

# Measuring Licensed Operator Performance Programme

Issue 2: July - December 2001



Office of the Director of  
**Telecommunications  
Regulation**



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## Foreword

I welcome this second report from the Measuring Licensed Operator Performance Programme. I am pleased with the level of feedback received from consumers, consumer representative groups and the telecommunications industry since the initial MLOP report was published in March 2002.

In March of this year, I emphasised that the report will, over time contribute to consumers being able to assess their operator's ability to maintain and more importantly improve upon their quality of service performance. This second Measuring Licensed Operator Performance report also covers additional areas such as leased line order completion and operators' handling of consumer complaints.

I wish again to thank the eight operators who have submitted data for publication in this report and I am pleased by the continued commitment demonstrated to the programme across the industry. The operators involved are:

Cable and Wireless

Chorus

Eircom

Esat Telecommunications Ltd

nevada tele.com

ntl

Ventelo

WorldCom

Service quality is of paramount importance to both business and residential consumers of Irish telecommunication services and this publication aims to assist the consumer by informing them on operators' quality of service performance. Access to reliable information such as that provided under the MLOP programme can enable consumers to make informed choices in deciding on the telecommunications provider that best meets their needs. This in turn acts as a competitive driver of service quality in the market. The consumer can also use this report in combination with other relevant information such as operator prices, payment options, geographic availability, minimum commitment period etc.

Regularly published MLOP reports will continue to provide the consumer with a reliable indicator of operator quality of service performance. In addition, the ODTR remains committed to the development of the market and in turn raising consumer awareness of the choices available to them. I look forward to future MLOP reports and the further development of the programme over next six months.

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 presents quality of service performance results that have been provided by the major fixed line telecommunications operators, for the measurement periods from October to December and July to September 2001.

## 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.

## 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*<sup>1</sup>
- The supply of regulated services from the SMP<sup>2</sup> 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><sup>3</sup>

<sup>1</sup> *eircom* has been designated as having universal service obligation.

<sup>2</sup> *eircom* has been designated as having Significant Market Power (SMP) in the fixed services and network markets. For more detail see glossary Appendix D.

<sup>3</sup> MLOP definitions document is available on the ODTR website [www.odtr.ie](http://www.odtr.ie)

### 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.

### 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.

### Orders, Faults and Complaints defined

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

#### **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.

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

#### **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. Complaints will be formally "**registered**" by entering them into a complaint database and assigning a unique reference number to each complaint.

A complaint is considered **processed** 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.

## 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 categories<sup>4</sup>

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						
SERVICE CATEGORY <sup>4</sup>	Orders		Faults		Complaints	
	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								
SERVICE CATEGORY <sup>4</sup>	Orders			Faults			Complaints	
	DIRECT ACCESS	INDIRECT ACCESS	LEASED LINES	DIRECT ACCESS	INDIRECT ACCESS	LEASED LINES	DIRECT ACCESS	INDIRECT ACCESS
Chorus							✓	✓
Cable & Wireless							✓	✓
eircom	✓		✓	✓		✓	✓	
Esat	✓	✓	✓	✓	✓	✓	✓	✓
nevada tele.com							✓	✓
ntl							✓	
Ventelo		✓			✓			✓
WorldCom		✓			✓		✓	✓

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

<sup>4</sup> For a detailed description of service category, see Appendix C.

### 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 Power<sup>5</sup>, who act as their supplier of wholesale telecommunications services.

<sup>5</sup> *eircom* has been designated as having Significant Market Power (SMP) in the fixed services and network markets. For more detail see glossary Appendix D.



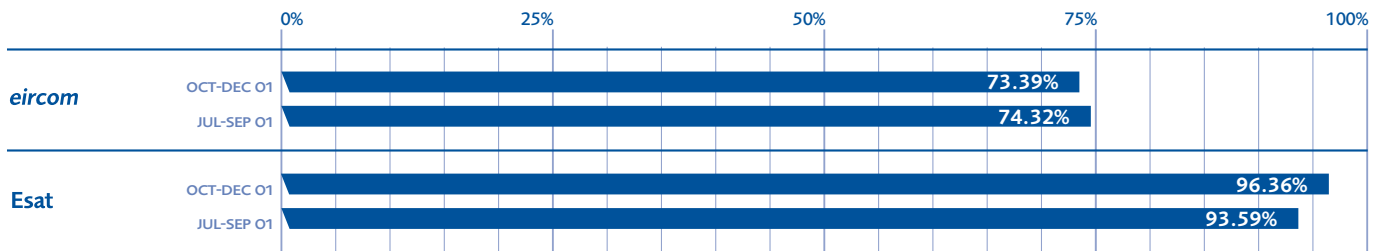
## Business Market Results

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.

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

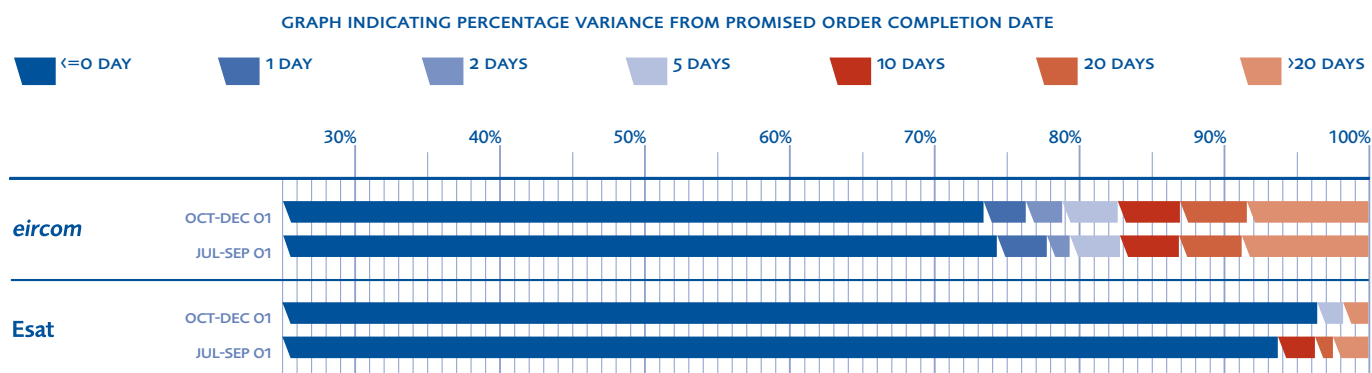


**Operator target promise time for order completion**

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

## 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

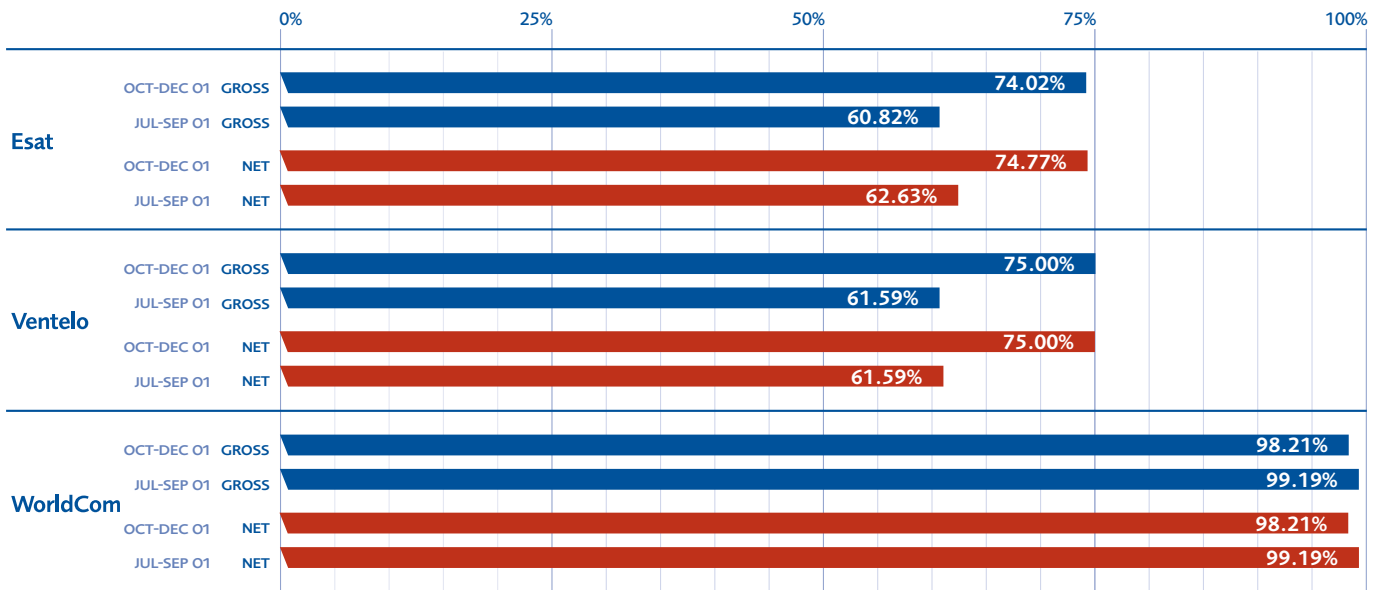
TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE

		<=0 DAY	1 DAY	2 DAYS	5 DAYS	10 DAYS	20 DAYS	>20 DAYS
<b>eircom</b>	OCT-DEC 01	73.39%	2.82%	2.60%	3.83%	4.33%	4.26%	8.77%
	JUL-SEP 01	74.32%	3.42%	1.49%	3.53%	4.05%	4.32%	8.88%
<b>Esat</b>	OCT-DEC 01	96.36%	0.00%	0.00%	1.82%	0.00%	0.00%	1.82%
	JUL-SEP 01	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.

GRAPH INDICATING PERCENTAGE OF INDIRECT ACCESS ORDERS COMPLETED ON OR BEFORE DATE CONFIRMED/CONTRACTED WITH THE CUSTOMERS



### Operator target promise time for order completion

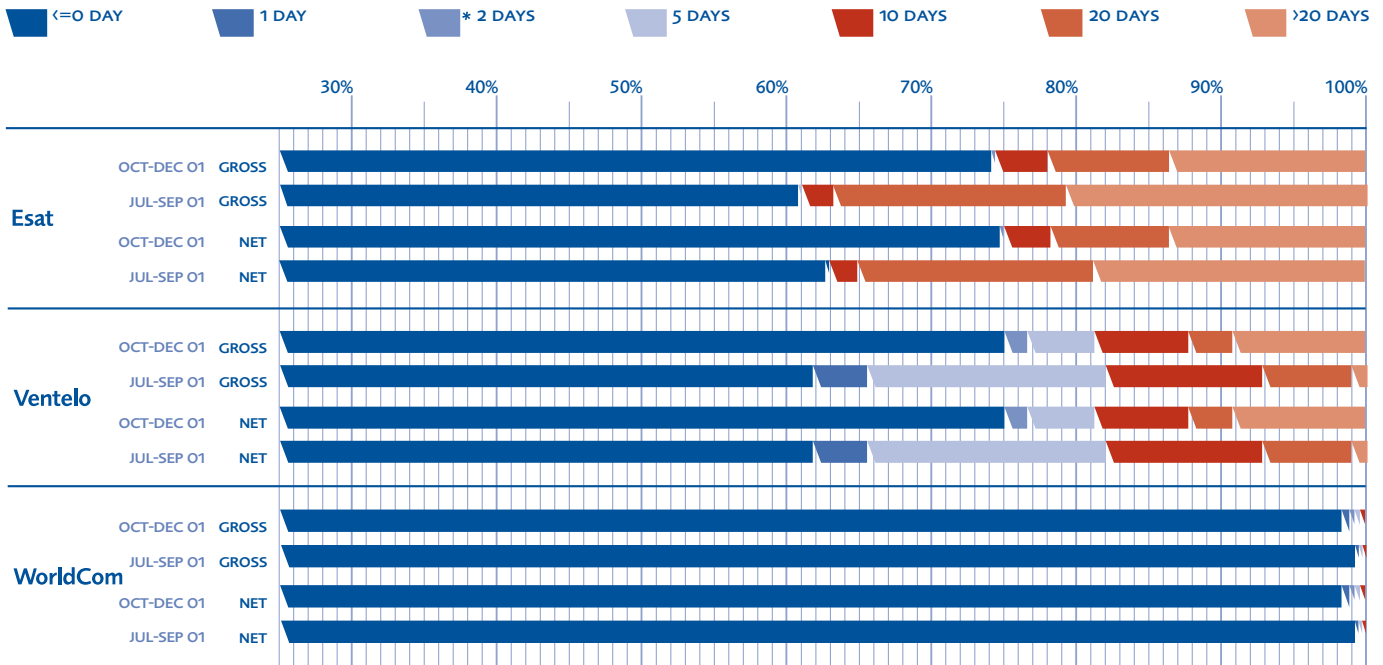
Esat	10 days
Ventelo	10 days
WorldCom	28 days

- 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.

