact on their results than similar failures in larger, established operators.
- **Operator Promise Times:** When completing an order or clearing a fault, operators may differentiate themselves from their competitors by applying different target promise times. Some operators may have aggressive target promise times, while others are more extended. Readers of this report should take the operators' target times into consideration when evaluating their performance.
- **Coverage:** The geographic coverage of each operator may vary. Some operators may have local coverage, whilst others have regional, national or international coverage. A local failure may have a major impact on the performance of a local operator, but only a minor impact on a few customers of a national network operator.
- **Target Market:** Operators may target different segments of the market from households to multinational corporate customers and provide a level of service corresponding to their requirements.
- **Supplier Relationship:** The structure of the telecommunications market is such that some licensed operators may have a large degree of dependence on other operators, in particular those operators with Significant Market Power⁴, who act as their supplier of wholesale telecommunications services.

⁴ eircom has been designated as having Significant Market Power (SMP) in the fixed services and network markets. For more detail see glossary Appendix D.

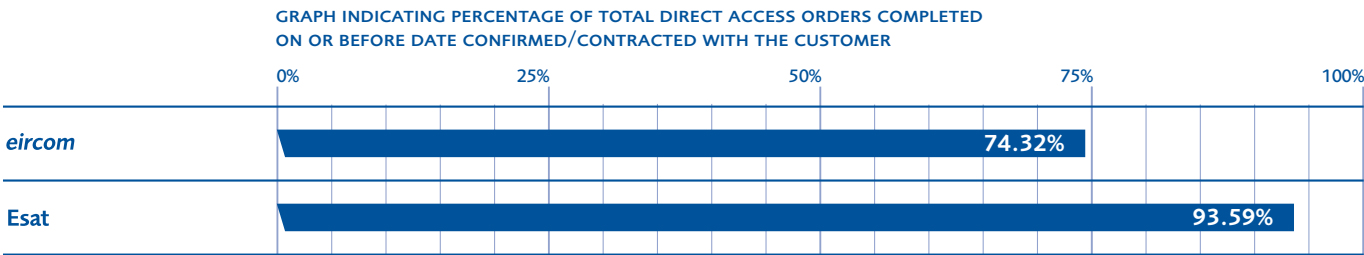
Business Market Results

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

Orders completed

Direct Access

This chart shows the proportion of total direct access orders that an operator has completed on or before the date that was confirmed or contracted with the customer.



Operator target promise time for order completion	
eircom	Target date is the Customer required date
Esat	Promise time variable

Orders

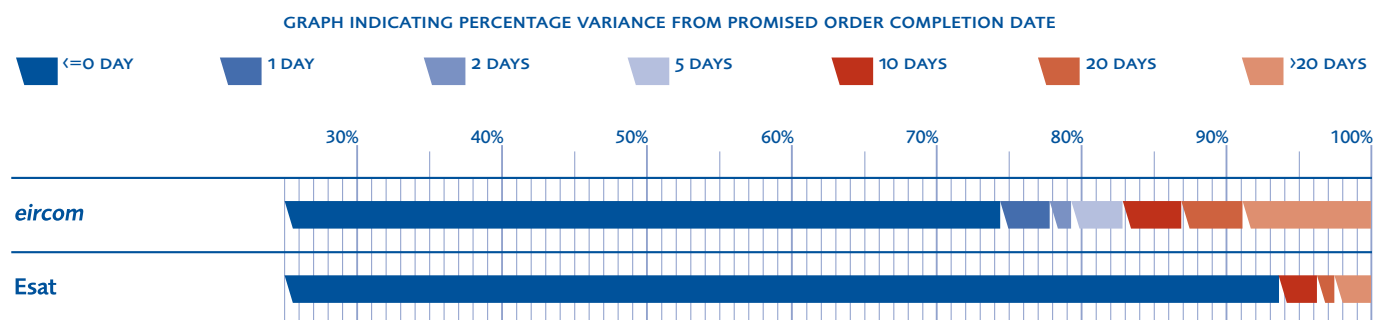
An **order** is defined as a contractual commitment made to a customer to provide a product or service, or a change to an existing service.

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

Variance from promised order completion date

Direct Access

This chart shows the spread of direct access order completions against the date confirmed or contracted with the customer.



Operator target promise time for order completion

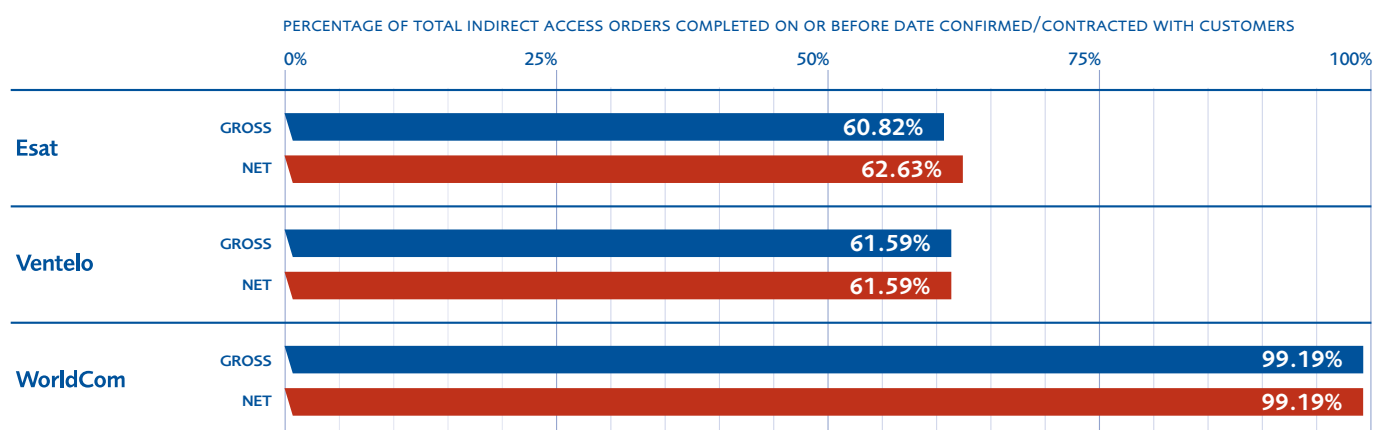
eircom Target date is the Customer required date
Esat Promise time variable

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE

	≤0 DAY	1 DAY	2 DAYS	5 DAYS	10 DAYS	20 DAYS	>20 DAYS
eircom	74.32%	3.42%	1.49%	3.53%	4.05%	4.32%	8.88%
Esat	93.59%	0.00%	0.00%	0.00%	2.56%	1.28%	2.56%

Orders completed Indirect Access

This chart shows the proportion of total indirect access orders that an operator has completed on or before the date that was confirmed or contracted with the customer.



Operator target promise time for order completion

Esat	10 days
Ventelo	10 days
WorldCom	28 days

- The Gross measure includes all indirect access orders completed by the operator.
- The Net measure represents those orders completed where the operator did not depend on another licensed operator to complete the customer's order.

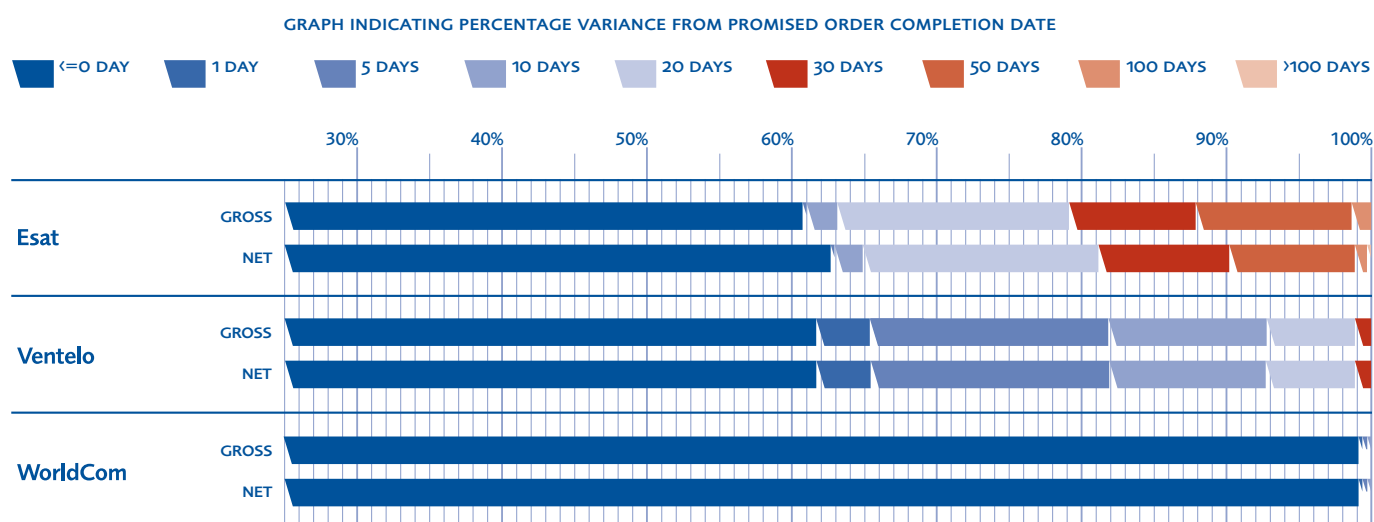
Orders

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

Variance from promised order completion date Indirect Access

This chart shows the spread of indirect access order completions against the date confirmed or contracted with the customer.



Operator target promise time for order completion

Esat	10 days
Ventelo	10 days
WorldCom	28 days

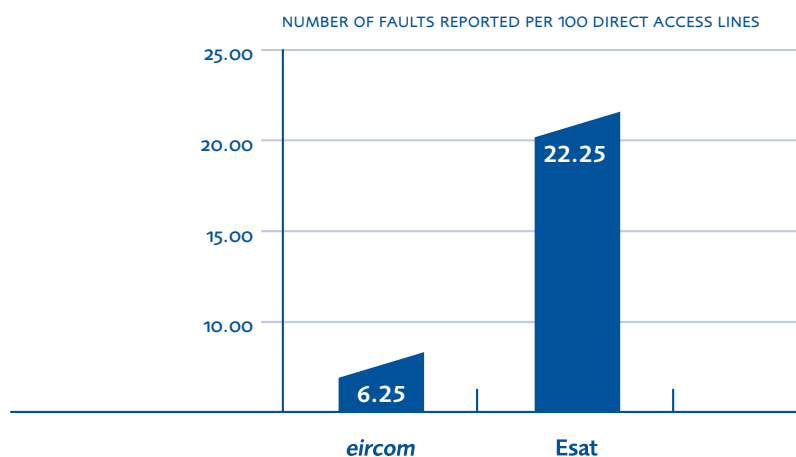
TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE

		≤0 DAY	1 DAY	5 DAYS	10 DAYS	20 DAYS	30 DAYS	50 DAYS	100 DAYS	>100 DAYS
Esat	GROSS	60.82%	0.00%	0.11%	2.11%	16.09%	8.77%	10.65%	1.44%	0.00%
	NET	62.63%	0.00%	0.11%	2.17%	16.23%	9.03%	8.69%	0.91%	0.23%
Ventelo	GROSS	61.59%	3.66%	16.46%	10.98%	6.10%	1.22%	0.00%	0.00%	0.00%
	NET	61.59%	3.65%	16.47%	10.97%	6.10%	1.22%	0.00%	0.00%	0.00%
WorldCom	GROSS	99.19%	0.13%	0.40%	0.27%	0.00%	0.00%	0.00%	0.00%	0.00%
	NET	99.19%	0.13%	0.40%	0.27%	0.00%	0.00%	0.00%	0.00%	0.00%

- The Gross measure includes all indirect access orders completed by the operator.
- The Net measure represents those orders completed where the operator did not depend on another licensed operator to complete the customer's order.

Faults reported Direct Access

This chart shows the number of customer reported faults each operator has registered per 100 direct access lines.

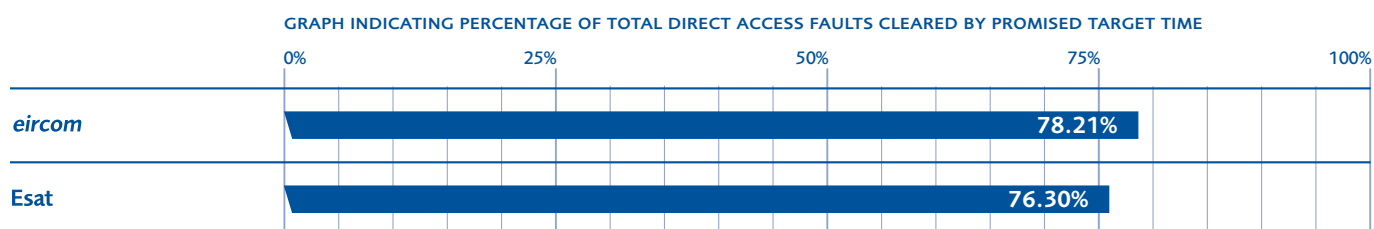


Faults reported

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

Customer reported faults cleared by promised target time Direct Access

This chart shows the proportion of direct access customer reported faults that an operator has cleared within the promised target time.