## 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.

GRAPH INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE



### 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

Operator	Period	Measure	≤0 DAY	1 DAY	* 2 DAYS	5 DAYS	10 DAYS	20 DAYS	>20 DAYS
Esat	OCT-DEC 01	GROSS	74.02%	0.00%	0.09%	0.00%	3.56%	8.39%	13.95%
	JUL-SEP 01	GROSS	60.82%	0.00%	0.11%	0.11%	2.11%	16.09%	20.86%
	OCT-DEC 01	NET	74.77%	0.00%	0.09%	0.00%	3.50%	8.10%	13.54%
	JUL-SEP 01	NET	62.63%	0.00%	0.11%	0.11%	2.17%	16.23%	18.86%
Ventelo	OCT-DEC 01	GROSS	75.00%	0.00%	1.56%	4.69%	6.25%	3.13%	9.38%
	JUL-SEP 01	GROSS	61.59%	3.66%	16.46%	10.98%	6.10%	1.22%	
	OCT-DEC 01	NET	75.00%	0.00%	1.56%	4.69%	6.25%	3.13%	9.38%
	JUL-SEP 01	NET	61.59%	3.65%	16.47%	10.97%	6.10%	1.22%	
WorldCom	OCT-DEC 01	GROSS	98.21%	0.75%	0.30%	0.45%	0.30%	0.00%	0.00%
	JUL-SEP 01	GROSS	99.19%	0.13%	0.40%	0.27%	0.00%	0.00%	
	OCT-DEC 01	NET	98.21%	0.75%	0.30%	0.45%	0.30%	0.00%	0.00%
	JUL-SEP 01	NET	99.19%	0.13%	0.40%	0.27%	0.00%	0.00%	

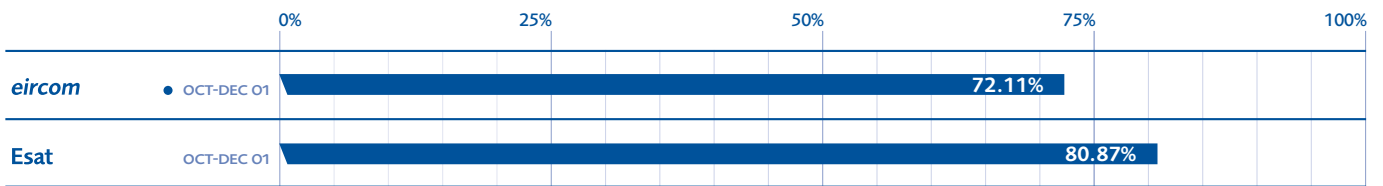
- The Gross measure includes all indirect access orders completed by the operator.
- The Net measure represents those orders completed where the operator did not depend on another licensed operator to complete the customer's order.

\* There was no requirement to measure the variance of 2 days from promise time from July to Sept 01

## Orders completed Leased Line

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

PERCENTAGE OF TOTAL LEASED LINE ORDERS COMPLETED ON OR BEFORE DATE CONFIRMED/CONTRACTED WITH CUSTOMERS



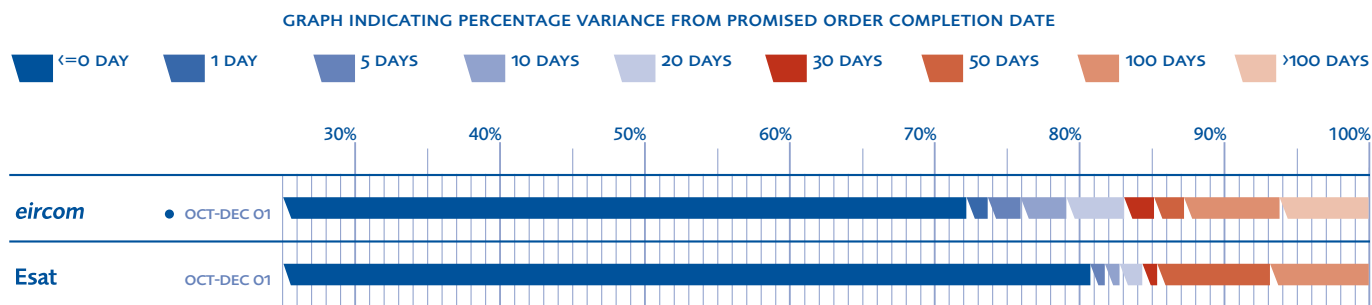
### Operator target promise time for order completion

**eircom** 22 days for leased line circuits <2M, 26 days for 2M circuits & circuits >2M are project managed

**Esat** Promise time variable

## Variance from promised order completion date Leased Line

This chart shows the spread of leased line orders against the date confirmed or contracted with the customer.



**Operator target promise time for order completion**

**eircom** 22 days for leased line circuits <2M, 26 days for 2M circuits & circuits >2M are project managed

**Esat** Promise time variable

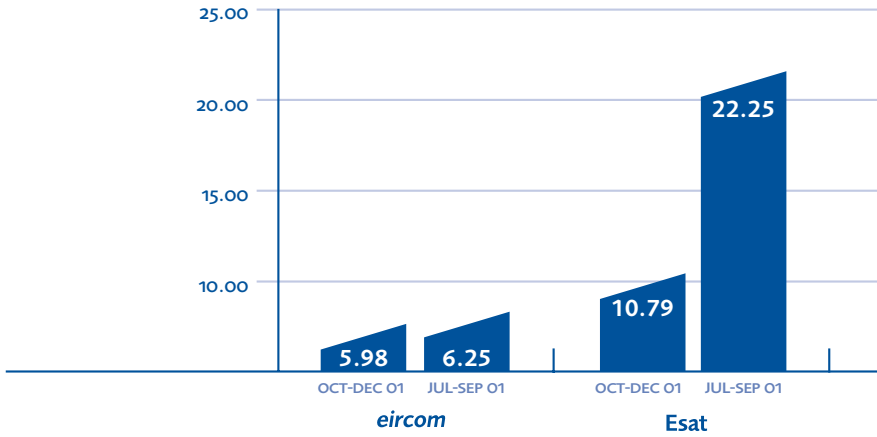
TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE

	<=0 DAY	1 DAY	5 DAYS	10 DAYS	20 DAYS	30 DAYS	50 DAYS	100 DAYS	>100 DAYS
eircom	72.11%	1.47%	2.38%	3.06%	4.08%	2.04%	2.04%	6.58%	6.24%
Esat	80.87%	0.00%	0.87%	0.87%	1.74%	0.87%	7.83%	6.96%	0.00%

## Faults reported Direct Access

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

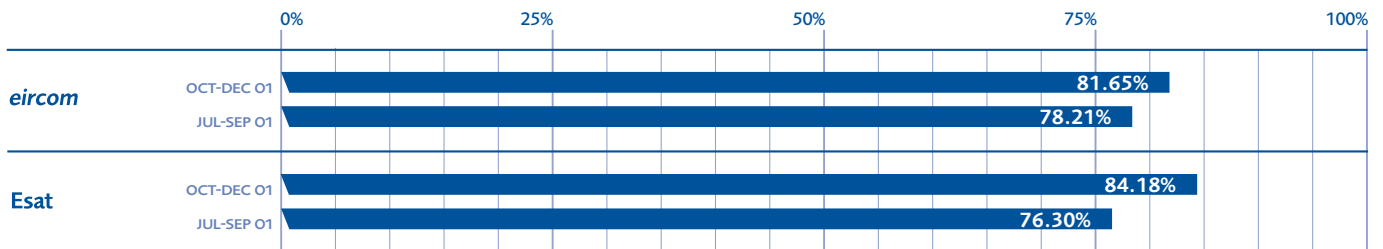
NUMBER OF FAULTS REPORTED PER 100 DIRECT ACCESS LINES



## 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.

GRAPH INDICATING PERCENTAGE OF CUSTOMER REPORTED FAULTS CLEARED BY PROMISE TARGET TIME



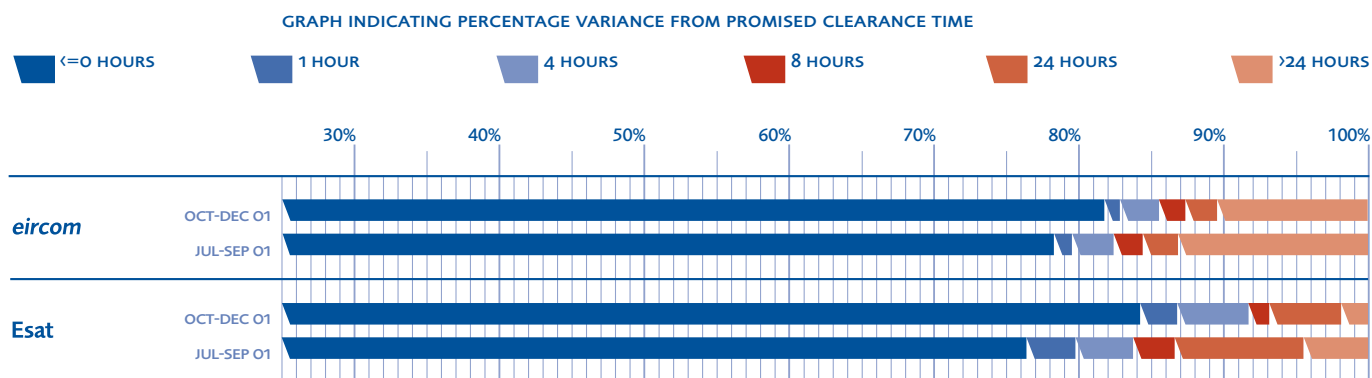
### Operator target time

**eircom** 17 working hours  
**Esat** 5 hours Emergency and 48 hours non-emergency



## 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.



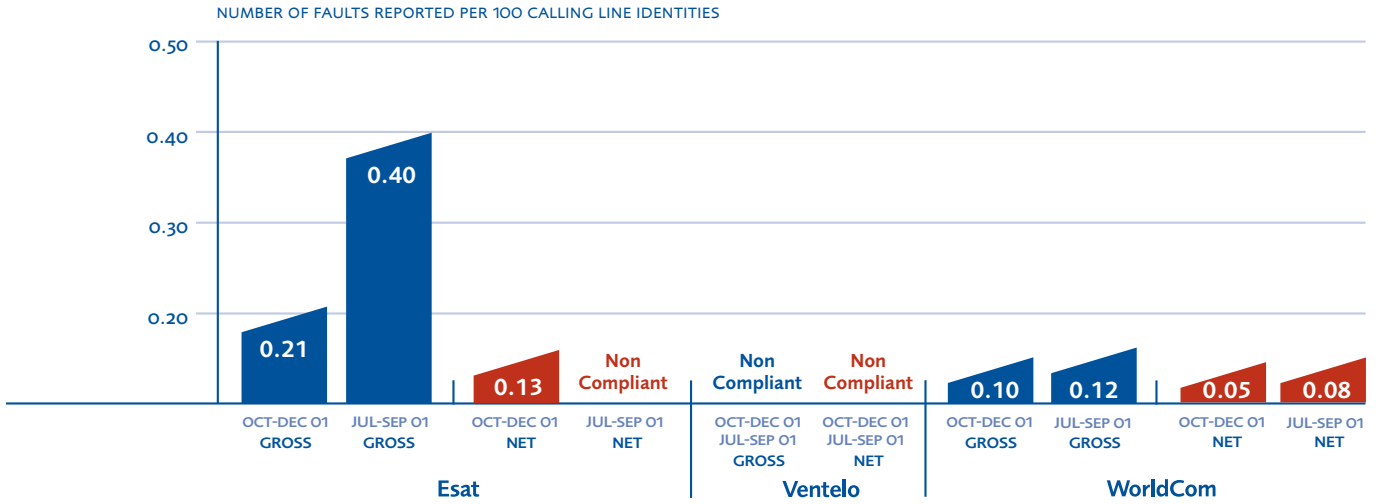
**Operator target time**  
*eircom* 17 working hours  
 Esat 5 hours emergency and 48 hours non emergency

GRAPH INDICATING PERCENTAGE VARIANCE FROM PROMISED CLEARANCE TIME

		<=0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	>24 HOURS
<i>eircom</i>	OCT-DEC 01	81.65%	1.16%	2.69%	1.82%	2.13%	10.55%
	JUL-SEP 01	78.21%	1.23%	2.89%	2.00%	2.59%	13.08%
Esat	OCT-DEC 01	84.18%	2.53%	5.06%	1.27%	5.06%	1.90%
	JUL-SEP 01	76.30%	3.57%	3.90%	2.92%	8.77%	4.55%

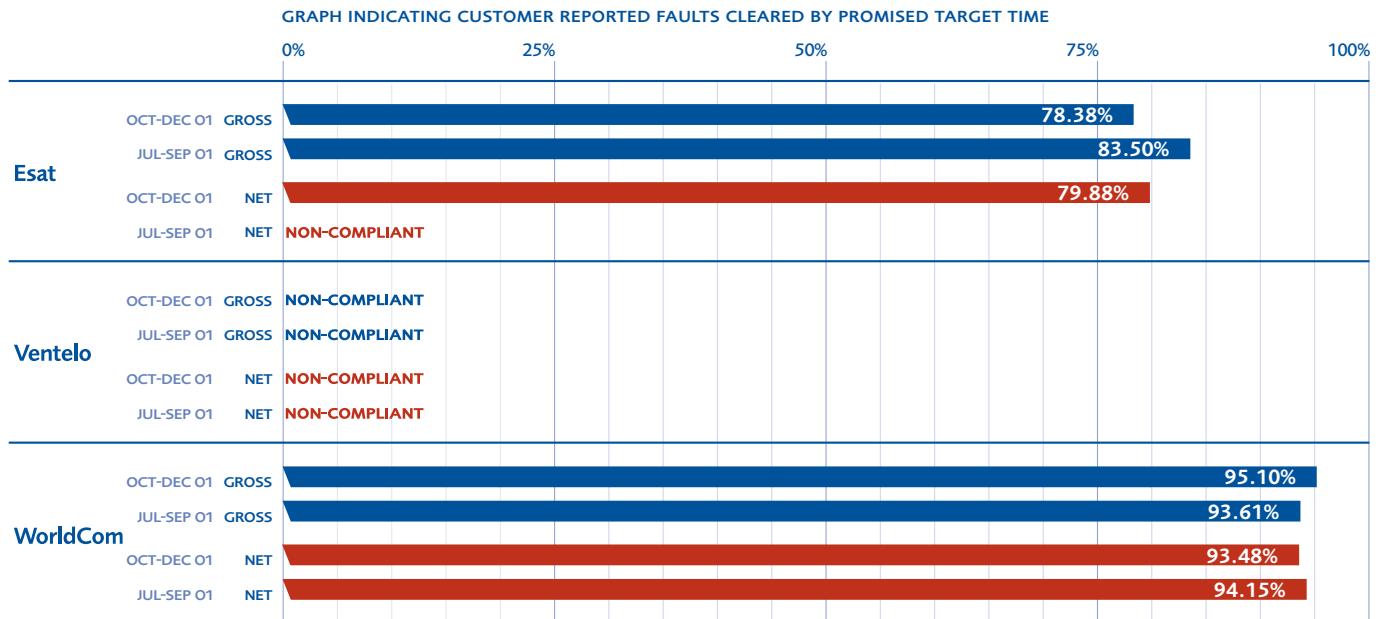
## Faults reported Indirect Access

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



## Faults 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.

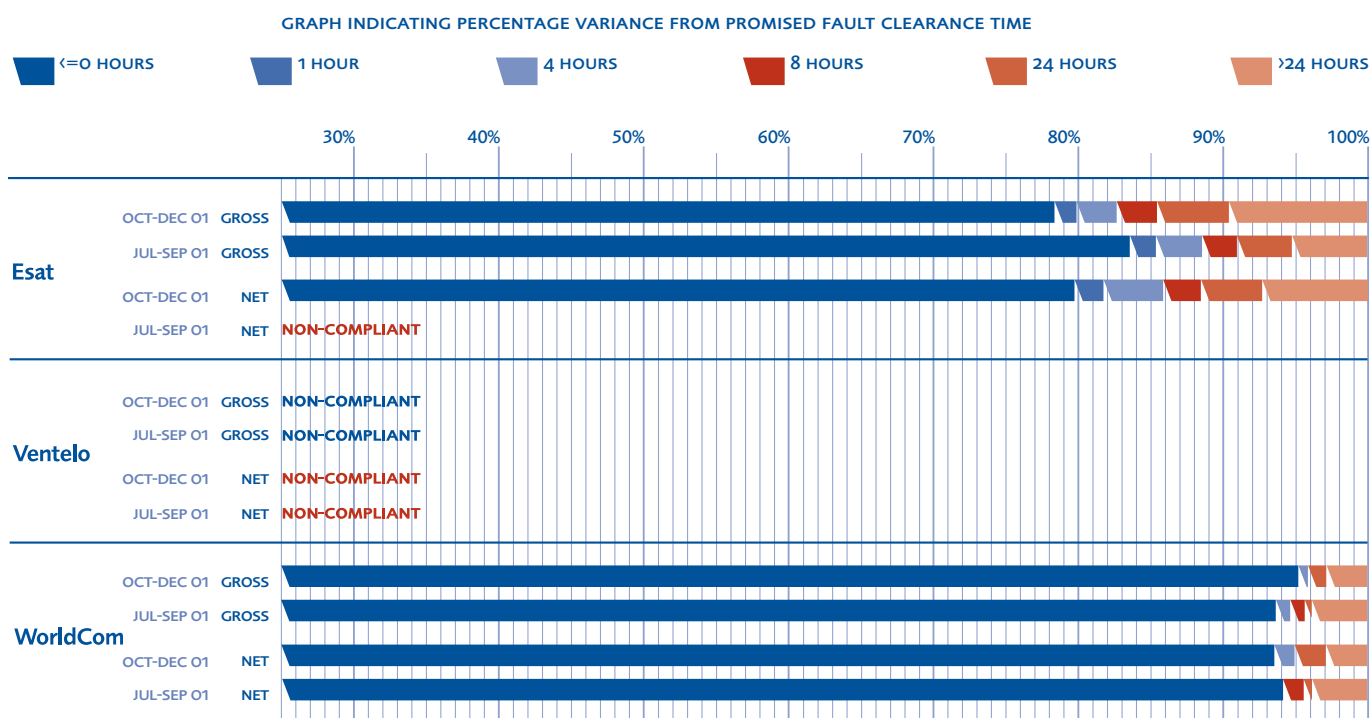


### Operator target promise time for fault clearance

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

## 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

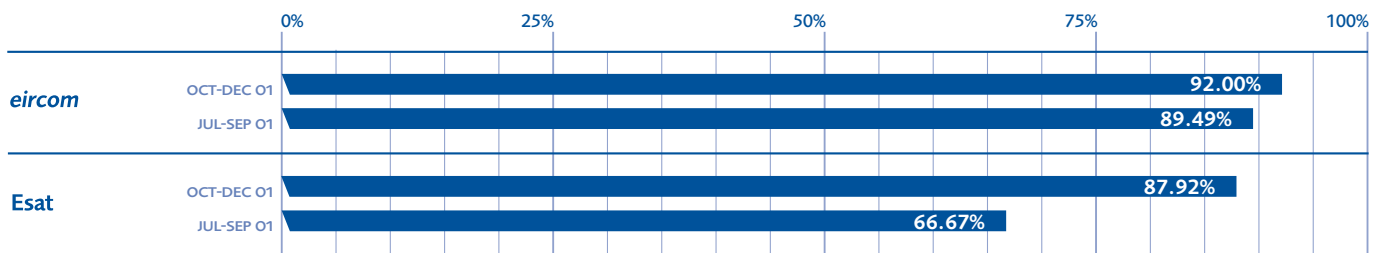
		≤0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	>24 HOURS
Esat	OCT-DEC 01 GROSS	78.38%	1.54%	2.70%	2.70%	5.02%	9.65%
	JUL-SEP 01 GROSS	83.50%	1.81%	3.22%	2.41%	3.82%	5.23%
	OCT-DEC 01 NET	79.88%	1.83%	4.27%	2.44%	4.27%	7.32%
	JUL-SEP 01 NET	NON-COMPLIANT					
Ventelo	OCT-DEC 01 GROSS	NON-COMPLIANT					
	JUL-SEP 01 GROSS	NON-COMPLIANT					
	OCT-DEC 01 NET	NON-COMPLIANT					
	JUL-SEP 01 NET	NON-COMPLIANT					
WorldCom	OCT-DEC 01 GROSS	95.10%	0.00%	0.70%	0.00%	1.40%	2.80%
	JUL-SEP 01 GROSS	93.61%	0.00%	0.96%	0.96%	0.64%	3.83%
	OCT-DEC 01 NET	93.48%	0.00%	1.45%	0.00%	2.17%	2.90%
	JUL-SEP 01 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.

GRAPH INDICATING PROPORTION OF CUSTOMER REPORTED FAULTS CLEARED BY PROMISE TARGET TIME



### Operator target promise time for fault clearance

**eircom**

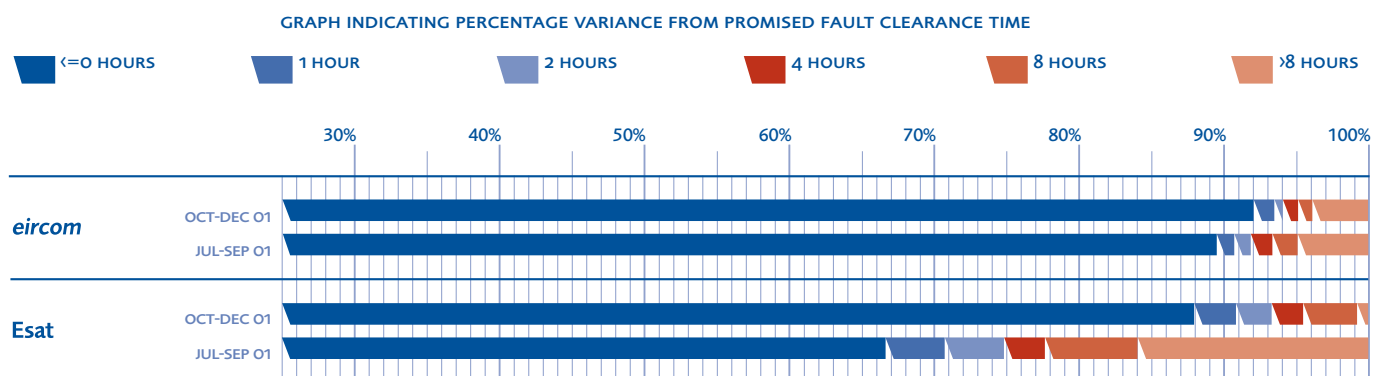
8 hours

**Esat**

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

## 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

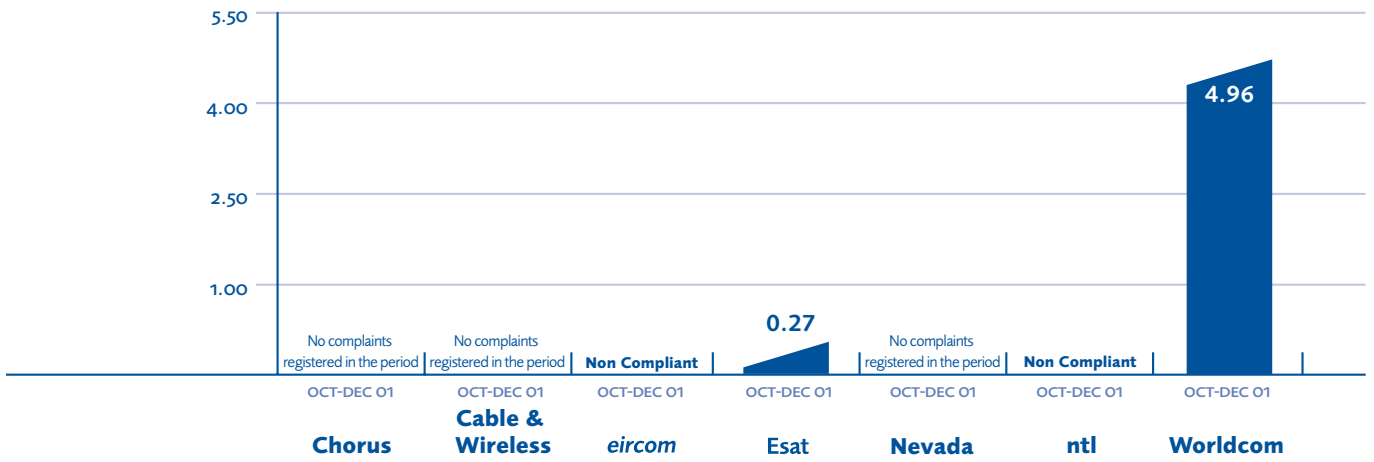
TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED FAULT CLEARANCE TIME

		<=0 HOURS	1 HOUR	2 HOURS	4 HOURS	8 HOURS	>8 HOURS
<b>eircom</b>	OCT-DEC 01	92.00%	1.44%	0.66%	1.10%	0.83%	3.96%
	JUL-SEP 01	89.49%	1.11%	1.20%	1.51%	1.78%	4.91%
<b>Esat</b>	OCT-DEC 01	87.92%	2.92%	2.50%	2.08%	3.75%	0.83%
	JUL-SEP 01	66.67%	4.09%	4.09%	2.73%	6.43%	15.98%

## Complaints Registered Direct Access

This chart shows the number of direct access complaints that each operator has registered per 100 direct access lines.

NUMBER OF REGISTERED DIRECT ACCESS COMPLAINTS PER 100 DIRECT ACCESS LINES

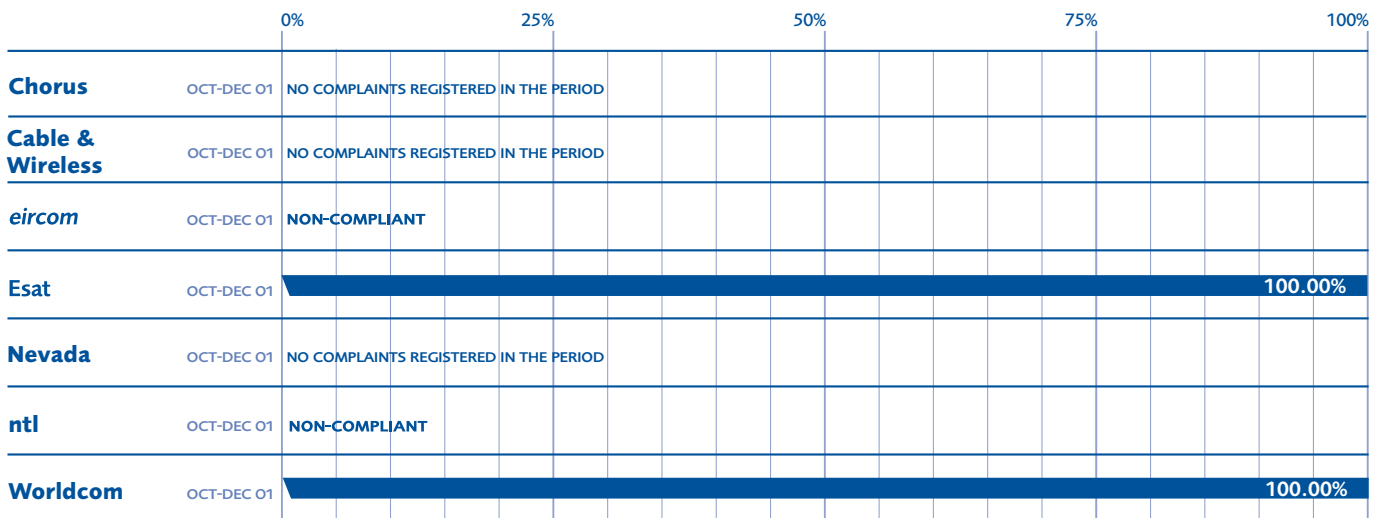


# Complaints Processed

## Direct Access

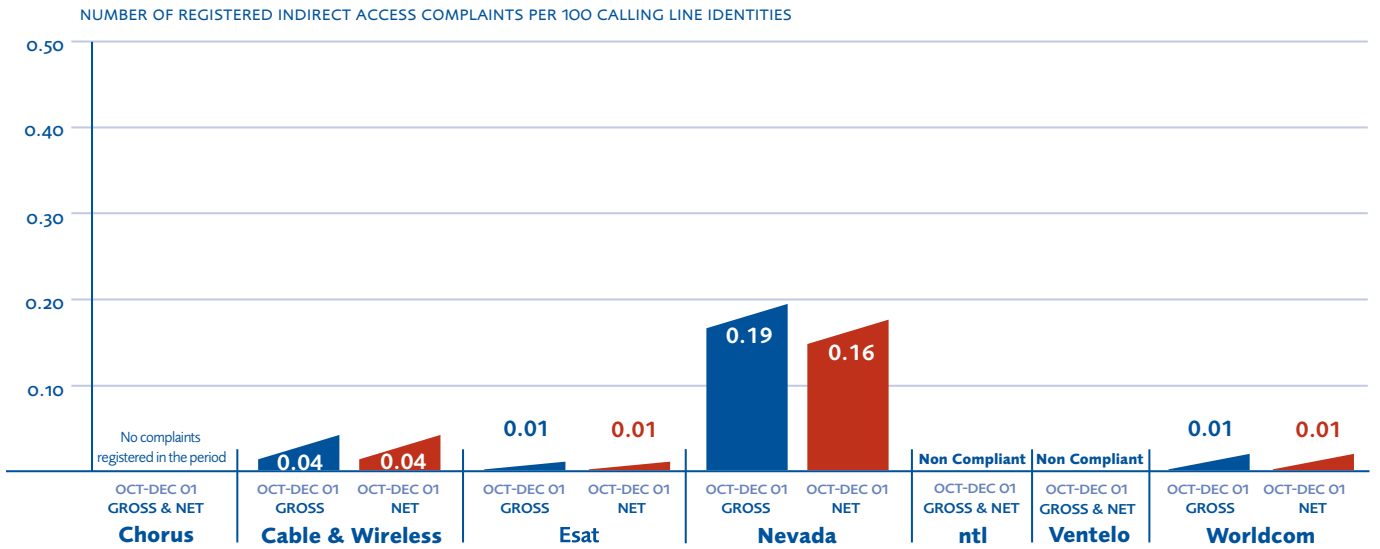
This chart show the proportion of registered direct access complaints that an operator has processed within 28 days of registration