Operator target promise time for fault clearance

eircom 17 working hours

Esat 5 hours for emergency faults and 48 hours for non-emergency faults

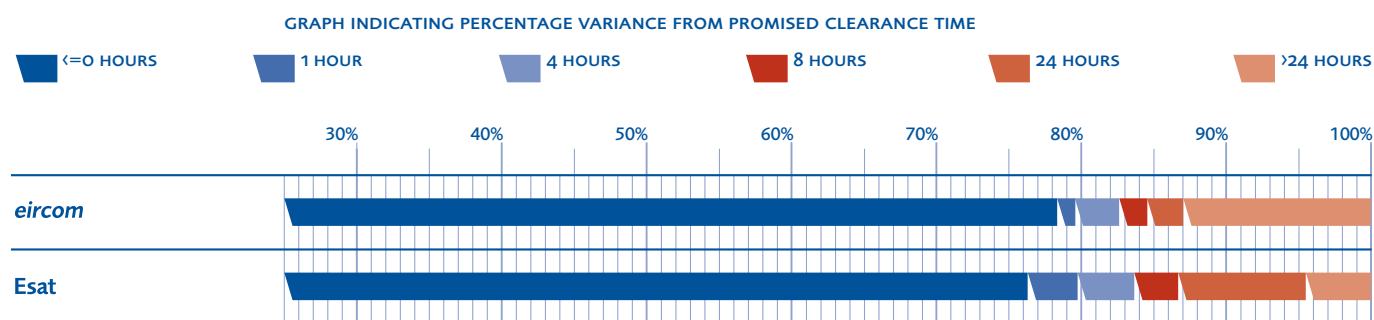
Faults cleared

Fault Clearance is defined as being when all items are available for use by the customers as confirmed by the operator.

Variance from promised fault clearance target time

Direct Access

This chart shows the spread of direct access customer reported fault clearances against the promised target time.



Operator target promise time for fault clearance

eircom 17 working hours

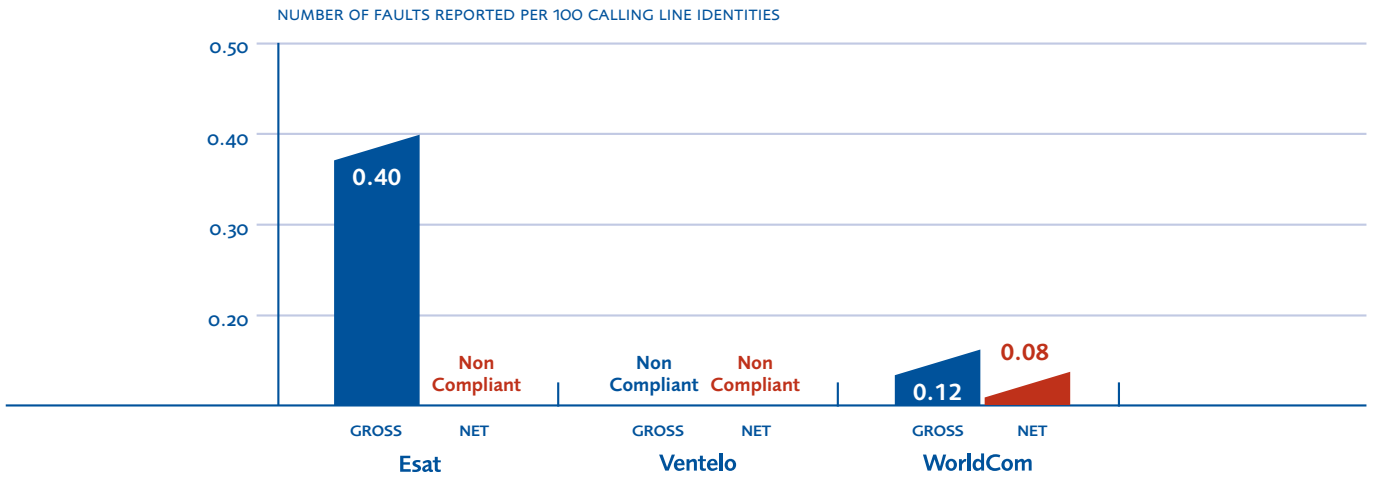
Esat 5 hours for emergency faults and 48 hours for non-emergency faults

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED CLEARANCE TIME

	≤0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	>24 HOURS
eircom	78.21%	1.23%	2.89%	2.00%	2.59%	13.08%
Esat	76.30%	3.57%	3.90%	2.92%	8.77%	4.55%

Faults reported Indirect Access

This chart shows the number of customer reported faults each operator has registered per 100 Calling Line Identities.

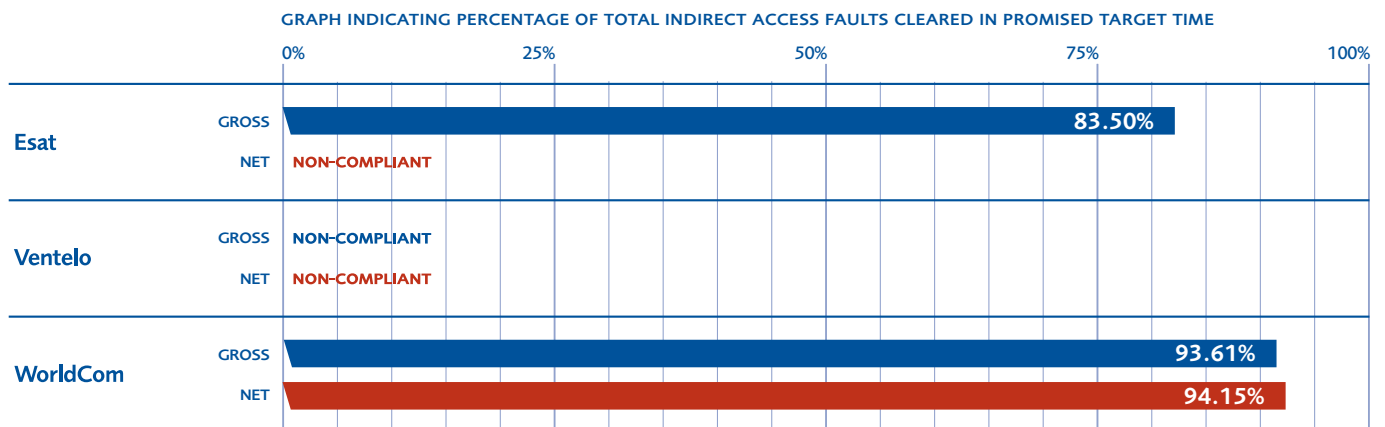


Faults reported

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

Faults cleared by promised target time Indirect Access

This chart shows the proportion of indirect access customer reported faults that an operator has cleared within the promised target time.



Operator target promise time for fault clearance

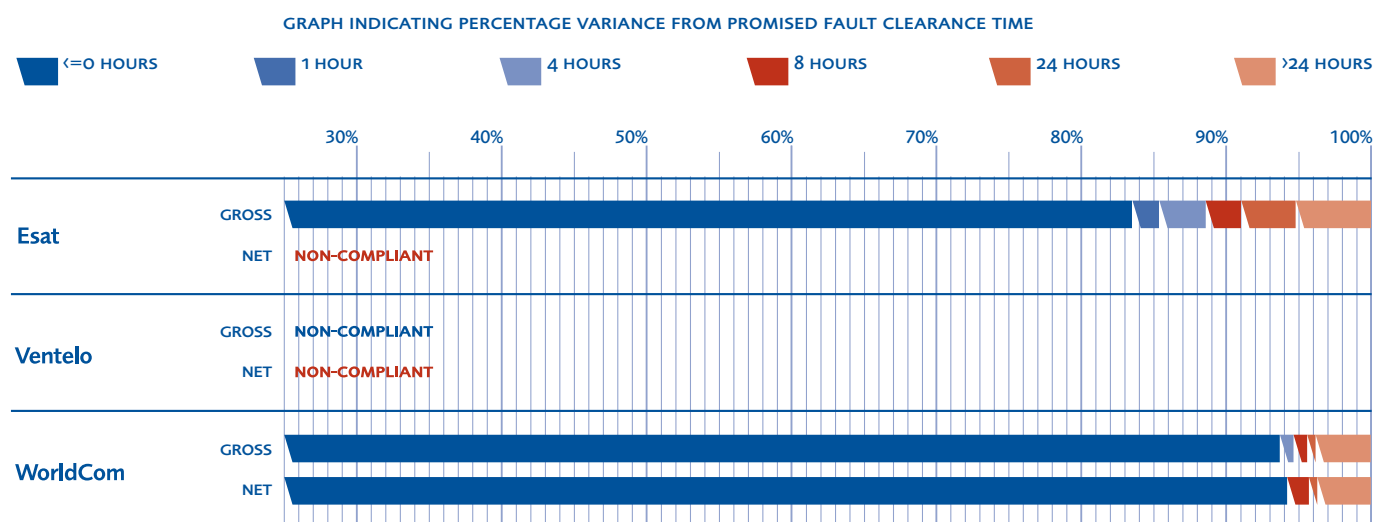
Esat 5 hours for emergency faults and 48 hours for non-emergency faults
WorldCom 24 hours for outages and 48 hours for degraded service

Faults cleared

Fault Clearance is defined as being when all items are available for use by the customers as confirmed by the operator.

Variance from promised fault clearance target time Indirect Access

This chart shows the spread of indirect access customer reported fault clearances against the promised target time.



Operator target promise time for fault clearance

Esat 5 hours for emergency faults and 48 hours for non-emergency faults
WorldCom 24 hours for outages and 48 hours for degraded service

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED FAULT CLEARANCE TIME

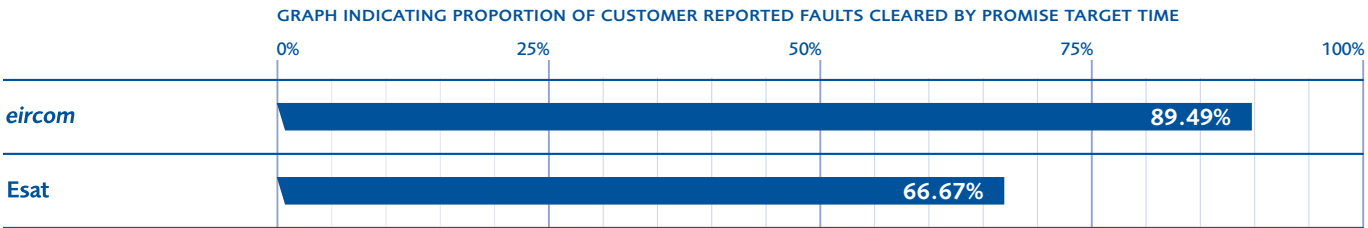
		≤0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	>24 HOURS
Esat	GROSS	83.50%	1.81%	3.22%	2.41%	3.82%	5.23%
	NET	NON-COMPLIANT					
Ventelo	GROSS	NON-COMPLIANT					
	NET	NON-COMPLIANT					
WorldCom	GROSS	93.61%	0.00%	0.96%	0.96%	0.64%	3.83%
	NET	94.15%	0.00%	0.00%	1.46%	0.52%	3.90%

- The Gross measure represents all indirect access faults cleared by the operator.
- The Net measure represents those faults cleared where the operator did not depend on another licensed operator to clear the customer's fault.

Customer reported faults cleared by promised target time

Leased Lines

This chart shows the proportion of Leased Line customer reported faults that an operator has cleared within the promised target time.



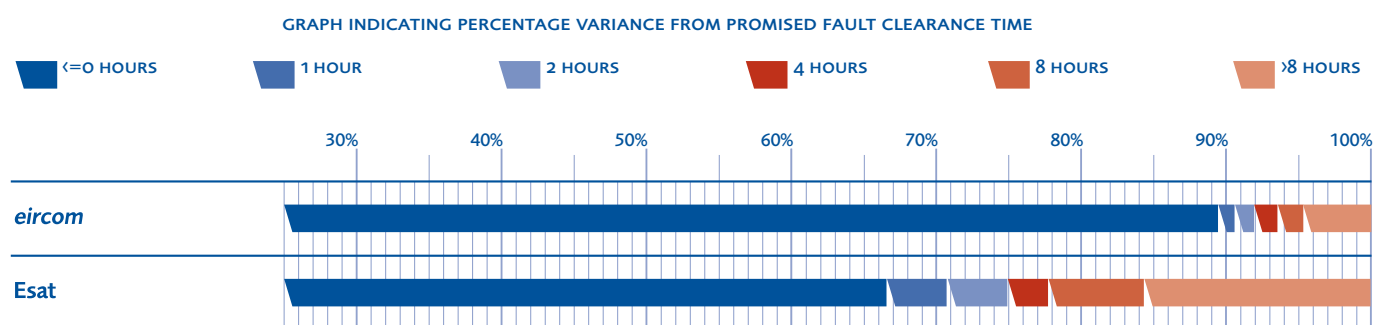
Operator target promise time for fault clearance	
eircom	8 hours
Esat	5 hours for emergency faults and 48 hours for non-emergency faults

Faults cleared

Fault Clearance is defined as being when all items are available for use by the customers as confirmed by the operator.

Variance from promised fault clearance target time Leased Lines

This chart shows the spread of Leased Line customer reported fault clearances against the promised target time.



Operator target promise time for fault clearance

eircom 8 hours

Esat 5 hours for emergency faults and 48 hours for non-emergency faults

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED FAULT CLEARANCE TIME

	≤0 HOURS	1 HOUR	2 HOURS	4 HOURS	8 HOURS	>8 HOURS
eircom	89.49%	1.11%	1.20%	1.51%	1.78%	4.91%
Esat	66.67%	4.09%	4.09%	2.73%	6.43%	15.98%

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Residential Market Results

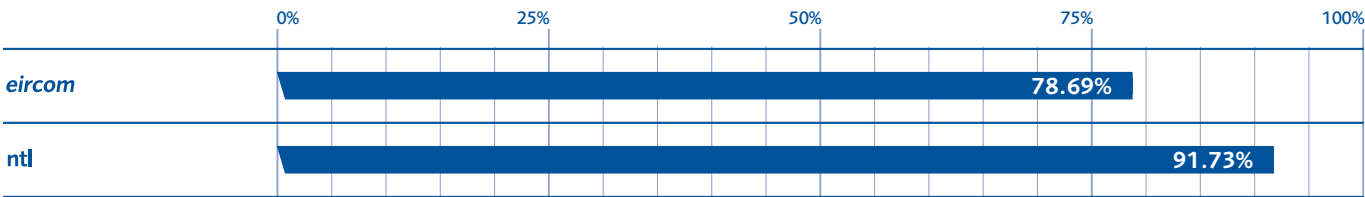
In evaluating these results consumers should take factors such as operator promise times, size, target market, supplier relationship and coverage into consideration.

Orders completed

Direct Access

This chart shows the proportion of total direct access orders that an operator has completed on or before the date that was confirmed or contracted with the customer.

GRAPH INDICATING PERCENTAGE OF TOTAL DIRECT ACCESS ORDERS COMPLETED ON OR BEFORE DATE CONFIRMED/CONTRACTED WITH THE CUSTOMER



Operator target promise time for order completion

eircom	Target date is the Customer required date
ntl	Target promise time for most features is 24 hours and for installations is a bespoke time

Orders

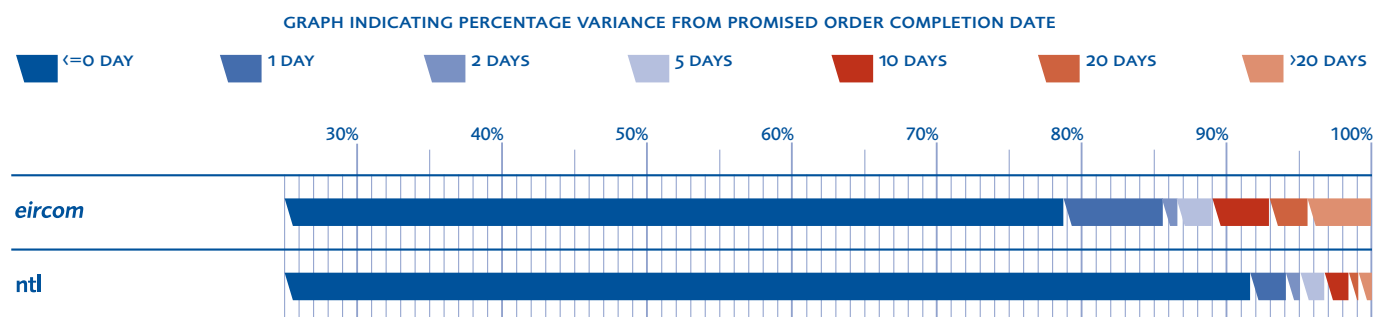
An **order** is defined as a contractual commitment made to a customer to provide a product or service, or a change to an existing service.

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

Variance from promised order completion date

Direct Access

This chart shows the spread of direct access order completions against the date confirmed or contracted with the customer.



Operator target promise time for order completion

eircom

Target date is the Customer required date

ntl

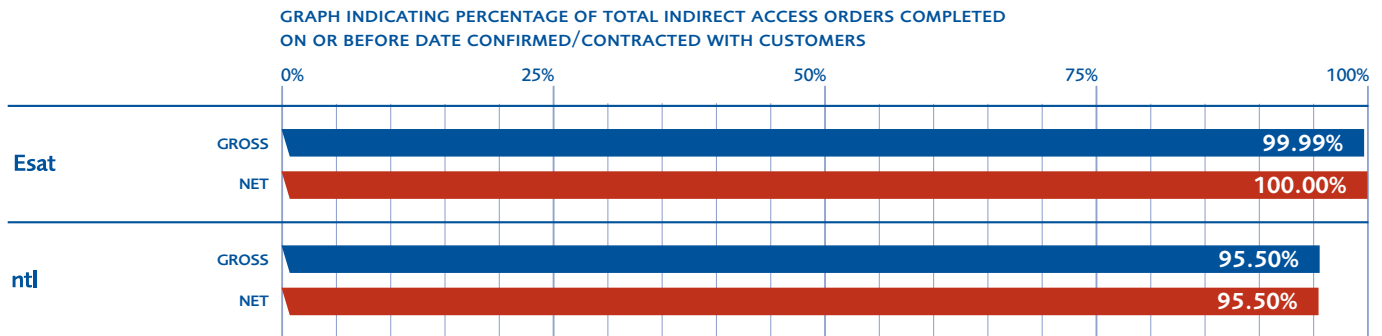
Target promise time for most features is 24 hours and for installations is a bespoke time

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE

	≤0 DAY	1 DAY	2 DAYS	5 DAYS	10 DAYS	20 DAYS	>20 DAYS
eircom	78.69%	6.73%	1.16%	2.62%	3.93%	2.40%	4.46%
ntl	91.73%	2.16%	1.08%	1.80%	1.80%	0.36%	1.08%

Orders completed Indirect Access

This chart shows the proportion of total indirect access orders, that an operator has completed on or before the date that was confirmed or contracted with the customer.



Operator target promise time for order completion

Esat 25 days

ntl 14 days

- The Gross measure includes all indirect access orders completed by the operator.
- The Net measure represents those orders completed where the operator did not depend on another licensed operator to complete the customer's order.

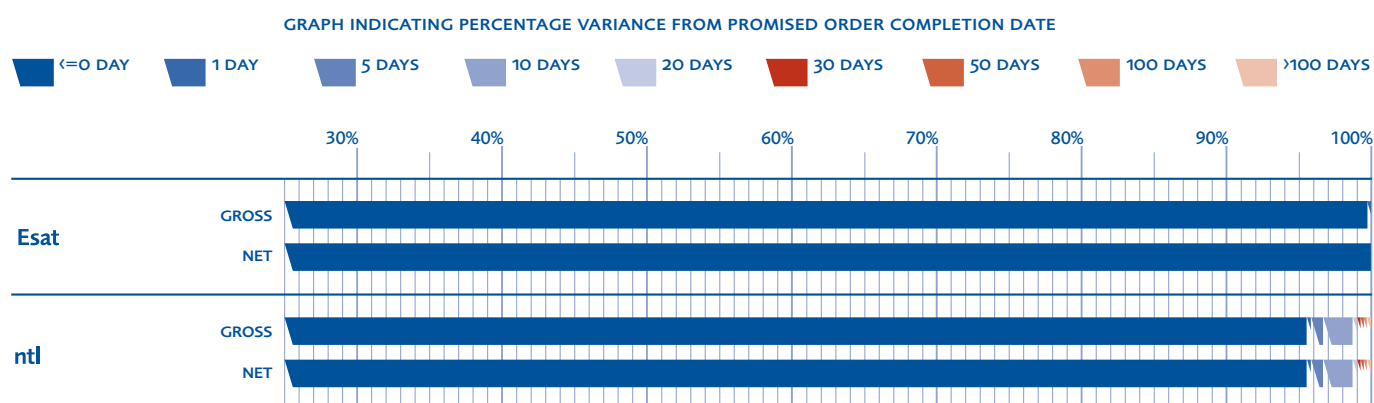
Orders

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

Variance from promised order completion date Indirect Access

This chart shows the spread of indirect access order completions against the date confirmed or contracted with the customer.



Operator target promise time for order completion

Esat 25 days

ntl 14 days

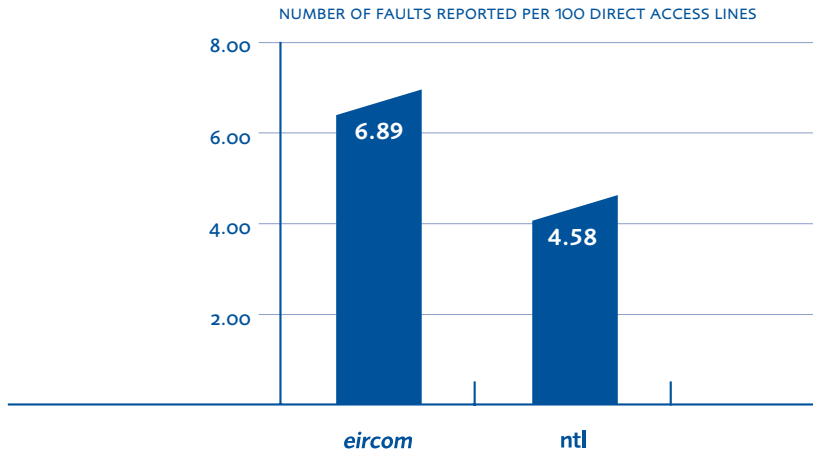
TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE

		≤0 DAY	1 DAY	5 DAYS	10 DAYS	20 DAYS	30 DAYS	50 DAYS	100 DAYS	>100 DAYS
Esat	GROSS	99.99%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	NET	100%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
ntl	GROSS	95.50%	0.18%	0.90%	2.16%	0.36%	0.18%	0.18%	0.18%	0.36%
	NET	95.50%	0.18%	0.90%	2.16%	0.36%	0.18%	0.18%	0.18%	0.36%

- The Gross measure includes all indirect access orders completed by the operator.
- The Net measure represents those orders completed where the operator did not depend on another licensed operator to complete the customer's order.

Faults reported Direct Access

This chart shows the number of customer reported faults each operator has registered per 100 direct access lines.

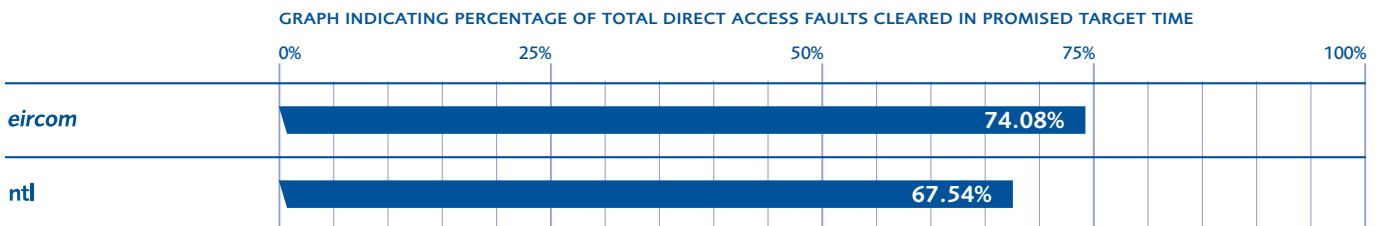


Faults reported

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

Customer reported faults cleared by promised target time Direct Access

This chart shows the proportion of direct access customer reported faults that an operator has cleared within the promised target time.