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



## Complaints Registered Indirect Access

This chart shows the number of indirect access complaints that each operator has registered per 100 calling line identities

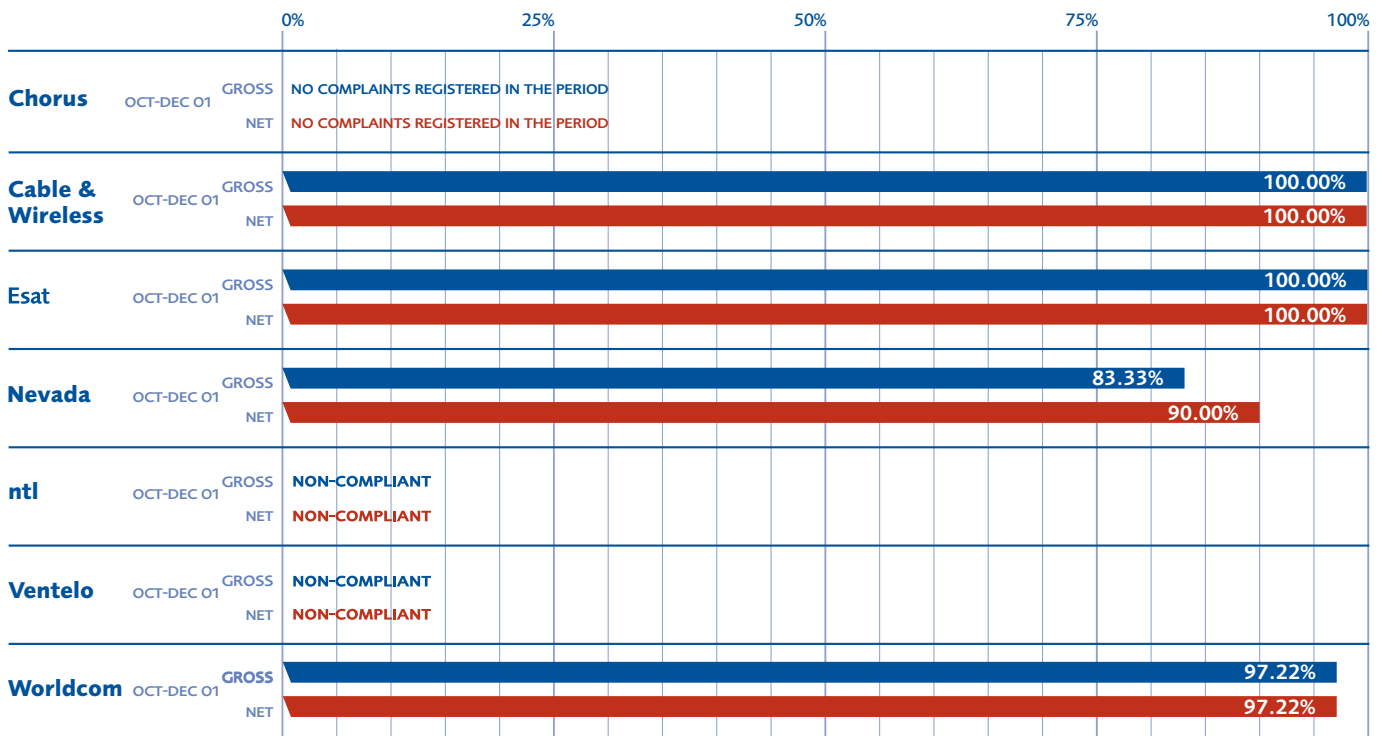




## Complaints Processed Indirect Access

This chart show the proportion of registered indirect access complaints that an operator has processed within 28 days of registration

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



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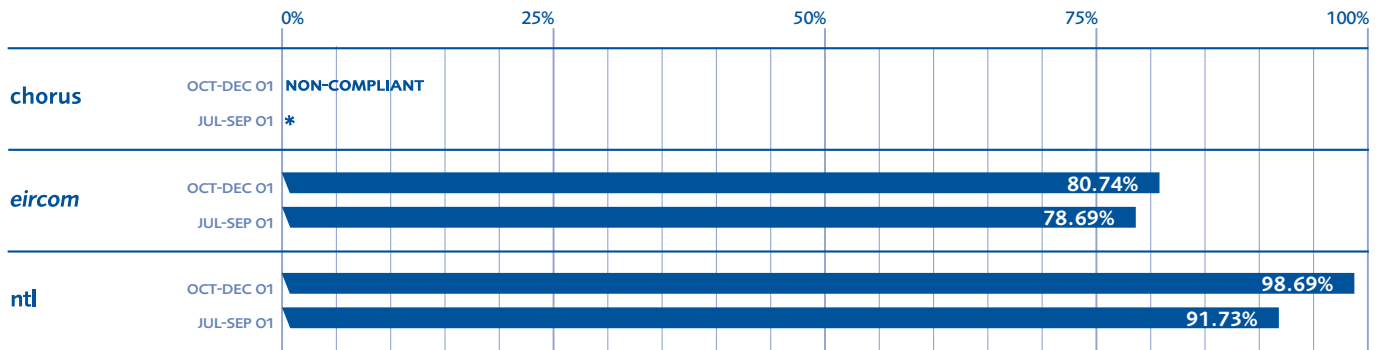
## Residential Market Results

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**

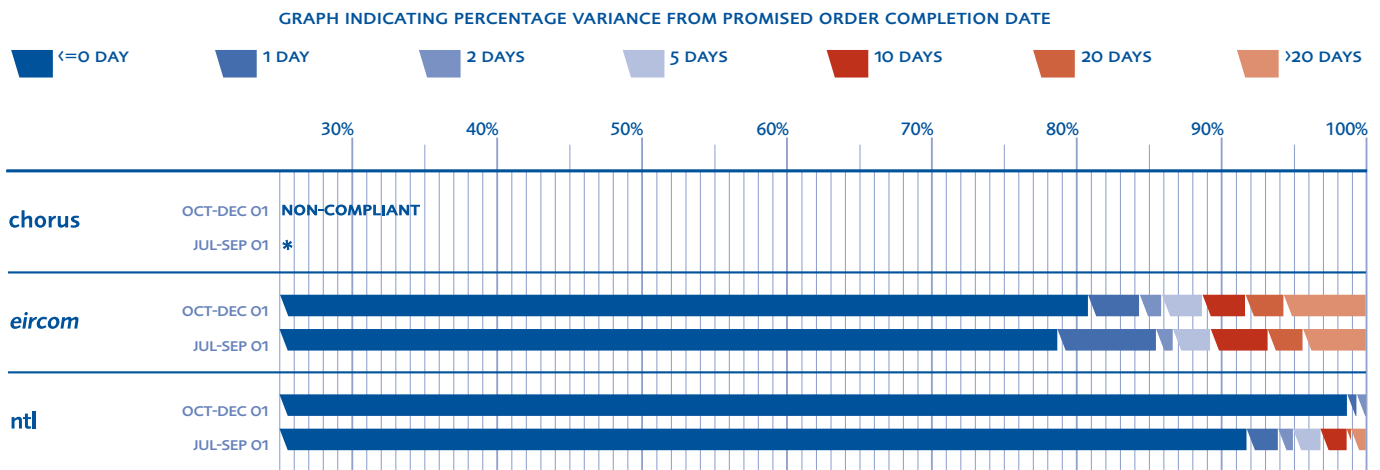
Oct - Dec 01 target promise time is 48 hours for feature changes and bespoke times for installations

Jun - Sep 01 target promise time is 24 hours for feature changes and bespoke times for installations

## 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**

Oct - Dec 01 target promise time is 48 hours for feature changes and bespoke times for installations  
 Jun - Sep 01 target promise time is 24 hours for feature changes and bespoke times for installations

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE

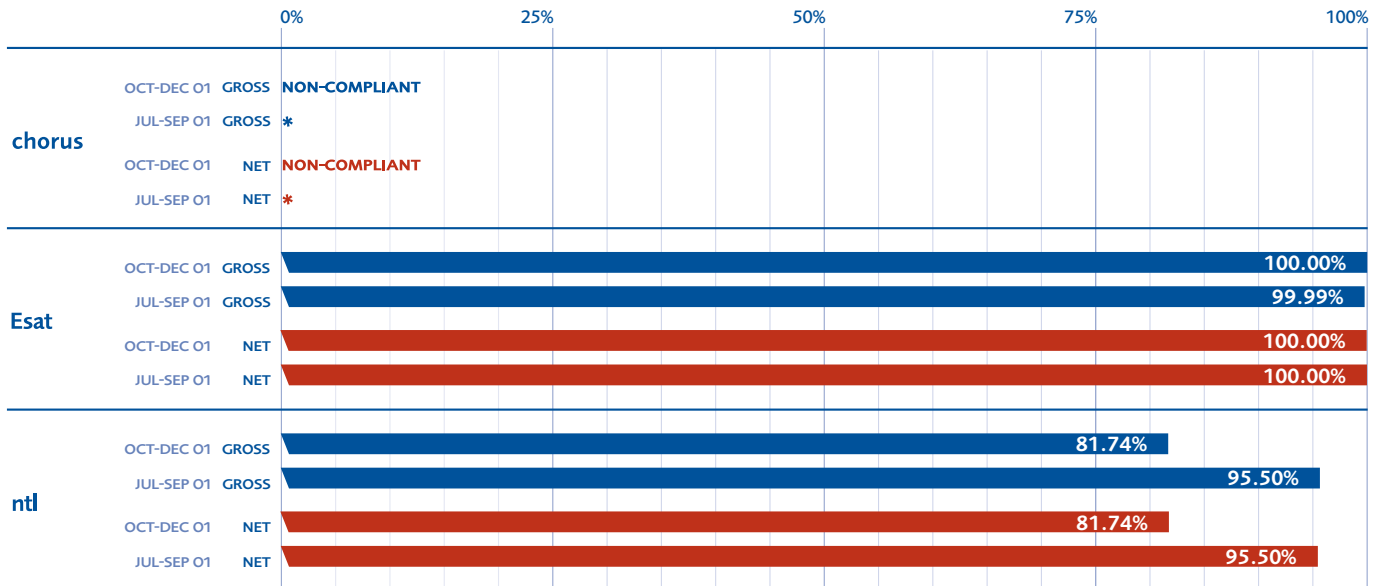
		<=0 DAY	1 DAY	2 DAYS	5 DAYS	10 DAYS	20 DAYS	>20 DAYS
chorus	OCT-DEC 01	NON-COMPLIANT						
	JUL-SEP 01	*						
eircom	OCT-DEC 01	80.74%	3.60%	1.56%	2.74%	2.97%	2.63%	5.75%
	JUL-SEP 01	78.69%	6.73%	1.16%	2.62%	3.93%	2.40%	4.46%
ntl	OCT-DEC 01	98.69%	0.65%	0.65%	0.00%	0.00%	0.00%	0.00%
	JUL-SEP 01	91.73%	2.16%	1.08%	1.80%	1.80%	0.36%	1.08%

\* Chorus were not required to submit data for the Jul-Sep 01 measurement period

## 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.

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



### Operator target promise time for order completion

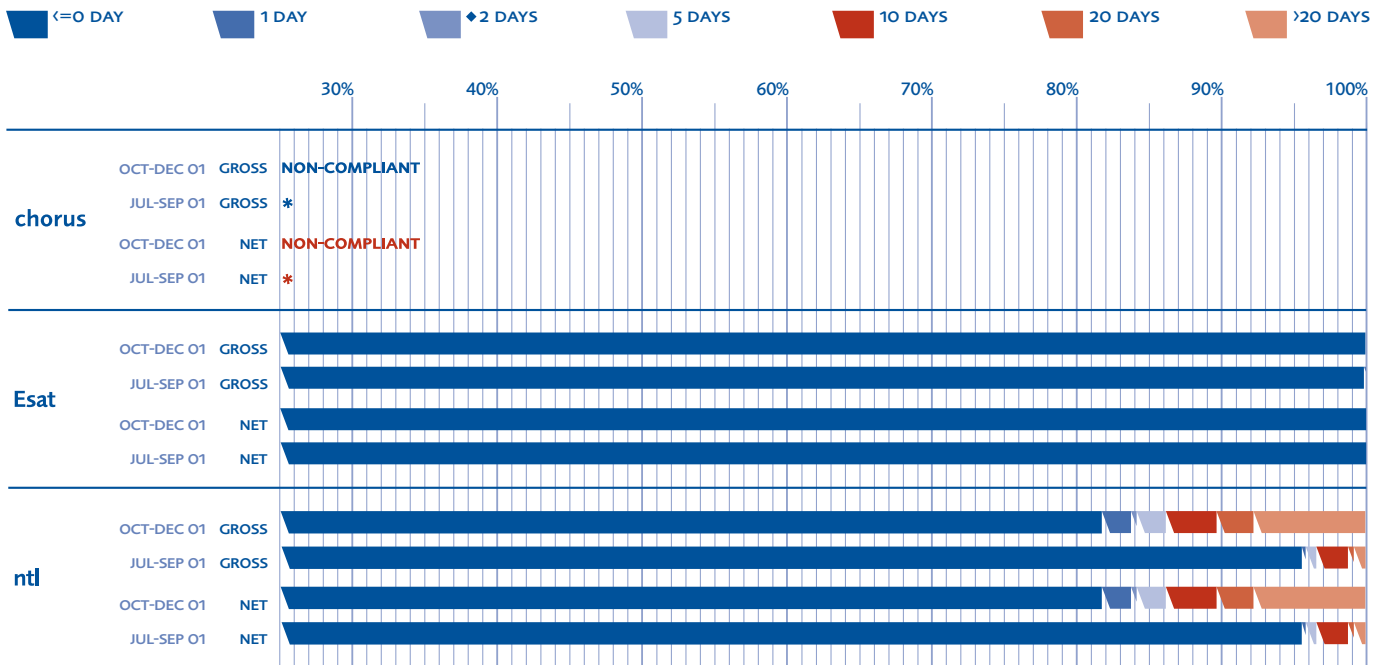
<b>Esat</b>	12 days from October to December 01 and 25 days from July to September 01
<b>ntl</b>	14 days for indirect access orders and 21 days with an indirect access and digital TV package

- 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.
- \* Chorus were not required to submit data for the Jul-Sep 01 measurement period

## 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.

GRAPH INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE



### Operator target promise time for order completion

**Esat** 12 days from October to December 01 and 25 days from July to September 01  
**ntl** 14 days for indirect access orders and 21 days with an indirect access and digital TV package

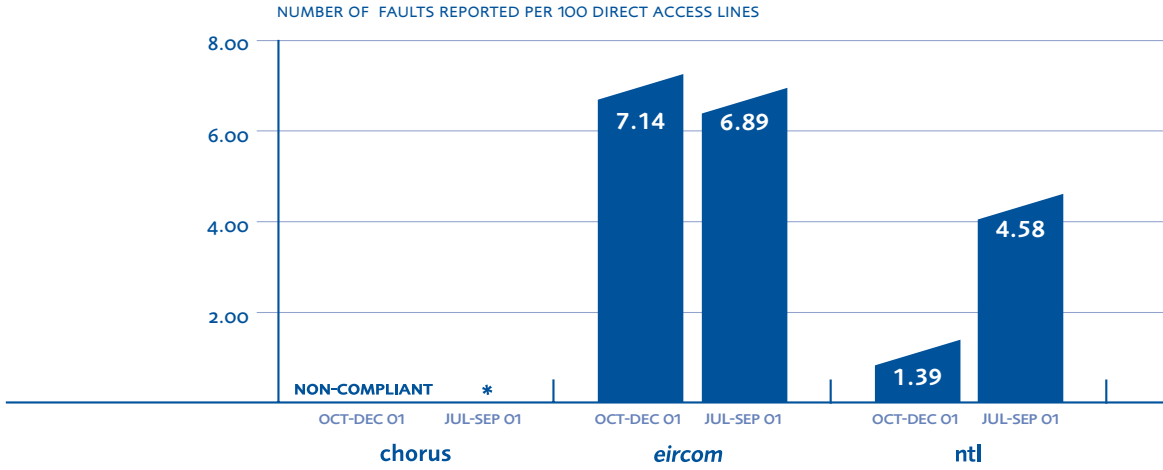
TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE

		≤0 DAY	1 DAY	2 DAYS	5 DAYS	10 DAYS	20 DAYS	>20 DAYS	
chorus	OCT-DEC 01	GROSS	NON-COMPLIANT						
	JUL-SEP 01	GROSS	*						
	OCT-DEC 01	NET	NON-COMPLIANT						
	JUL-SEP 01	NET	*						
Esat	OCT-DEC 01	GROSS	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	JUL-SEP 01	GROSS	99.99%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%
	OCT-DEC 01	NET	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	JUL-SEP 01	NET	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
ntl	OCT-DEC 01	GROSS	81.74%	2.03%	0.29%	2.03%	3.48%	2.61%	7.83%
	JUL-SEP 01	GROSS	95.50%	0.18%	0.90%	2.16%	0.36%	0.90%	
	OCT-DEC 01	NET	81.74%	2.03%	0.29%	2.03%	3.48%	2.61%	7.83%
	JUL-SEP 01	NET	95.50%	0.18%	0.90%	2.16%	0.36%	0.90%	

- 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.
- ◆ There was no requirement to measure the variance of 2 days from promise time from July to Sept 01
- \* Chorus were not required to submit data for the Jul-Sep 01 measurement period

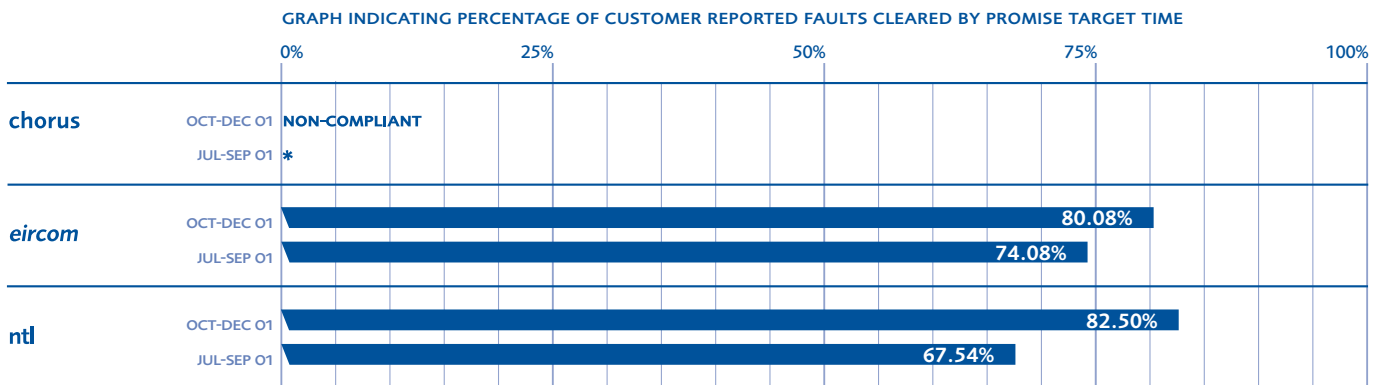
## Faults reported Direct Access

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



## 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.



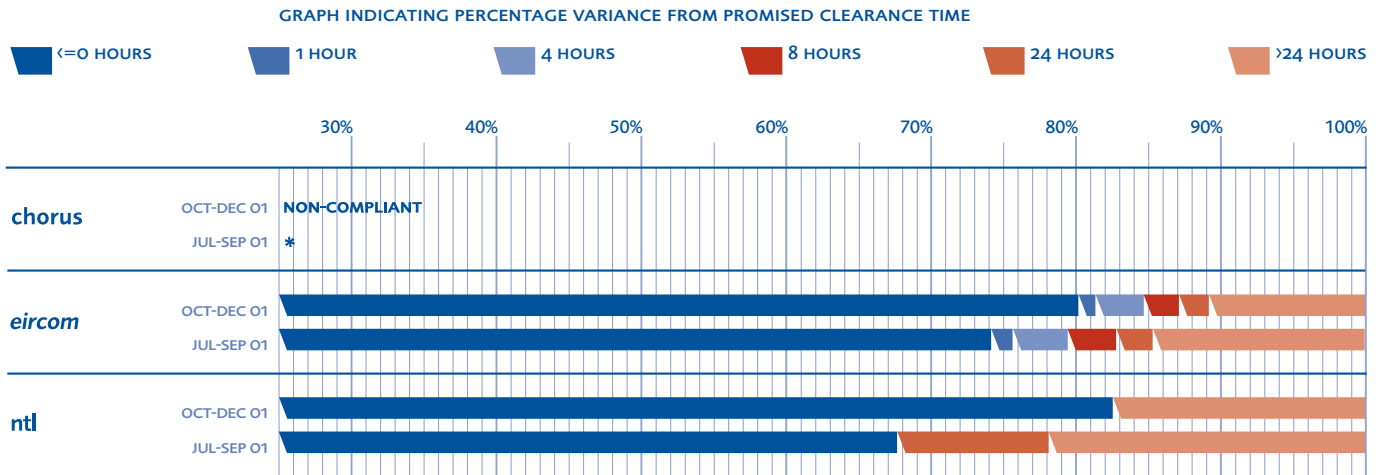
### Operator target promise time for fault clearance

<b>eircom</b>	17 working hours
<b>ntl</b>	End of next working day



## 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

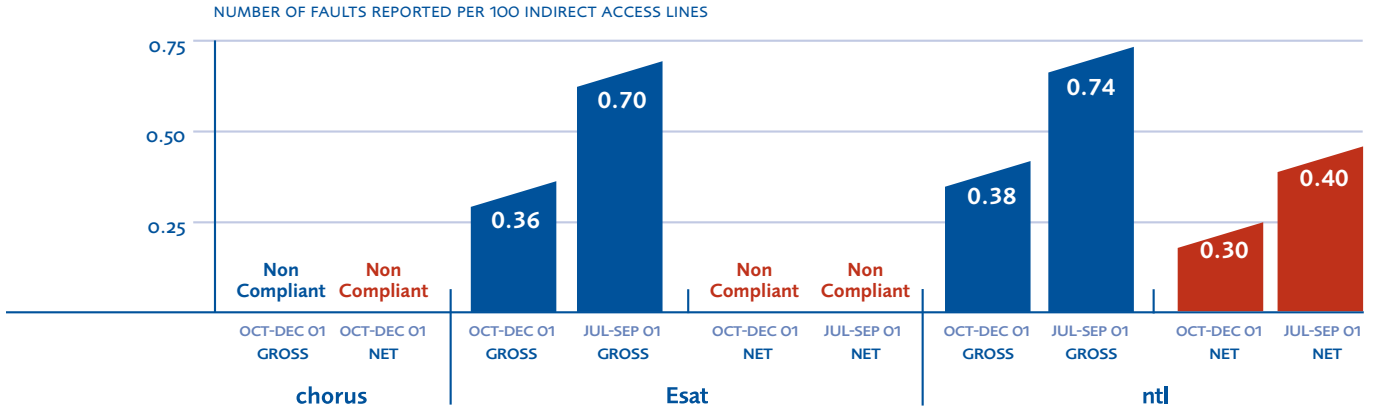
TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED CLEARANCE TIME

		<=0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	>24 HOURS
chorus	OCT-DEC 01	NON-COMPLIANT					
	JUL-SEP 01	*					
eircom	OCT-DEC 01	80.08%	1.31%	3.25%	2.38%	2.08%	10.89%
	JUL-SEP 01	74.08%	1.53%	3.82%	3.26%	2.63%	14.68%
ntl	OCT-DEC 01	82.50%	0.00%	0.00%	0.00%	0.00%	17.50%
	JUL-SEP 01	67.54%	0.00%	0.00%	0.00%	10.53%	21.93%

\* Chorus were not required to submit data for the Jul-Sep 01 measurement period

## Faults reported Indirect Access

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

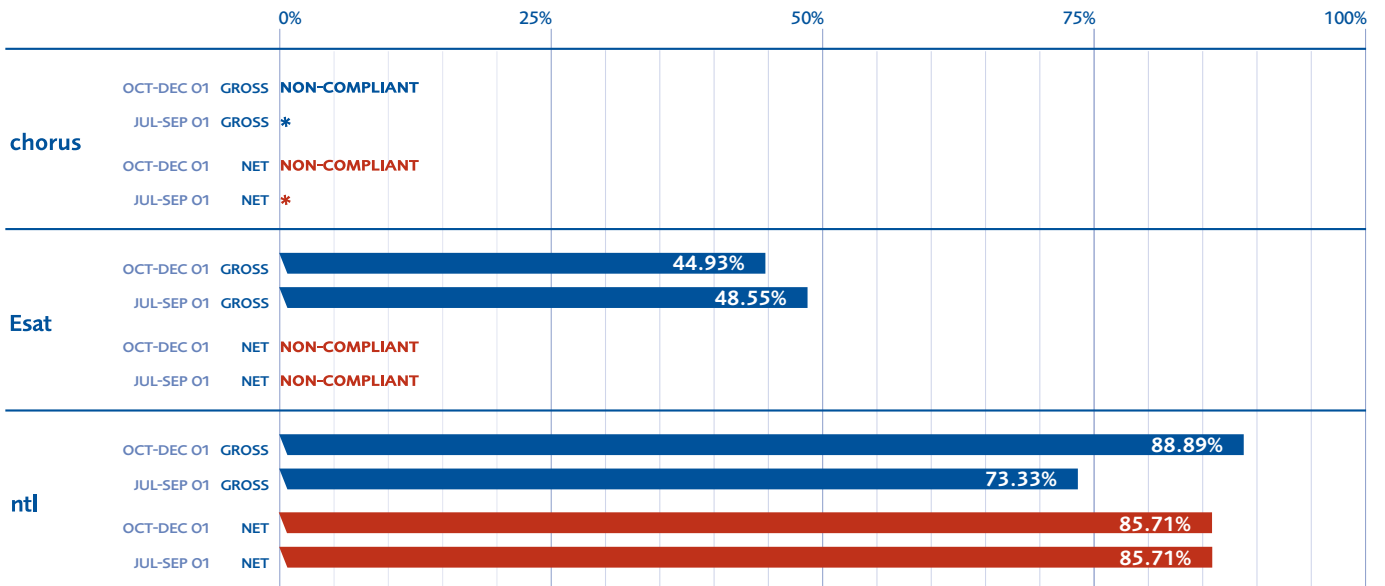


- The Gross measure represents all indirect access faults reported to the operator.
- The Net measure represents all customer reported faults where the operator does not depend on another licensed operator to clear the customer's fault.