Operator target promise time for fault clearance

eircom	17 working hours
ntl	End of next working day

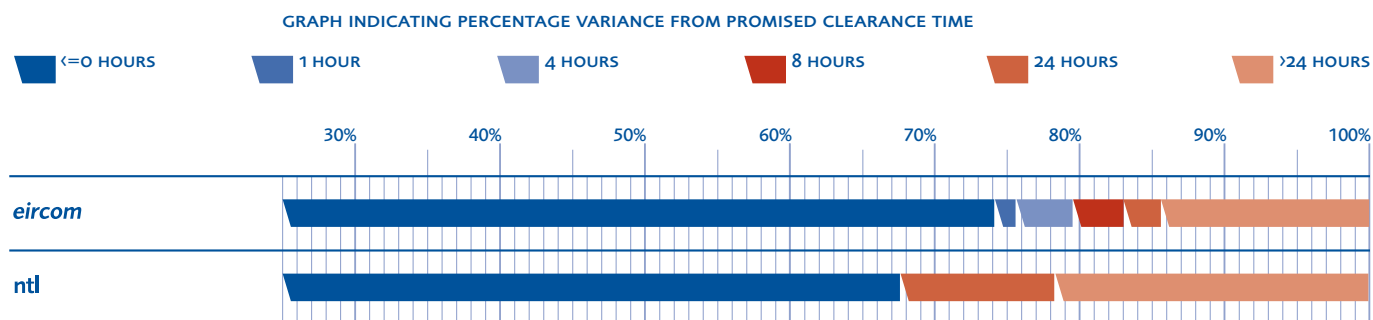
Customer reported faults cleared

Fault **Clearance** is defined as being when all items are available for use by the customer as confirmed by the operator.

Variance from promised fault clearance target time

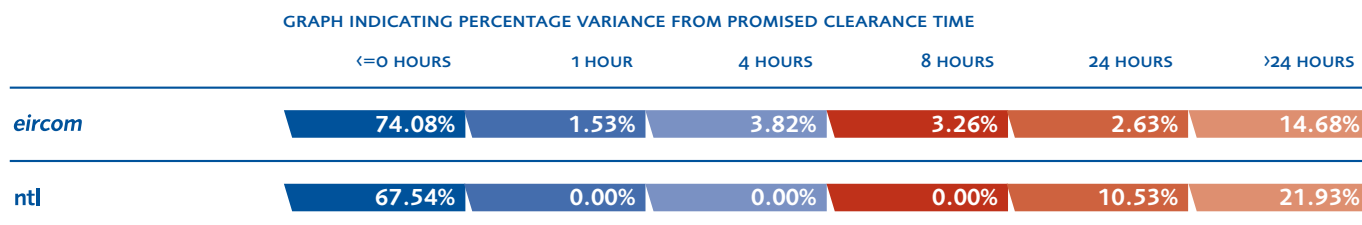
Direct Access

This chart shows the spread of direct access customer reported faults clearances against the promised target time.



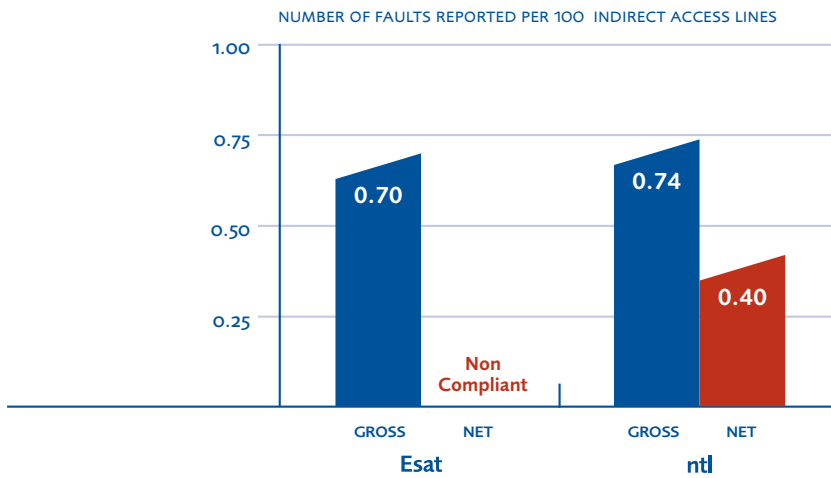
Operator target promise time for fault clearance

eircom 17 working hours
ntl End of next working day



Faults reported Indirect Access

This chart shows the number of customer reported faults each operator has registered per 100 Calling Line Identities.



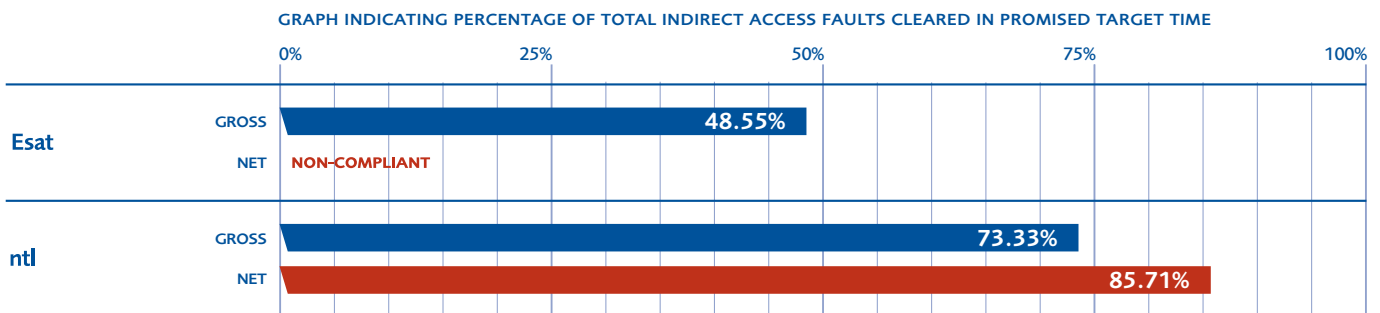
- The Gross measure represents all indirect access faults reported to the operator.
- The Net measure represents all customer reported faults where the operator does not depend on another licensed operator to clear the customer's fault.

Faults reported

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

Customer reported faults cleared by promised target time Indirect Access

This chart shows the proportion of indirect access customer reported faults that an operator has cleared within the promised target time.



Operator target promise time for fault clearance

Esat	48 hours
ntl	End of next working day

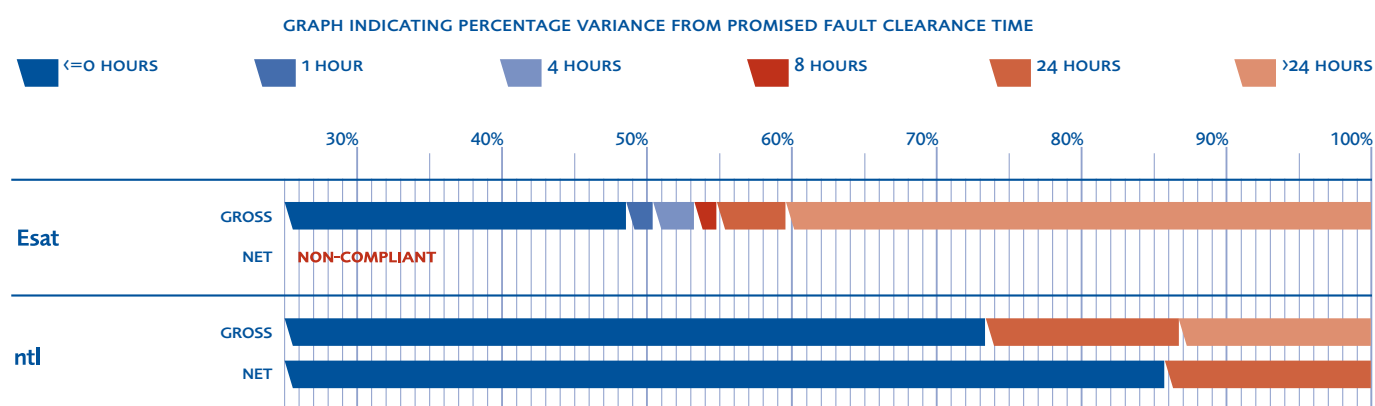
- The Gross measure represents all indirect access faults cleared by the operator.
- The Net measure represents those faults cleared where the operator did not depend on another licensed operator to clear the customer's fault.

Customer reported faults cleared

Fault **Clearance** is defined as being when all items are available for use by the customer as confirmed by the operator.

Variance from promised fault clearance target time Indirect Access

This chart shows the spread of indirect access customer reported faults clearances against the promised target time.



Operator target promise time for fault clearance

Esat 48 hours

ntl End of next working day

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED FAULT CLEARANCE TIME

		≤0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	>24 HOURS
Esat	GROSS	48.55%	1.78%	2.81%	1.41%	4.78%	40.67%
	NET	NON-COMPLIANT					
ntl	GROSS	73.33%	0.00%	0.00%	0.00%	13.33%	13.33%
	NET	85.71%	0.00%	0.00%	0.00%	14.29%	0.00%

- The Gross measure represents all indirect access faults cleared by the operator.
- The Net measure represents those faults cleared where the operator did not depend on another licensed operator to clear the customer's fault.

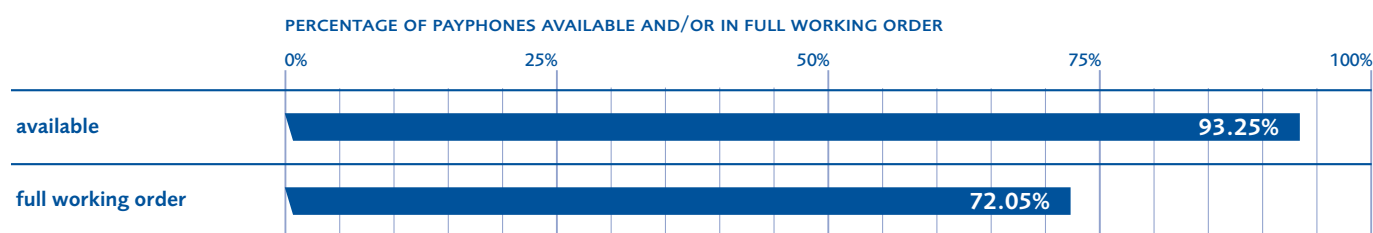
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Public Payphone services provided by *eircom*²

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

² *eircom* has been designated as having universal service obligation.

eircom's Public Payphone Services Statistics



Average number of coin or card operated public payphones during the reporting period

7161

Proportion of payphones available

Available payphones are payphones where the customer is able to make successful calls using cards, coins, calls to operators, 1800 numbers and/or other options.

Proportion of payphones in full working order

Payphones in full working order are payphones where the customer can make full use of the services advertised as normally available. 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, e.g. the coin box is full.

Average number of payphones operated in the reporting period

This measures the total number of public payphones that operated at the beginning of the reporting period plus that at the end of the reporting period, divided by two.

SMP to OLOs

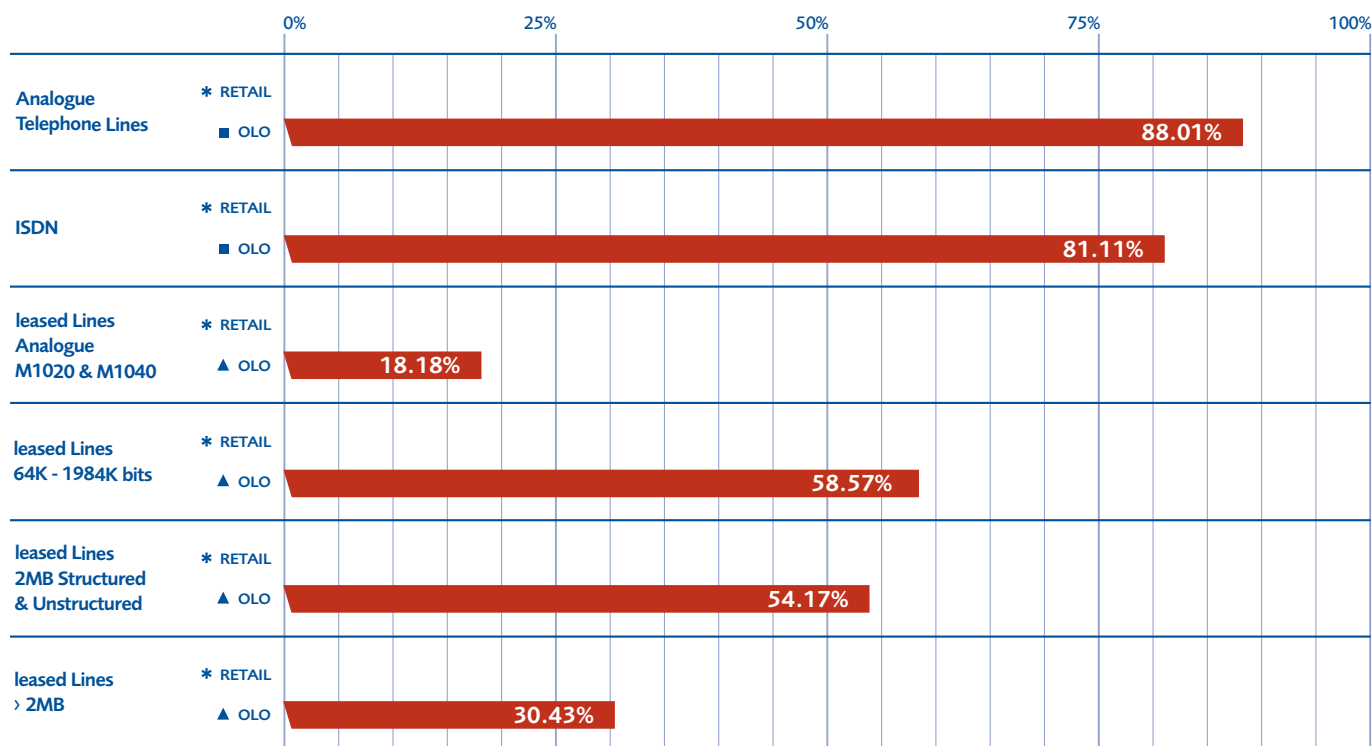
The supply of regulated services from the SMP operator (*eircom*) in the fixed services and network markets to Other Licensed Operators (OLOs).