## 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.

GRAPH INDICATING PERCENTAGE CUSTOMER REPORTED FAULTS CLEARED BY PROMISED TARGET TIME



### Operator target promise time for fault clearance

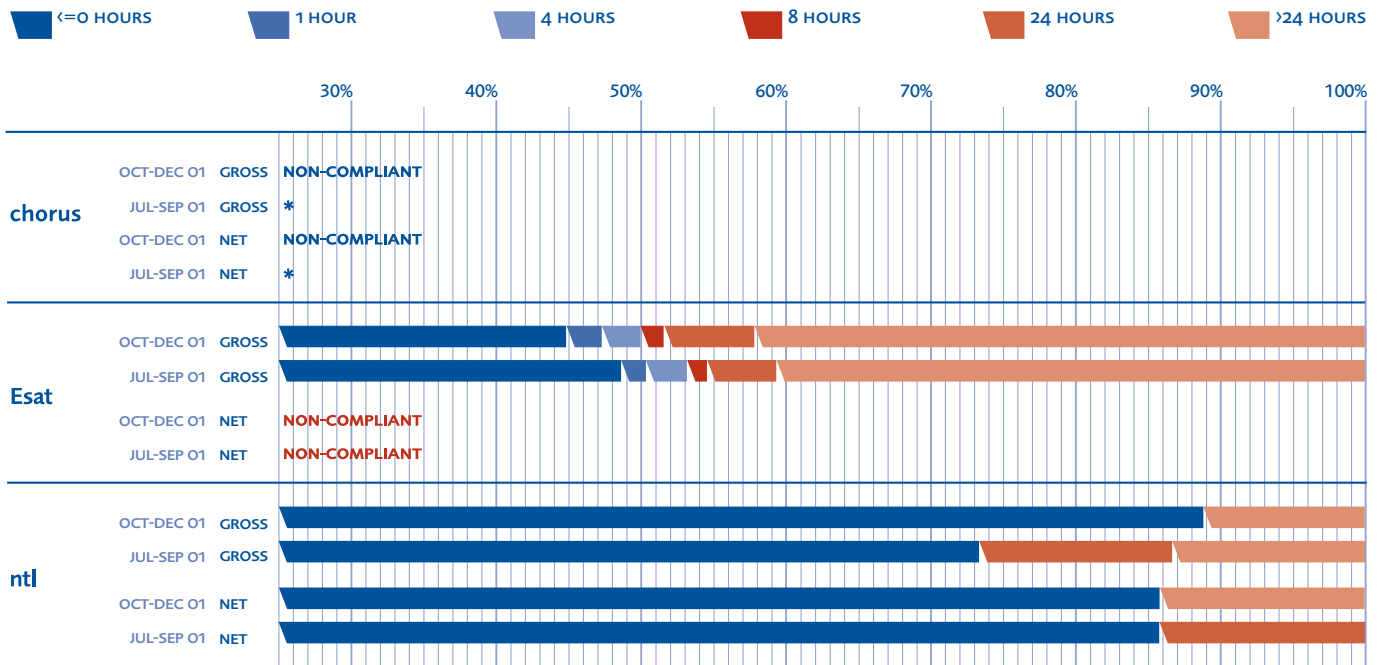
Esat	48 hours
ntl	End of next working day

- 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.

## 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.

GRAPH INDICATING PERCENTAGE VARIANCE FROM PROMISED FAULT CLEARANCE 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

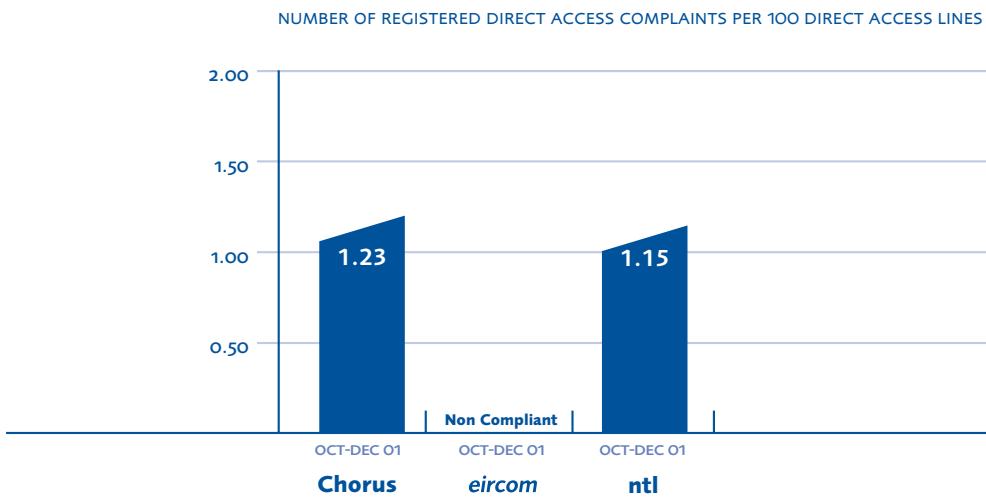
Operator	Period	Measure	<=0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	>24 HOURS
chorus	OCT-DEC 01	GROSS	NON-COMPLIANT					
	JUL-SEP 01	GROSS	*					
	OCT-DEC 01	NET	NON-COMPLIANT					
	JUL-SEP 01	NET	*					
Esat	OCT-DEC 01	GROSS	44.93%	2.45%	2.62%	1.57%	6.29%	42.13%
	JUL-SEP 01	GROSS	48.55%	1.78%	2.81%	1.41%	4.78%	40.67%
	OCT-DEC 01	NET	NON-COMPLIANT					
	JUL-SEP 01	NET	NON-COMPLIANT					
ntl	OCT-DEC 01	GROSS	88.89%	0.00%	0.00%	0.00%	0.00%	11.11%
	JUL-SEP 01	GROSS	73.33%	0.00%	0.00%	0.00%	13.33%	13.33%
	OCT-DEC 01	NET	85.71%	0.00%	0.00%	0.00%	0.00%	14.29%
	JUL-SEP 01	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.

\* Chorus were not required to submit data for the Jul-Sep 01 measurement period

## Complaints Registered Direct Access

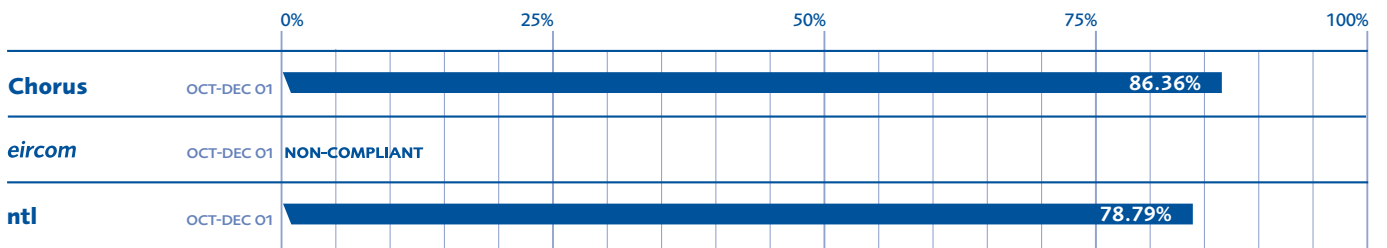
This chart shows the number of direct access complaints that each operator has registered per 100 direct access lines.



## Complaints Processed Direct Access

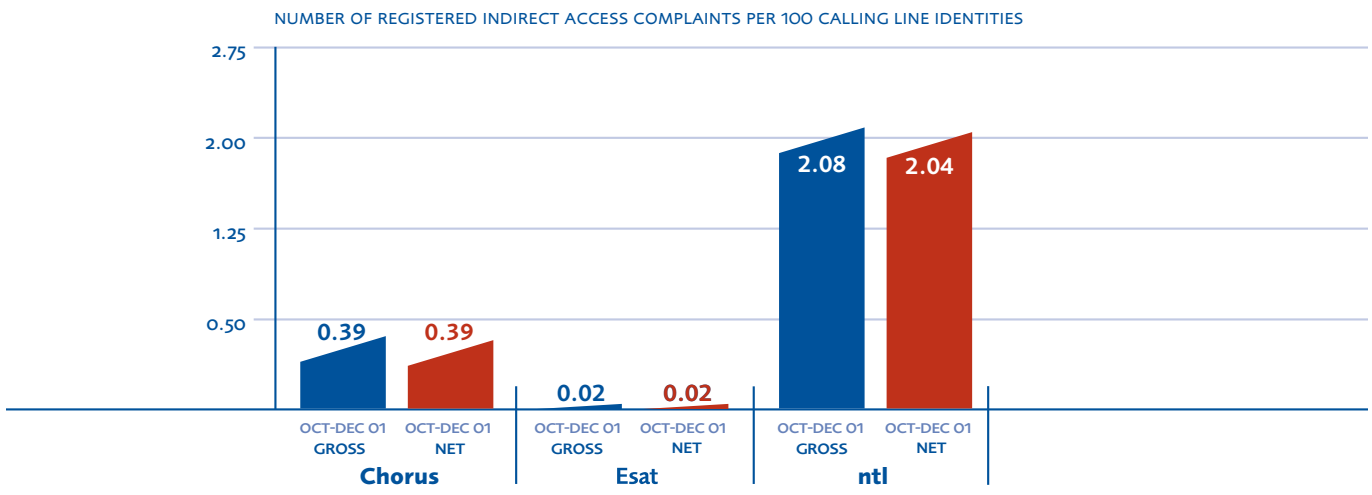
This chart show the proportion of registered direct access complaints that an operator has processed within 28 days of registration

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



## Complaints Registered Indirect Access

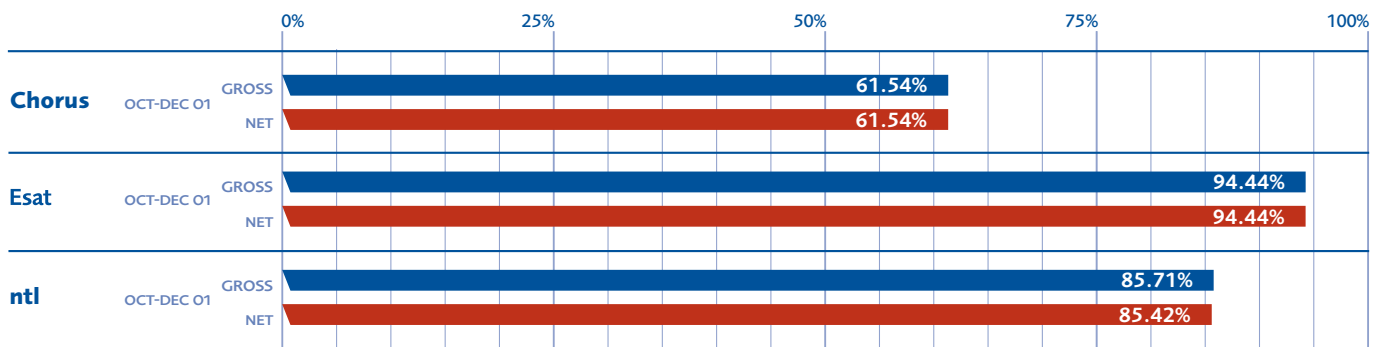
This chart shows the number of indirect access complaints that each operator has registered per 100 calling line identities



## Complaints Processed Indirect Access

This chart show the proportion of registered indirect access complaints that an operator has processed within 28 days of registration

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



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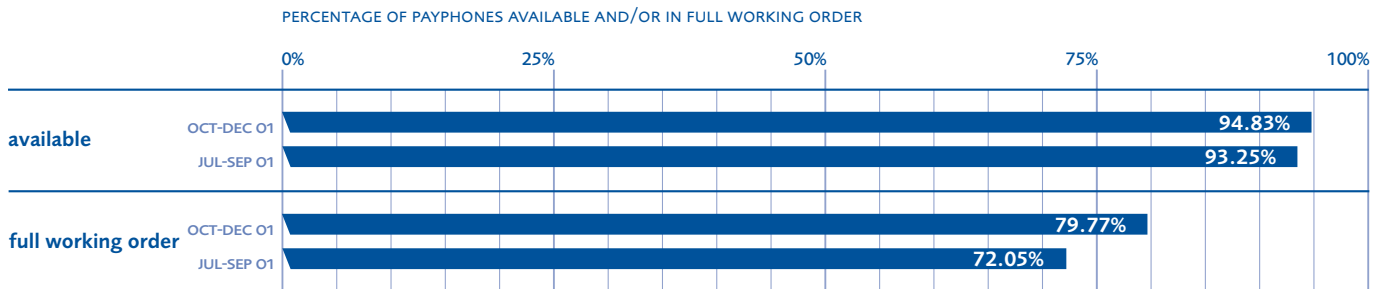


## Public Payphone services provided by *eircom*<sup>2</sup>

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

<sup>2</sup> *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	Oct-Dec 01	<b>6939</b>
	Jul-Sep 01	<b>7161</b>

### 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).

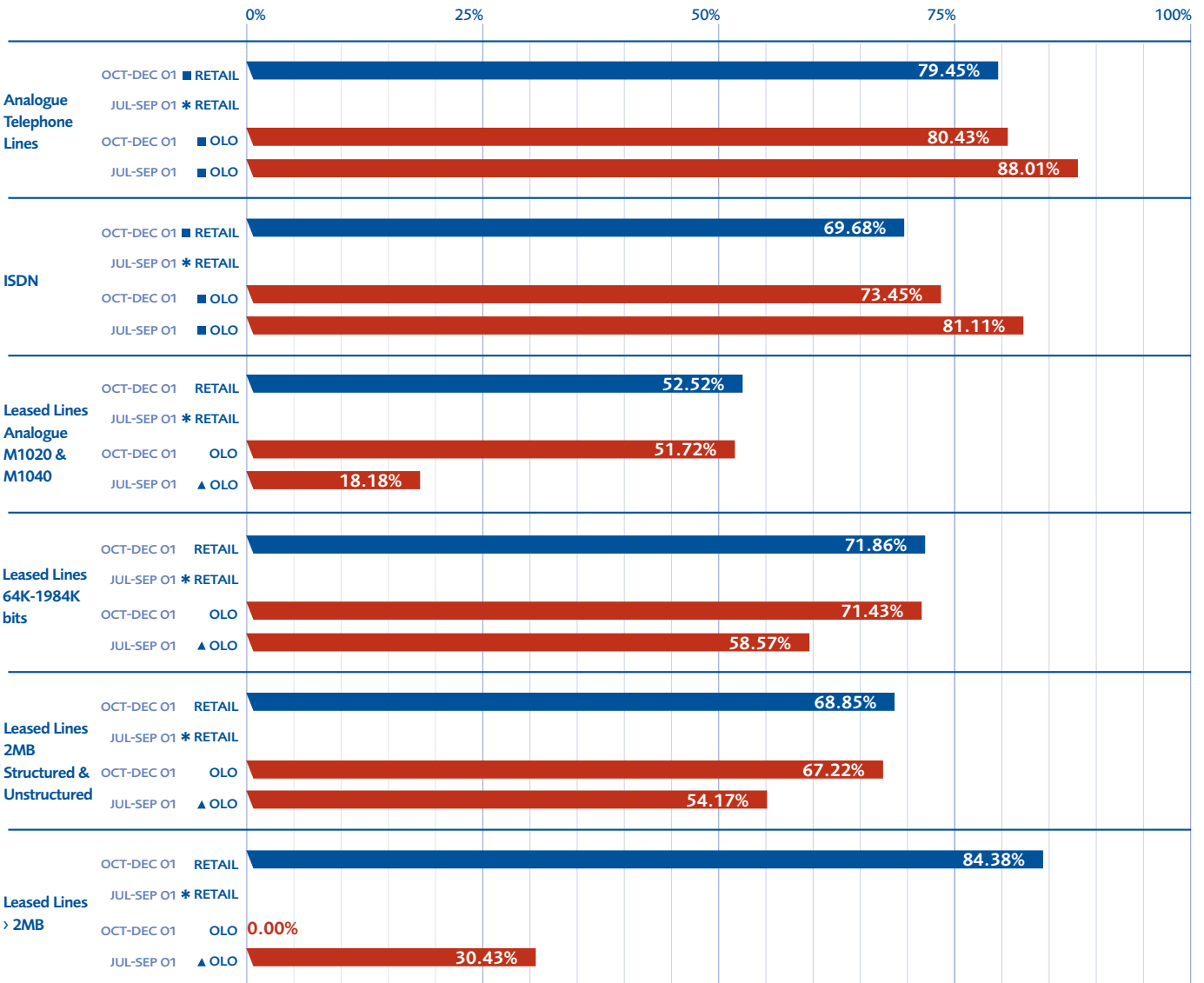
In evaluating these results consumers should take factors such as operator promise times, size, target market, supplier relationship and coverage into consideration.

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## 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 COMPLETED  
ON OR BEFORE THE DATE CONFIRMED/CONTRACTED WITH THE CUSTOMER



■ For Analogue Telephone Lines and ISDN Lines, *eircom* have included customer delays in the time taken to provide a service.

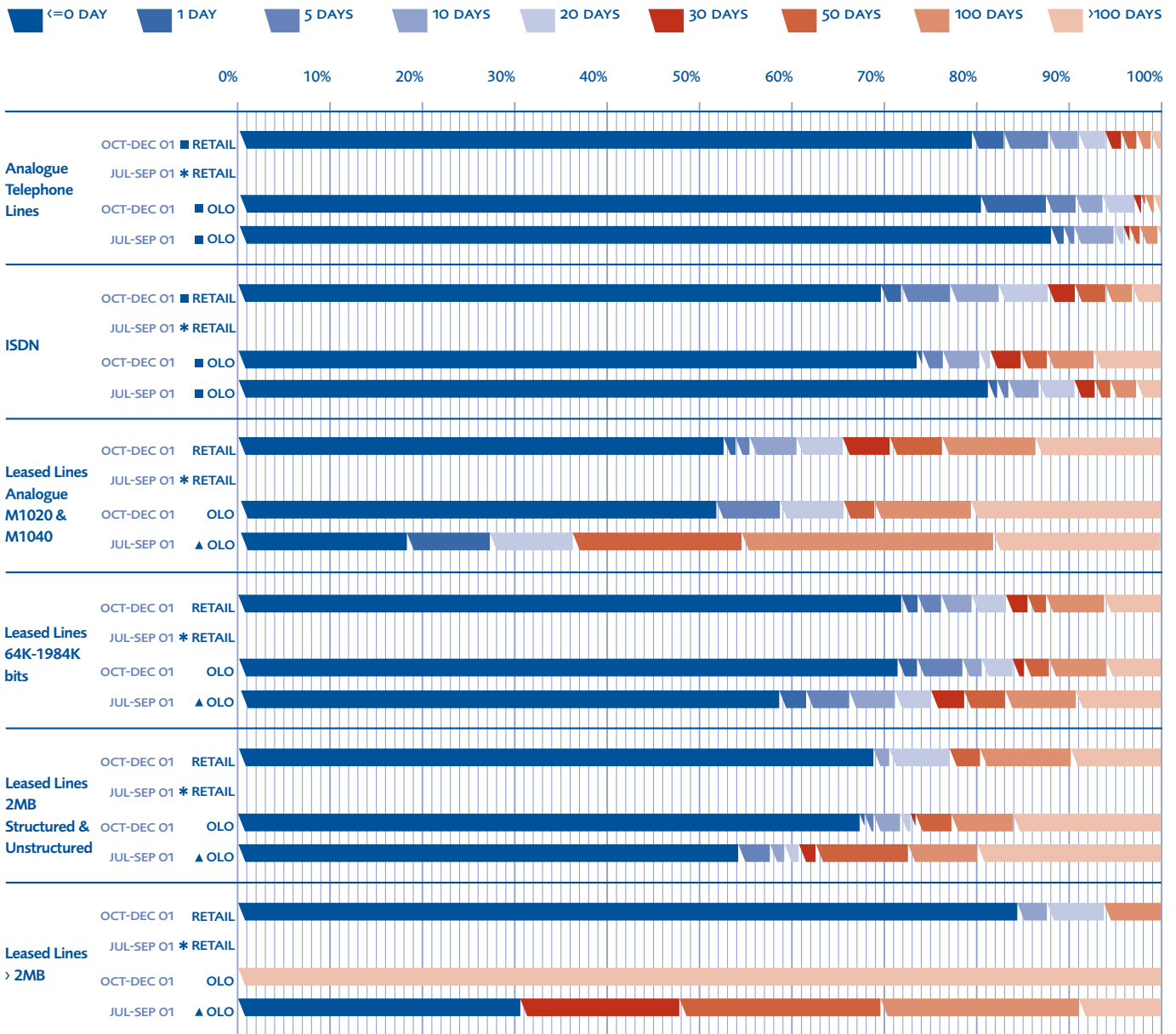
For the period from July to Sept. 01:

- ▲ *eircom* have excluded leased line orders that were not initial provide orders and orders which incurred a customer delay where excluded
- \* Retail data for orders completed was not published

# 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 DELIVERY DATE



### 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

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED TARGET TIME

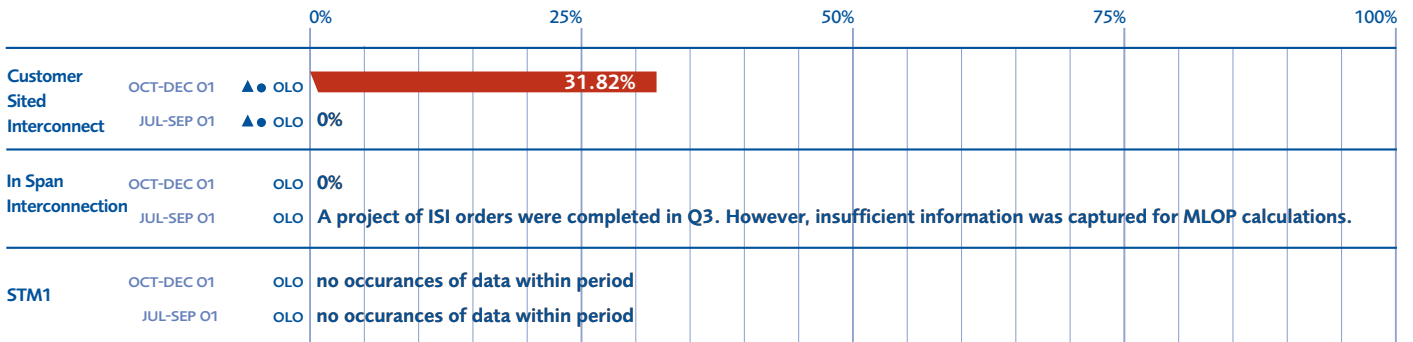
		≤0 DAY	1 DAY	5 DAYS	10 DAYS	20 DAYS	30 DAYS	50 DAYS	100 DAYS	>100 DAYS
Analogue Telephone Lines	OCT-DEC 01 ■ RETAIL	79.45%	3.46%	4.83%	3.21%	2.93%	1.63%	1.76%	1.64%	1.08%
	JUL-SEP 01 * RETAIL									
	OCT-DEC 01 ■ OLO	80.43%	6.96%	3.48%	2.61%	3.48%	0.87%	0.43%	0.87%	0.87%
	JUL-SEP 01 ■ OLO	88.01%	1.37%	1.03%	4.45%	1.03%	0.68%	1.03%	2.05%	0.34%
ISDN	OCT-DEC 01 ■ RETAIL	69.68%	2.15%	5.22%	5.25%	5.27%	3.06%	3.30%	2.77%	3.30%
	JUL-SEP 01 * RETAIL									
	OCT-DEC 01 ■ OLO	73.45%	0.56%	2.26%	3.95%	1.13%	3.39%	2.82%	5.08%	7.34%
	JUL-SEP 01 ■ OLO	81.11%	1.11%	1.11%	3.33%	3.89%	2.22%	1.67%	2.78%	2.78%
Leased Lines Analogue M1020 & M1040	OCT-DEC 01 RETAIL	52.52%	1.44%	1.44%	5.04%	5.04%	5.04%	5.76%	10.07%	13.67%
	JUL-SEP 01 * RETAIL									
	OCT-DEC 01 OLO	51.72%	0.00%	6.90%	0.00%	6.90%	0.00%	3.45%	10.34%	20.69%
	JUL-SEP 01 ▲ OLO	18.18%	9.09%	0.00%	0.00%	9.09%	0.00%	18.18%	27.27%	18.18%
Leased Lines 64K-1984K bits	OCT-DEC 01 RETAIL	71.86%	1.65%	2.66%	3.17%	3.80%	2.28%	2.03%	6.34%	6.21%
	JUL-SEP 01 * RETAIL									
	OCT-DEC 01 OLO	71.43%	2.07%	4.89%	2.07%	3.38%	1.32%	2.63%	6.20%	6.02%
	JUL-SEP 01 ▲ OLO	58.57%	2.86%	4.76%	5.00%	3.81%	3.57%	4.52%	8.57%	8.33%
Leased Lines 2MB Structured & Unstructured	OCT-DEC 01 RETAIL	68.85%	0.00%	0.00%	1.64%	6.56%	0.00%	3.28%	9.84%	9.84%
	JUL-SEP 01 * RETAIL									
	OCT-DEC 01 OLO	67.22%	0.56%	1.11%	2.78%	1.11%	0.56%	3.89%	6.67%	16.11%
	JUL-SEP 01 ▲ OLO	54.17%	0.00%	3.33%	1.67%	1.67%	1.67%	10.00%	7.50%	20.00%
Leased Lines > 2MB	OCT-DEC 01 RETAIL	84.38%	0.00%	0.00%	3.13%	6.25%	0.00%	0.00%	6.25%	0.00%
	JUL-SEP 01 * RETAIL									
	OCT-DEC 01 OLO	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
	JUL-SEP 01 ▲ OLO	30.43%	0.00%	0.00%	0.00%	0.00%	17.39%	21.74%	21.74%	8.70%

- For Analogue Telephone Lines and ISDN Lines, *eircom* have included customer delays in the time taken to provide a service.
- For the period from July to Sept. 01:
  - ▲ *eircom* have excluded leased line orders that were not initial provide orders in addition orders which incurred a customer delay were excluded
  - \* Retail data for orders completed was not published

## 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 COMPLETED  
ON OR BEFORE THE DATE CONFIRMED/CONTRACTED WITH THE CUSTOMER



### SMP operator target promise time for order completion

Customer Sited Interconnect  
In-Span Interconnection  
STM1 Interconnection Access

Promise time variable  
Promise time variable  
Promise time variable

- ▲ As well as those orders included in this publication a number of other orders were also completed. These are orders where due to the nature of the order
  - it was not possible to use standard lead times or
  - no promise time could be given to the customer.
- Interconnect orders may include orders that are customer delayed however insufficient information has been captured to enable customer delays to be identified.