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

Orders completed Carrier Services

This chart shows the proportion of total carrier services orders that the SMP operator has completed on or before the date that was confirmed or contracted with the customer.

GRAPH INDICATING PROPORTION OF ORDERS THAT AN OPERATOR HAS COMPLETED ON OR BEFORE THE DATE CONFIRMED/CONTRACTED WITH THE CUSTOMER



SMP operator target promise time for order completion

Analogue Telephone Lines	Customer required date
ISDN	Customer required date
Leased Lines Analogue M1020 & M1040	22 days
Leased Lines 64Kbits – 1984Kbits	22 days
Leased Lines 2MB Structured & Unstructured	26 days
Leased Lines >2 MB	Project Managed

- * Retail data for orders completed will be published in future MLOP reports.
- For Analogue Telephone Lines and ISDN Lines, eircom have included customer delays in the time taken to provide a service.
- ▲ For Leased Lines (M1020 & M1040, 64Kbit/s - 1984 kbit/s, 2 Mbit/s and >2 Mbit/s) eircom have
 - excluded orders which incurred a customer delay and
 - excluded orders that were not initial provide orders

Orders

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

Variance from promised order completion date Carrier Services

This chart shows the spread of carrier services orders completed against the date confirmed or contracted with the customer.

GRAPH INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE

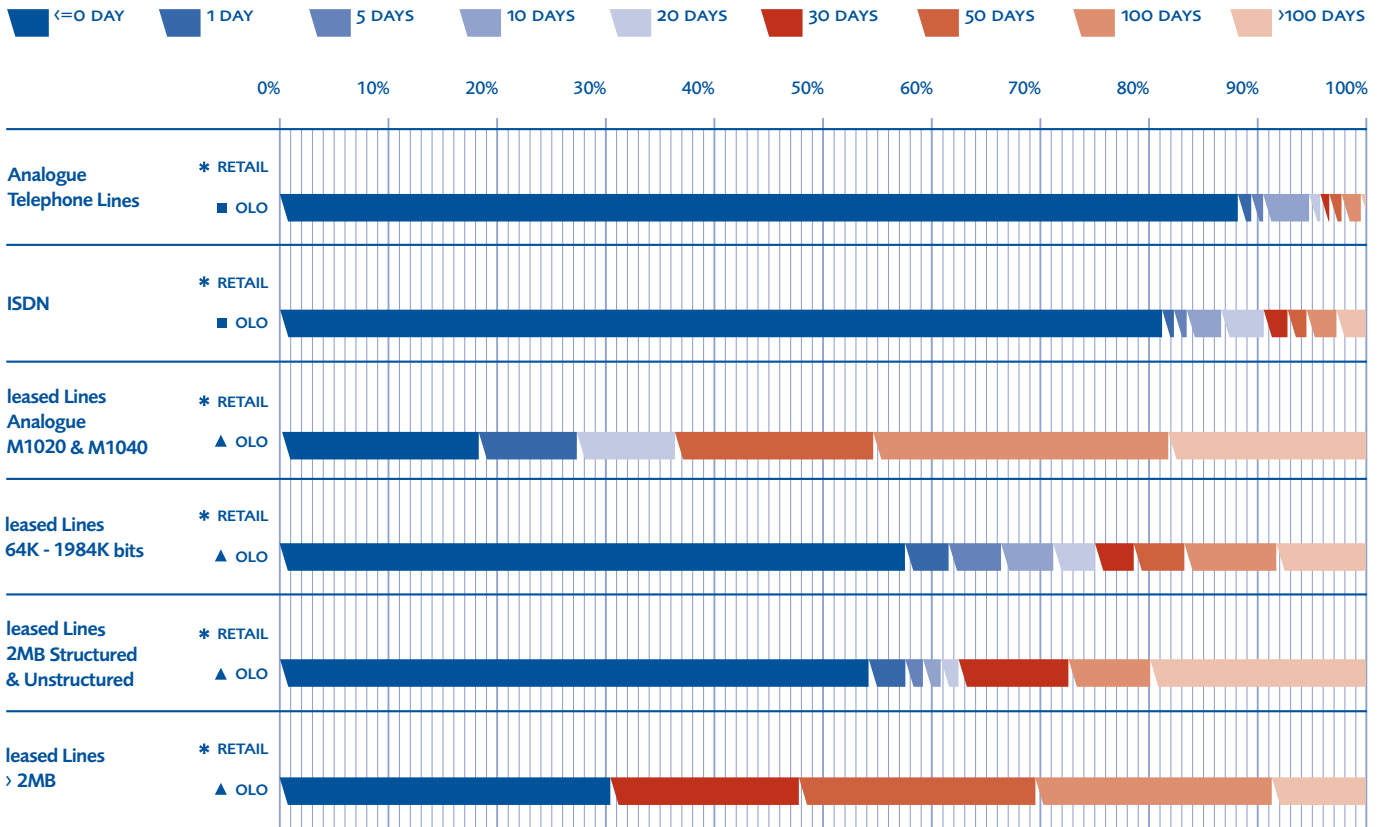


TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE

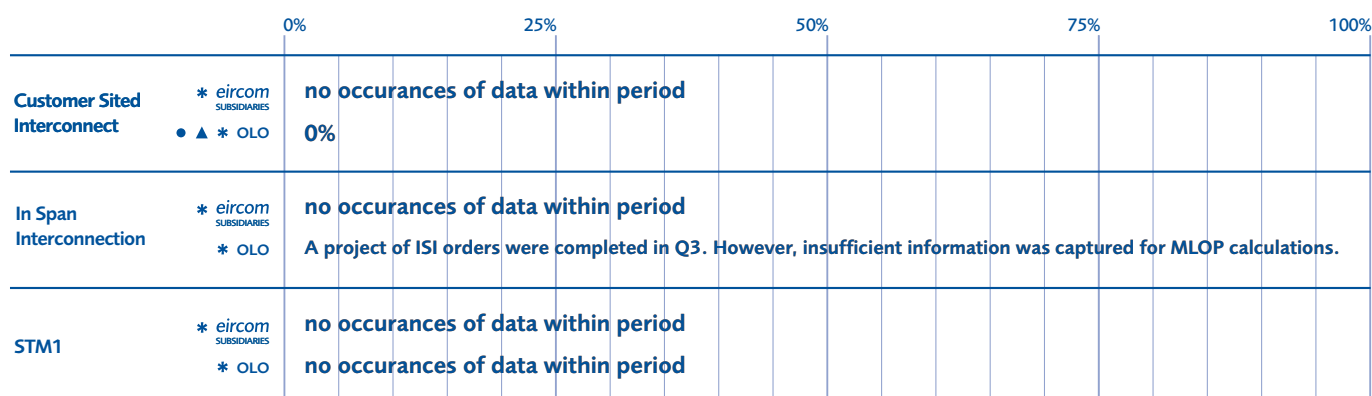
		≤0 DAY	1 DAY	5 DAYS	10 DAYS	20 DAYS	30 DAYS	50 DAYS	100 DAYS	>100 DAYS
Analogue Telephone Lines	* RETAIL									
	■ OLO	88.01%	1.37%	1.03%	4.45%	1.03%	0.68%	1.03%	2.05%	0.34%
ISDN	* RETAIL									
	■ OLO	81.11%	1.11%	1.11%	3.33%	3.89%	2.22%	1.67%	2.78%	2.78%
leased Lines Analogue M1020 & M1040	* RETAIL									
	▲ OLO	18.18%	9.09%	0.00%	0.00%	9.09%	0.00%	18.18%	27.27%	18.18%
leased Lines 64K - 1984K bits	* RETAIL									
	▲ OLO	58.57%	2.86%	4.76%	5.00%	3.81%	3.57%	4.52%	8.57%	8.33%
leased Lines 2MB Structured & Unstructured	* RETAIL									
	▲ OLO	54.17%	0.00%	3.33%	1.67%	1.67%	1.67%	10.00%	7.50%	20.00%
leased Lines > 2MB	* RETAIL									
	▲ OLO	30.43%	0.00%	0.00%	0.00%	0.00%	17.39%	21.74%	21.74%	8.70%

Variance Measures are calculated using elapsed days

Orders completed Interconnect Circuits

This chart shows the proportion of interconnect circuit orders, that the SMP operator has completed on or before the date that was confirmed or contracted with the customer.

GRAPH INDICATING PROPORTION OF ORDERS THAT AN OPERATOR HAS COMPLETED ON OR BEFORE THE DATE CONFIRMED/CONTRACTED WITH THE CUSTOMER



SMP operator target promise time for order completion

Customer Sited Interconnect	Variable
In-Span Interconnection	Project Managed
STM1 Interconnection Access	Project Managed

- * For CSI, ISI and STM1: eircom have
 - excluded orders that were not initial provide orders
- ▲ A number of CSI orders were completed on a best 'best efforts' basis and the customer had no expectation date for order completion or the date for order completion was not available. It has therefore not been possible for eircom to report performance for these CSI circuits. As a result these orders have been excluded from MLOP calculations for Q3 2001.
- CSI orders may include orders that are customer delayed however insufficient information has been captured to enable customer delays to be identified.

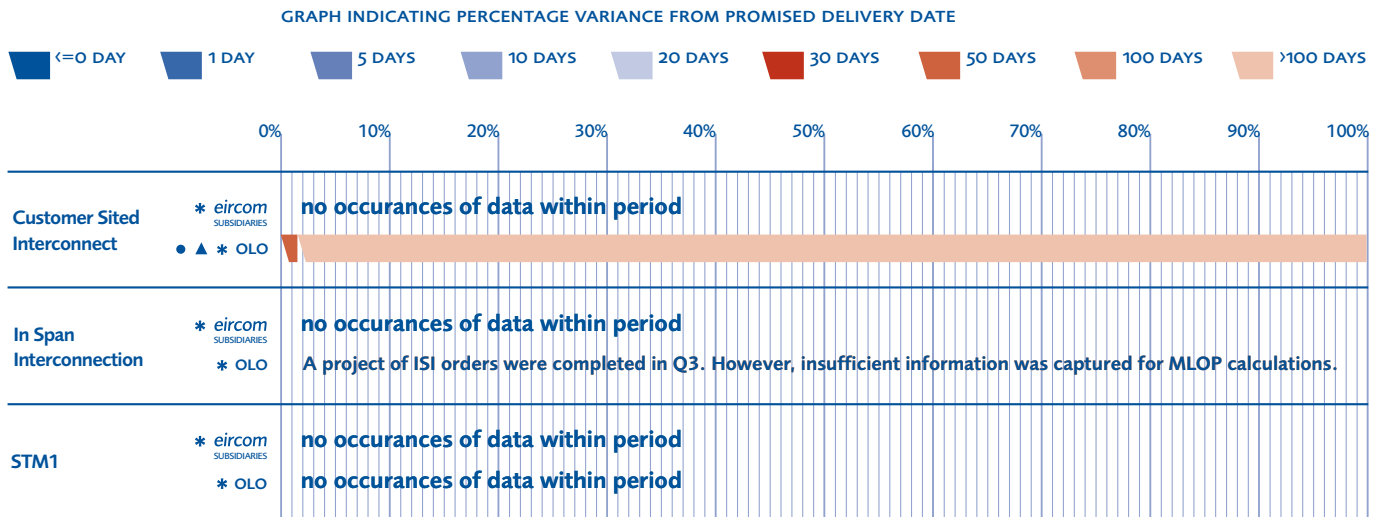
Orders

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

Variance from promised order completion date Interconnect Circuits

This chart shows the spread of interconnect circuit orders completed against the date confirmed or contracted with the customer.



SMP operator target promise time for order completion

Customer Sited Interconnect	Variable
In-Span Interconnection	Project Managed
STM1 Interconnection Access	Project Managed

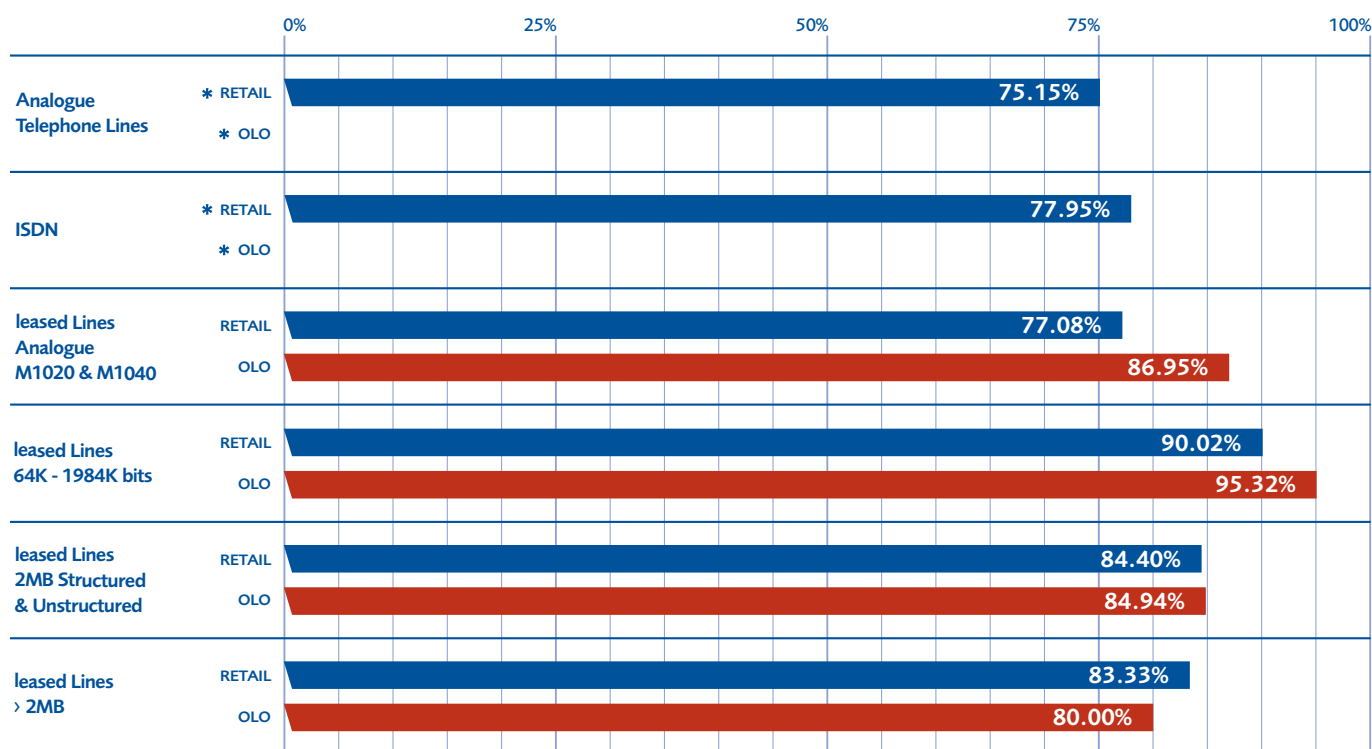
TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED DELIVERY DATE

		≤0 DAY	1 DAY	5 DAYS	10 DAYS	20 DAYS	30 DAYS	50 DAYS	100 DAYS	>100 DAYS
Customer Sited Interconnect	* eircom SUBSIDIARIES ● ▲ * OLO	no occurrences of data within period								
		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.49%	0.00%	98.51%
In Span Interconnection	* eircom SUBSIDIARIES * OLO	no occurrences of data within period A project of ISI orders were completed in Q3. However, insufficient information was captured for MLOP calculations.								
STM1	* eircom SUBSIDIARIES * OLO	no occurrences of data within period no occurrences of data within period								

Customer reported faults cleared by promised target time Carrier Services

This chart shows the proportion of carrier services customer reported faults that the SMP operator has cleared within the promised target time.

GRAPH INDICATING PERCENTAGE CUSTOMER REPORTED FAULTS THAT AN OPERATOR HAS CLEARED WITHIN THE PROMISED TARGET TIME



SMP operator target promise time for fault clearance

Analogue Telephone Lines	17 working hours
ISDN	17 working hours
Leased Lines Analogue M1020 & M1040	8 hours
Leased Lines 64Kbits – 1984Kbits	8 hours
Leased Lines 2MB Structured & Unstructured	8 hours
Leased Lines >2 MB	8 hours

* For Analogue Telephone Lines and ISDN Lines, eircom have included faults attributable to OLOs within the Retail data.

Faults cleared

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

Fault Clearance is defined as being when all items are available for use by the customers (i.e. customers service is restored) as confirmed by the operator.

Variance from promised fault clearance target time Carrier Services

This chart shows the spread of carrier service customer reported fault clearances against the promised target time.

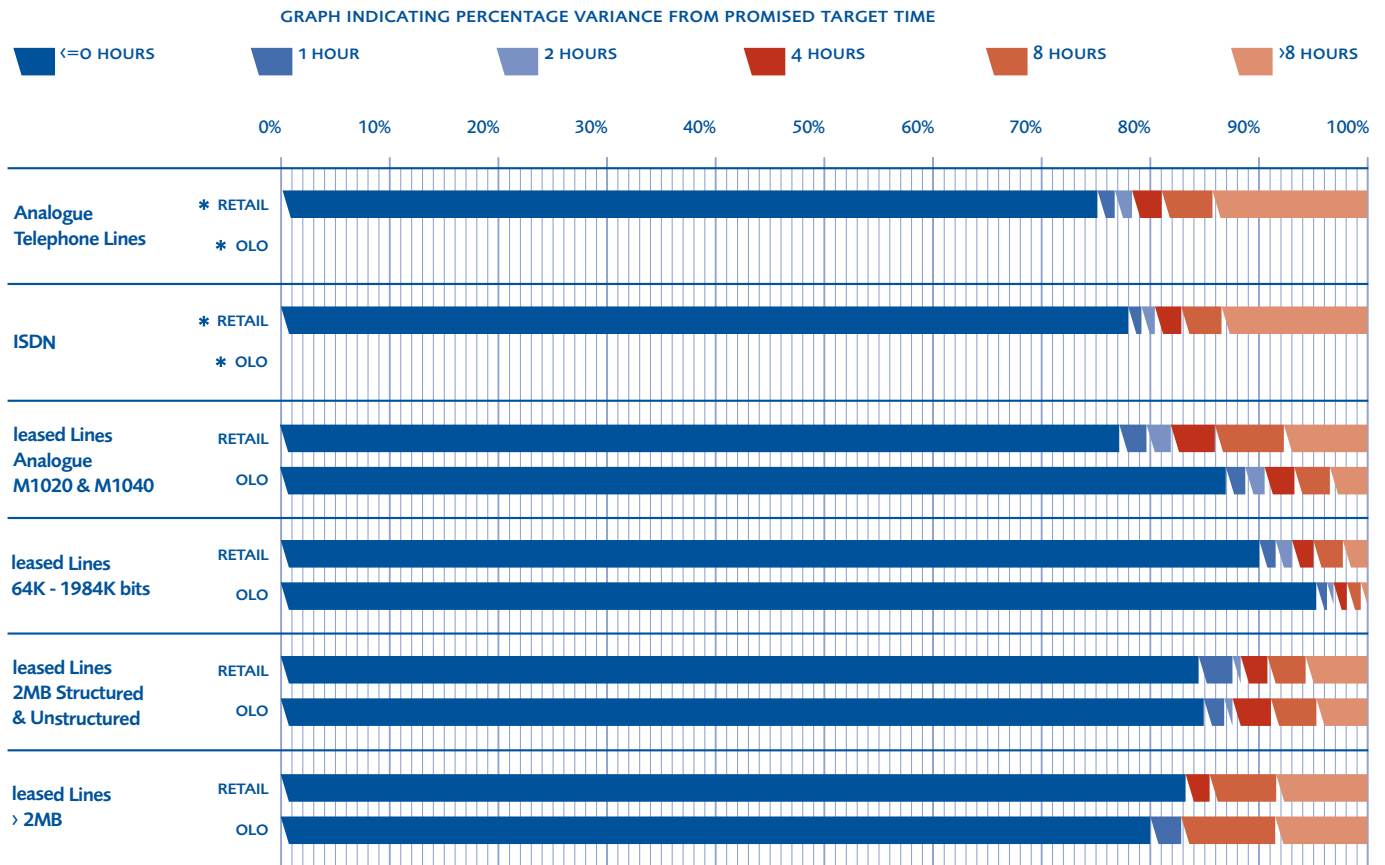


TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED TARGET TIME

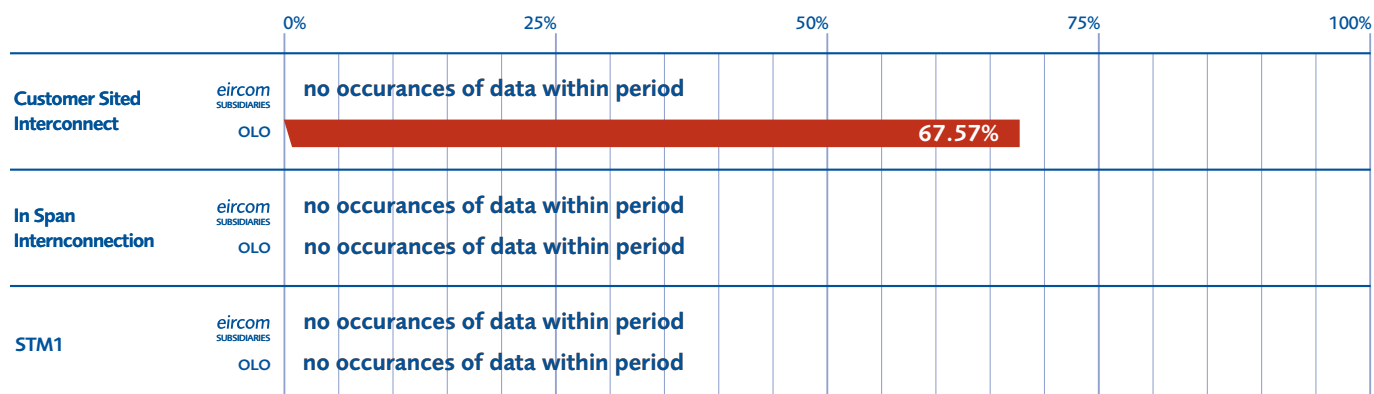
		≤0 HOURS	1 HOUR	2 HOURS	4 HOURS	8 HOURS	>8 HOURS
Analogue Telephone Lines	* RETAIL	75.15%	1.59%	1.54%	2.76%	4.68%	14.29%
	* OLO						
ISDN	* RETAIL	77.95%	1.27%	1.23%	2.37%	3.79%	13.40%
	* OLO						
leased Lines Analogue M1020 & M1040	RETAIL	77.08%	2.63%	2.18%	4.06%	6.31%	7.74%
	OLO	86.95%	1.86%	1.86%	2.56%	3.26%	3.50%
leased Lines 64K - 1984K bits	RETAIL	90.02%	1.50%	1.50%	1.96%	2.73%	2.27%
	OLO	95.32%	0.96%	0.60%	1.21%	1.31%	0.60%
leased Lines 2MB Structured & Unstructured	RETAIL	84.40%	3.19%	0.71%	2.48%	3.55%	5.67%
	OLO	84.94%	1.86%	0.74%	3.53%	4.28%	4.65%
leased Lines > 2MB	RETAIL	83.33%	0.00%	0.00%	2.08%	6.25%	8.33%
	OLO	80.00%	2.86%	0.00%	0.00%	8.57%	8.57%

Variance measures are calculated using working hours.

Customer reported faults cleared by promised target time Interconnect Circuit

This chart shows the proportion of interconnect circuit customer reported fault reported that the SMP operator has cleared within the promised target time.

GRAPH INDICATING PERCENTAGE CUSTOMER REPORTED FAULTS THAT AN OPERATOR HAS CLEARED WITHIN THE PROMISED TARGET TIME



SMP operator target promise time for fault clearance

Customer Sited Interconnect	8 hours
In-Span Interconnection	8 hours
STM1 Interconnection Access	8 hours

Faults cleared

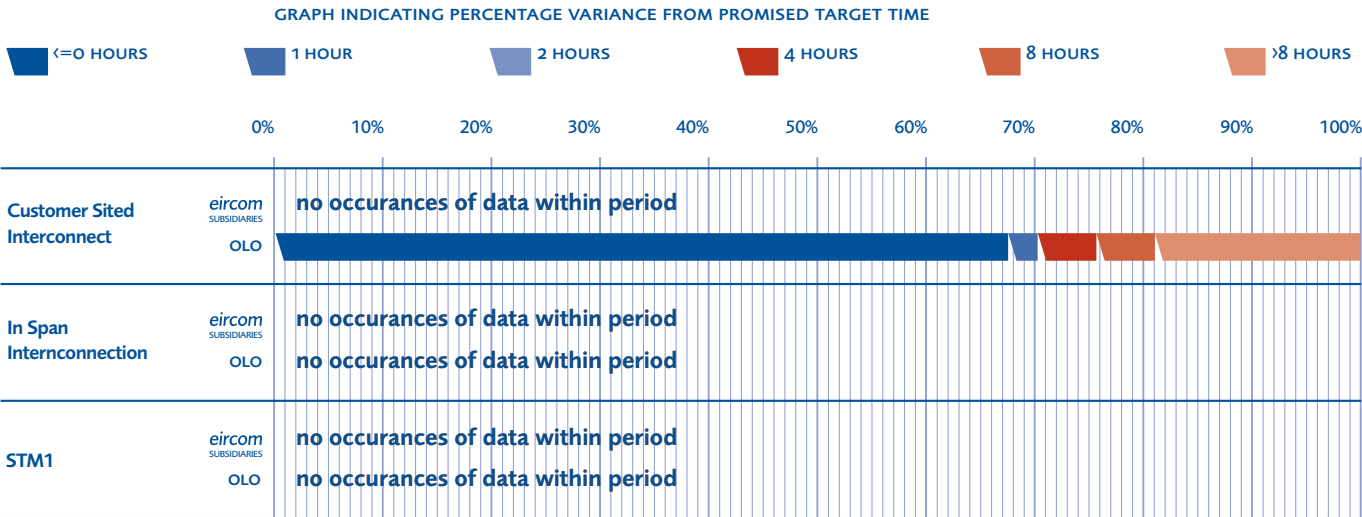
A Customer reported **fault** is a report of a disrupted or degraded service that is made by a customer and is attributable to the network of the service provider or an interconnected public network.

Fault Clearance is defined as being when all items are available for use by the customers (i.e. customers service is restored) as confirmed by the operator.

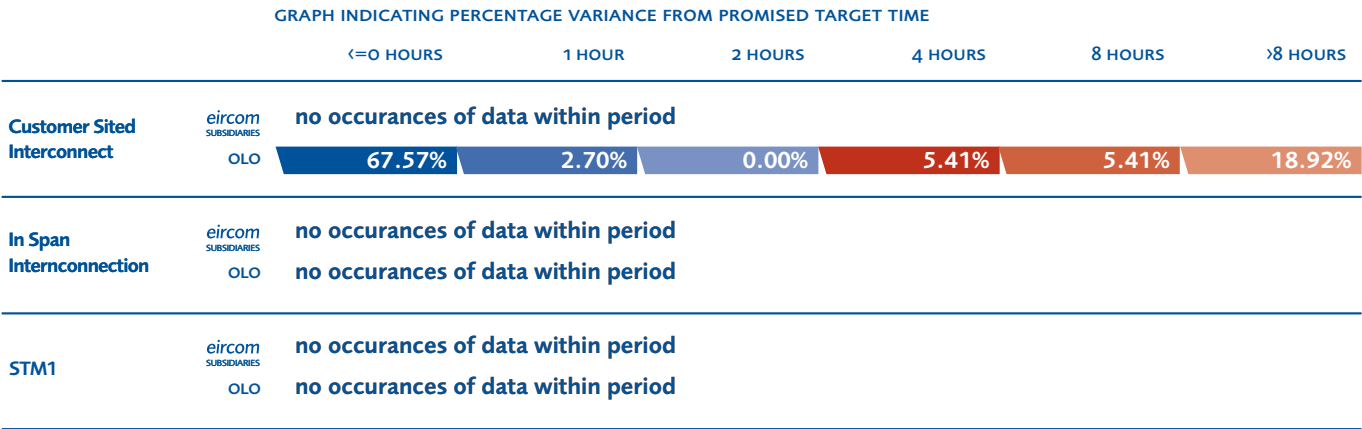
Variance from promised fault clearance target time

Interconnect Circuit

This chart shows the spread of interconnect circuit customer reported fault clearances against the promised target time.

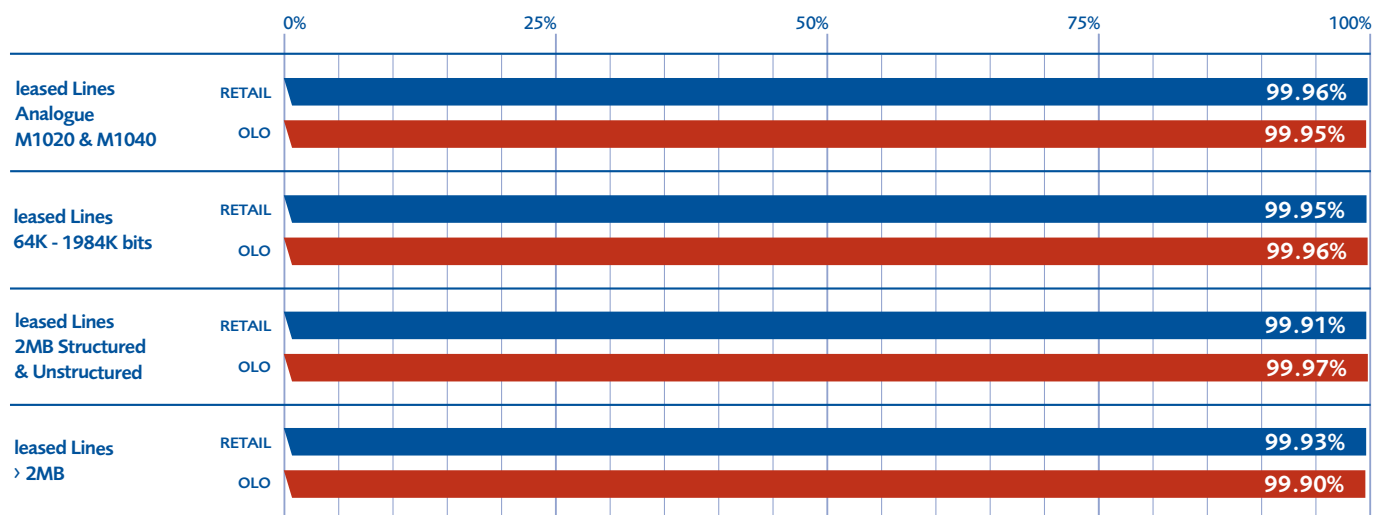


SMP operator target promise time for fault clearance	
Customer Sited Interconnect	8 hours
In-Span Interconnection	8 hours
STM1 Interconnection Access	8 hours

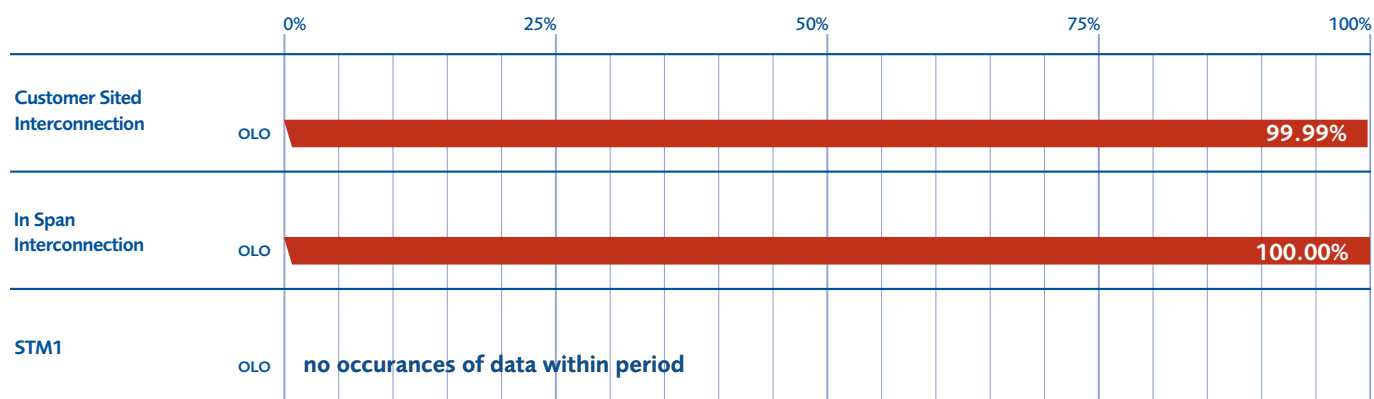


Availability of Leased Lines

AVERAGE AVAILABILITY OF LEASED LINES CIRCUITS DURING THE REPORTING PERIOD

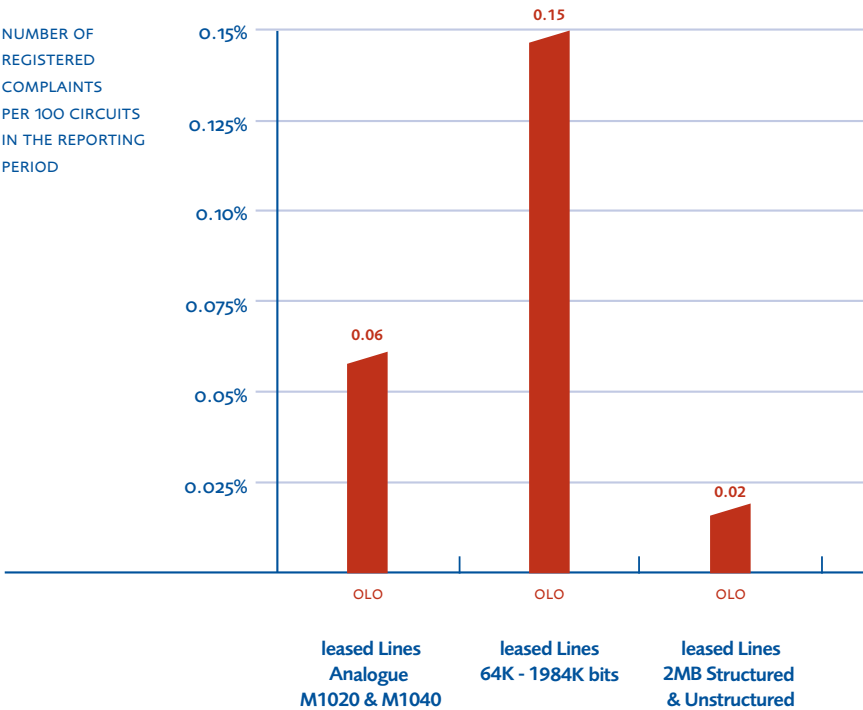


AVERAGE AVAILABILITY OF INTERCONNECT CIRCUITS DURING THE REPORTING PERIOD

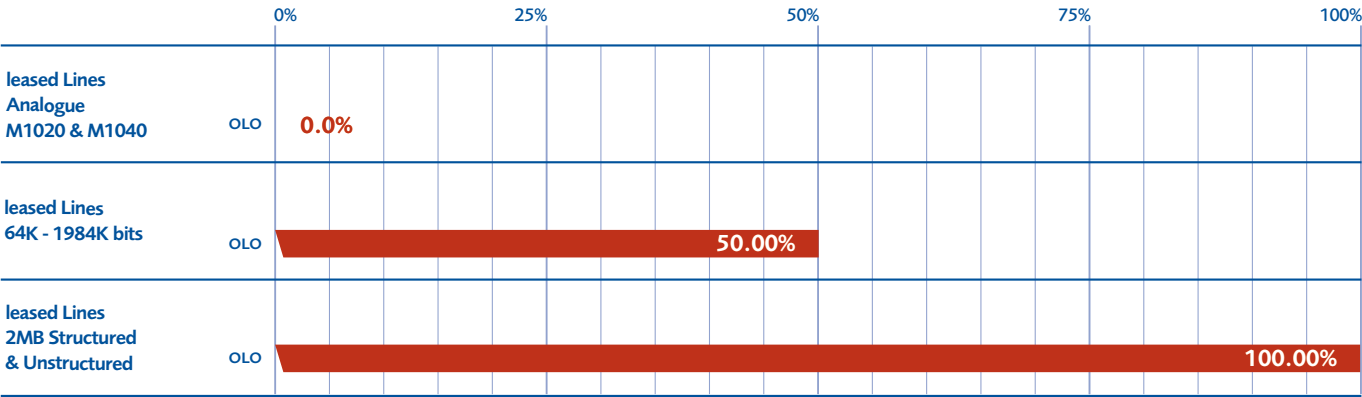


Complaints reported and processed

Carrier Services & Interconnect Circuit



GRAPH INDICATING PERCENTAGE OF REGISTERED COMPLAINTS EACH OPERATOR HAS PROCESSED WITHIN 28 ELAPSED DAYS OF REGISTRATION



Complaints data is captured for all carrier services and interconnect circuit categories. Data has only been reported for those circuits against which a complaint was registered within the reporting period. No complaints were registered for Analogue Telephone Lines, ISDN, Leased Lines (>2Mbit/s) and Interconnect Circuits (Customer Sited Interconnect, In Span Interconnect and STM1). No complaints were registered for retail.

Complaints

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" by entering them into a complaint database and assigning a unique reference number to each complaint.

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Appendices

Appendix A: Statements submitted by operators outlining their business and services

Cable & Wireless

Cable & Wireless is a major global telecommunications business with customers in 70 countries. Cable & Wireless' focus is on Internet Protocol (IP) and data services and solutions for business customers. With the capability of its global IP infrastructure and strength in key markets, Cable & Wireless is a world leader in terms of global coverage and services to business customers.

In Ireland, Cable & Wireless is focused on the high growth areas of data, convergent voice, Internet access and hosting and value-added network service provision. Products and services are designed to facilitate customers' business-to-business and e-commerce needs.

For further information please visit www.cw.com.

Chorus

Chorus has TV service franchises (cable and MMDS) in almost every area of the country. Chorus also has "wireless in the local loop" telephony and broadband licences. The Chorus network is becoming one of the largest and most advanced in the country. In areas where direct telephony is not available, Chorus offers indirect telephony through a Carrier Pre-Selection (CPS) service. Chorus customers will have an unrivalled package of digital TV services, broadband, telephony and Internet services when the network is complete. Chorus digital offers a basic TV package (with 20 channels) and includes a telephone service with competitive call charges.

eircom plc

Established in January 1984, eircom, Ireland's largest communications company, is the principal provider of fixed line services in Ireland, offering a wide range of advanced voice, data and multimedia services.

eircom's principal business is the supply of domestic and international fixed line voice and data communications services. The company has 1.58 million telephone lines connected to its telephone network. eircom has a technologically advanced telecommunications network with full digital exchanges, which route the telecommunications traffic. eircom also offer comprehensive nation-wide pay-phone services and a directory enquiry service to all customers. Finally, eircom offers services to Other Licensed Operators to carry telecommunications traffic for their customers.

Esat Telecommunications Ltd.

Esat Business is a leading supplier of advanced broadband voice, data, Internet services and systems integration in Ireland. We are also Ireland's first and leading Cisco-Powered Network with more broadband capacity and better national and international connections than any other Irish business communications company.

Esat Fusion is the leading alternative home phone and Internet company in Ireland. Esat Fusion provides a comprehensive Internet access service along with the best in quality Irish content. The company has two dedicated portals Ireland On-Line and Oceanfree.net, which are accessed by over one third of the Internet access users in Ireland.

nevada tele.com

nevada tele.com was established in May 1999 as a joint venture between Energis Plc and the Viridian Group. With offices throughout Ireland, nevada tele.com is ideally positioned to help companies exploit bespoke e-business opportunities both locally and globally. Technology partners, such as Cisco Systems and Microsoft, enhance the range of solutions offered.

nevada tele.com is a Cisco powered Internet Service Provider with Internet Data Centres in Ireland, Europe and North America, as well as being the first company to offer an all Ireland intelligent network-based call management solution. nevada tele.com will continue investing in the best people, locations and technologies.

Contact for enquiries: For further information, please contact nevada tele.com on (NI) 0808 140 1400 or (ROI) 1800 764 762.

ntl

ntl is a world leader in the development of digital networks and broadcast systems. As technologies converge ntl is leading the way into an era of integrated communications and provides a more extensive range of business solutions than any other communications company in Ireland. ntl began as international Cabletel and currently employ approximately 500 people. ntl has become the second largest communications company in Ireland and the UK. In 1999 ntl acquired Cablelink, which has 370,000 residential customers. This gave ntl business access to over 4,000 business customers. In 2000 ntl acquired Cable & Wireless Communications (UK). Switzerland's Cablecom, and France's 1G Networks are now part of ntl.

Contact for enquiries: The Sales Team @ ntl: Freephone 1800 92 42 20. www.ntl.ie/business

Ventelo

Ventelo, the new name for GTS Business Services (a former division of Global TeleSystems Inc.), is a privately owned telecommunications company that operates an integrated network of switches, PoPs and PTT Interconnect Points throughout Western Europe. The company sells a complete range of voice and data services to small/medium sized companies and pan-European enterprises. Ventelo operates with a local sales office infrastructure in 10 countries: Ireland, the United Kingdom, France, Germany, the Netherlands, Belgium, Sweden, Norway, Denmark, and Switzerland. The corporate headquarters of Ventelo are in London, UK.

WorldCom

WorldCom is a global communications company for the digital generation, generation d. WorldCom Ireland currently employs 200 people based in four offices across the country: Dublin, Cork, Limerick and Galway. WorldCom has invested over \$140 million in the Irish marketplace, in the network capacity servicing Ireland and in a large-scale international data centre.

WorldCom Ireland currently operates a fibre network in Dublin with fibre loops located in key business parks around Ireland. The company has also invested heavily in rolling out a broad range of Voice, Data, Hosting and Internet services to its Irish customer base.

Appendix B: The MLOP Programme

Background:

Since 1999, the ODTR has been consulting and working with the telecommunications industry to agree a framework for measuring the quality of service performance by the fixed line telecommunication operators to their customers. In order to achieve this, the ODTR set up the MLOP Industry Forum, which has been meeting on a regular basis since the beginning of 2000 and has defined the measures used in this report and the process by which the measures are collected and published.

The current MLOP publication incorporates quality of service performance data collected from July to September 2001. Each operator has collected service performance against the defined MLOP Industry Forum measures (see ODTR website <http://www.odtr.ie>⁷). Operators who exceed the following MLOP agreed thresholds collect information for management of order and fault categories.

⁷ MLOP Definitions Document is available on the ODTR website www.odtr.ie.

Service Offered	Threshold for Reporting
Direct access telephony	2,500 channels in specific market (e.g. business or residential)
Indirect access telephony	From first year where annual revenues exceed Ir£1m (€1,269,738) from indirect access services
National leased lines	500 digital leased lines

Audit and Comparability Review Process:

Once the operators have collected the data for the relevant collection period, it is subject to a two step audit and comparability review process, before publication.

Step 1 Accuracy Audit

After the data is collected, independent auditors, chosen by each operator, ensure that the data is complete, accurate and in compliance with the defined MLOP Industry Forum measures.

Step 2 Comparability Review

After the Accuracy Audit, the data is then passed to the independent Comparability Assessor who is chosen by the MLOP Industry Forum. The Comparability Assessor's function is to evaluate the accuracy audit reports from all of the participating operators and to make a judgement on the comparability of that data using information, which describes:

- How the data was captured
- How the data was processed
- How the measure has been calculated by the operator
- How the measure has been reported.

Publication of MLOP Results

On successful completion of the comparability assessment, comparable data may be submitted for publication.

Appendix C: What types of telecommunications services are measured in this report?

This report presents measures for the most common services provided by operators in Ireland. These services include

1. **Direct Access:** this is where a customer has a single agreement with one operator for both 'line rental' and 'call conveyance' services.

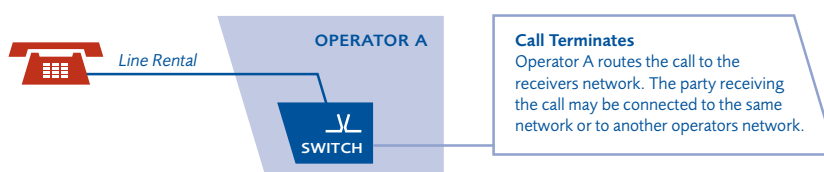


Fig 1.1 Direct Access

2. **Indirect Access:** this is where a customer has a single telecommunications contract with Operator A for 'line rental' and with Operator B for 'call conveyance'. The most common examples of this type of service is the Carrier Pre-Selection (CPS) and Carrier Selection services.

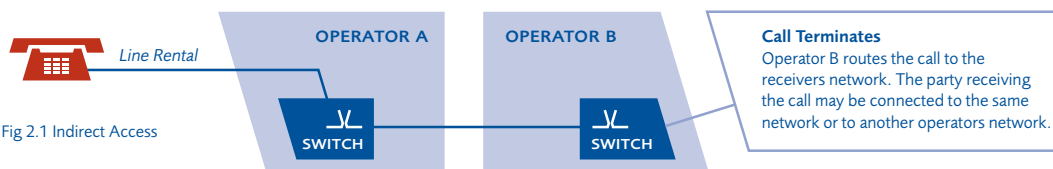


Fig 2.1 Indirect Access

3. **Leased Lines:** this is a single dedicated connection between two (or more) customer sites. Leased lines are also purchased by operators to connect their network points of presence to a customer's site.

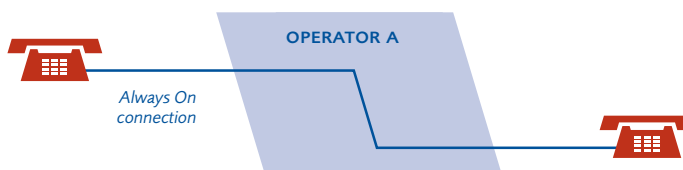


Fig 3.1 Leased Lines

⁸ eircom has been designated as having universal service obligation.

4. **Payphone services:** these are the public payphone services that are operated by eircom⁸.

⁹ eircom has been designated as having Significant Market Power (SMP) in the fixed services and network markets.

5. **SMP to OLO results:** these are the regulated services provided by eircom as an SMP⁹ operator to other Licensed Operators (OLOs).

- Carrier Services
- Interconnection Services.

Appendix D: Glossary

Access Line	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.
Calling Line Identity (CLI)	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.
Carrier Service Circuits	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".
Complaint	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.
Complaint Processed	Complaints are considered processed when: • a complainant agrees that all issues have been satisfactorily dealt with and has been completed and closed • 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.
CPS - Carrier Preselection	CPS is the facility that permits a consumer to decide in advance to use an alternative operator to carry certain pre-defined classes of call (e.g. all international calls). The consumer does not have to dial a routing prefix or follow any other procedure to evoke such routing.
Customer Reported Fault	A customer reported fault is a report of a disrupted or degraded service that is made by a customer and is attributable to the network of the service provider or an interconnected public network.
Direct Service	A Direct Service is one for which the operator provides a direct link from exchange equipment to a customer's premises (switched).
Fault cleared	Fault Clearance is defined as being when all items are available for use by the customer as confirmed by the operator.
General Telecommunications Licence	This category of licence permits the holder to provide telecommunications networks and services involving the provision of one or more of the following to the public; a Public Telecommunications Network, voice telephony and/or any other network or service which requires the allocation to users of numbers from the national numbering scheme.
Indirect Service	An Indirect Service is a telephony service provided to an end user by an operator via another licensed operator's switched access network.

Interconnect Circuit	An interconnect circuit is a single 2 Mbit/s circuit as specified in the SMP's Reference Interconnect Offer (RIO).
Leased Line	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.
MLOP	The Measuring Licensed Operator Performance (MLOP) programme is an initiative led by the ODTR in co-operation with the leading fixed line telecommunications operators in the Irish market. This regular publication will present quality of service performance results that have been provided by the major fixed line telecommunications operators, relating to measurement periods of 3 to 6 months.
OLO	OLOs are the Other Licensed Operators that purchase Carrier Services or Interconnect Circuits from the SMP operator.
Order	An order is defined as a contractual commitment made to a customer to provide a product or service, or a change to an existing service.
Order Completed	Order Completion is defined as the point when all items are available for use by the customer as confirmed by the operator.
Significant Market Power	The Open Network Provision (ONP) framework requires National Regulatory Authorities (NRAs) to designate certain operators as having Significant Market Power (SMP). Operators with SMP face additional obligations aimed, <i>inter alia</i> , at control of significant market power. eircom has been designated as having Significant Market Power (SMP) in the fixed services and network markets.

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