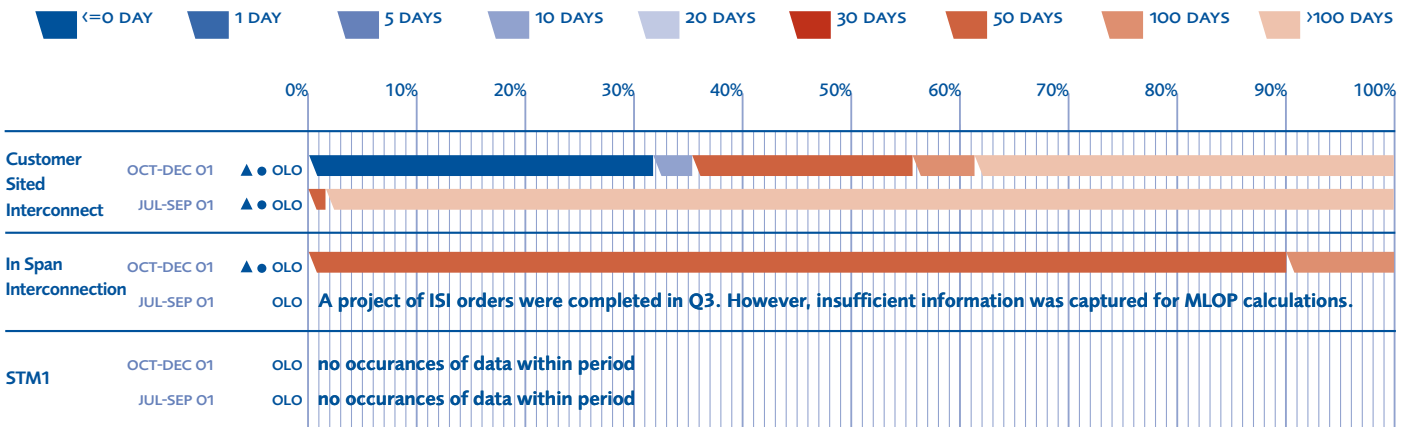


# Variance from promised order completion date

## Interconnect Circuits

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

GRAPH INDICATING PERCENTAGE VARIANCE FROM PROMISED DELIVERY DATE



### SMP operator target promise time for order completion

Customer Sited Interconnect	Promise time variable
In-Span Interconnection	Promise time variable
STM1 Interconnection Access	Promise time variable

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED DELIVERY DATE

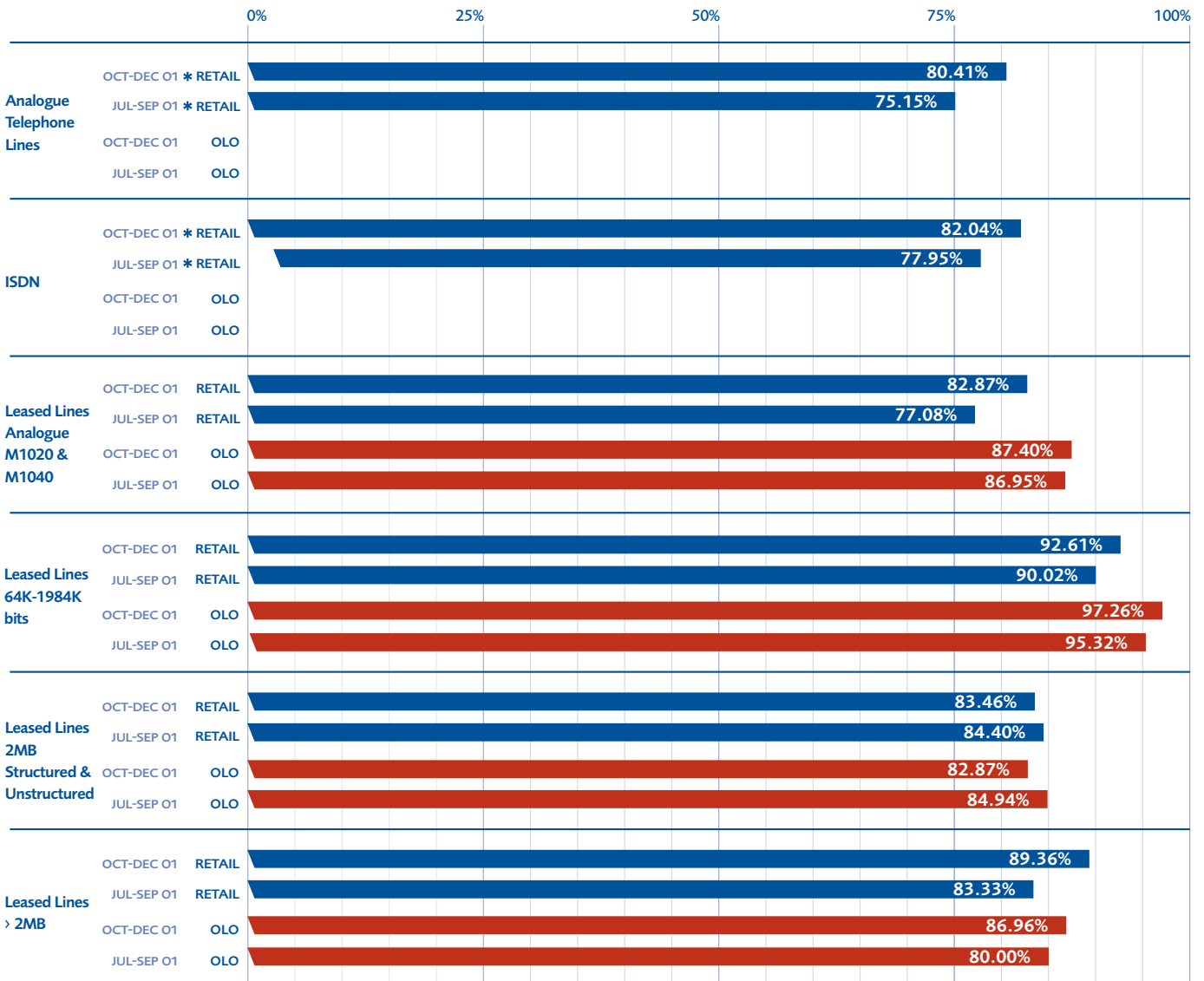
Category	Period	Legend	<=0 DAY	1 DAY	5 DAYS	10 DAYS	20 DAYS	30 DAYS	50 DAYS	100 DAYS	>100 DAYS	
Customer Sited Interconnect	OCT-DEC 01	▲ ● OLO	31.82%	0.00%	0.00%	3.41%	0.00%	0.00%	20.45%	5.68%	38.64%	
	JUL-SEP 01	▲ ● OLO	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.49%	0.00%	98.51%	
In-Span Interconnection	OCT-DEC 01	▲ ● OLO	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	90.00%	10.00%	0.00%	
	JUL-SEP 01	* OLO	A project of ISI orders were completed in Q3. However, insufficient information was captured for MLOP calculations.									
STM1	OCT-DEC 01	* OLO	no occurrences of data within period									
	JUL-SEP 01	* OLO	no occurrences of data within period									

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## 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

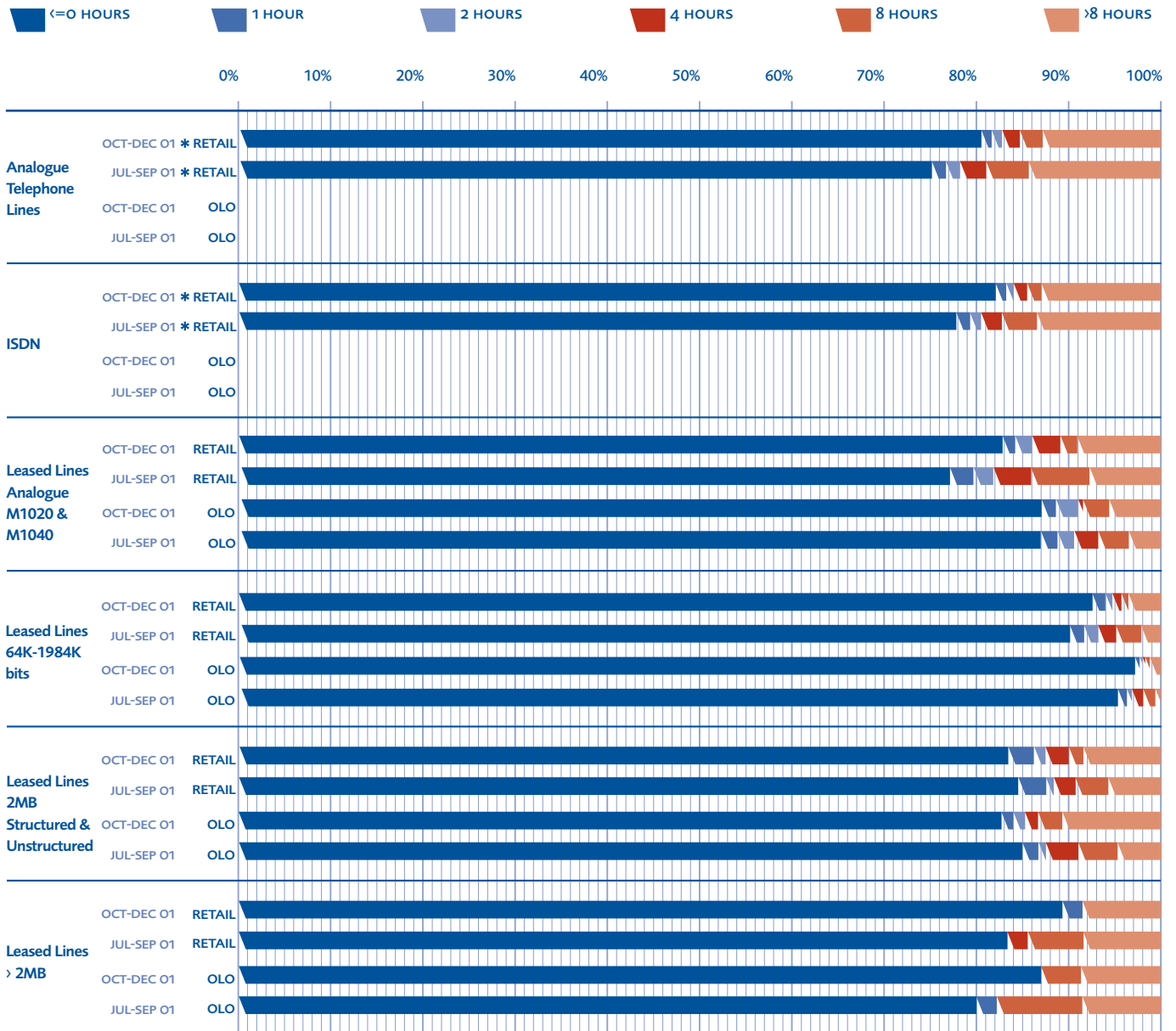


\* For Analogue Telephone Lines and ISDN Lines, *eircom* have included faults attributable to OLOs within the Retail data.

## 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.

GRAPH INDICATING PERCENTAGE VARIANCE FORM 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

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED TARGET TIME

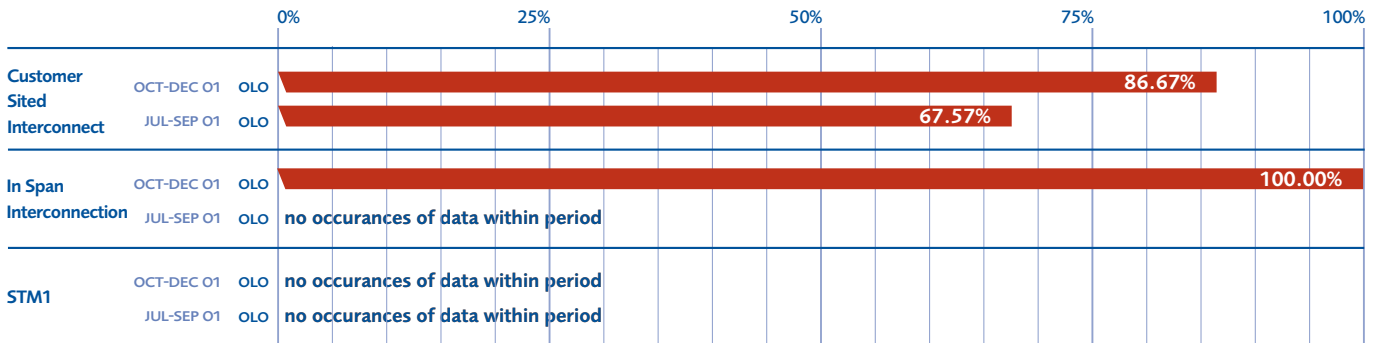
			<=0 HOURS	1 HOUR	2 HOURS	4 HOURS	8 HOURS	>8 HOURS
Analogue Telephone Lines	OCT-DEC 01 * RETAIL		80.41%	1.28%	1.20%	1.95%	2.27%	12.88%
	JUL-SEP 01 * RETAIL		75.15%	1.59%	1.54%	2.76%	4.68%	14.29%
	OCT-DEC 01	OLO						
	JUL-SEP 01	OLO						
ISDN	OCT-DEC 01 * RETAIL		82.04%	1.10%	0.85%	1.42%	1.62%	12.96%
	JUL-SEP 01 * RETAIL		77.95%	1.27%	1.23%	2.37%	3.79%	13.40%
	OCT-DEC 01	OLO						
	JUL-SEP 01	OLO						
Leased Lines Analogue M1020 & M1040	OCT-DEC 01 RETAIL		82.87%	1.33%	1.83%	3.09%	1.83%	9.06%
	JUL-SEP 01 RETAIL		77.08%	2.63%	2.18%	4.06%	6.31%	7.74%
	OCT-DEC 01	OLO	87.40%	1.29%	2.31%	0.51%	2.83%	5.66%
	JUL-SEP 01	OLO	86.95%	1.86%	1.86%	2.56%	3.26%	3.50%
Leased Lines 64K-1984K bits	OCT-DEC 01 RETAIL		92.61%	1.35%	0.63%	1.00%	0.79%	3.62%
	JUL-SEP 01 RETAIL		90.02%	1.50%	1.50%	1.96%	2.73%	2.27%
	OCT-DEC 01	OLO	97.26%	0.43%	0.26%	0.26%	0.48%	1.30%
	JUL-SEP 01	OLO	95.32%	0.96%	0.60%	1.21%	1.31%	0.60%
Leased Lines 2MB Structured & Unstructured	OCT-DEC 01 RETAIL		83.46%	2.76%	1.18%	2.76%	1.57%	8.27%
	JUL-SEP 01 RETAIL		84.40%	3.19%	0.71%	2.48%	3.55%	5.67%
	OCT-DEC 01	OLO	82.87%	1.10%	1.29%	1.47%	2.58%	10.68%
	JUL-SEP 01	OLO	84.94%	1.86%	0.74%	3.53%	4.28%	4.65%
Leased Lines > 2MB	OCT-DEC 01 RETAIL		89.36%	2.13%	0.00%	0.00%	0.00%	8.51%
	JUL-SEP 01 RETAIL		83.33%	0.00%	0.00%	2.08%	6.25%	8.33%
	OCT-DEC 01	OLO	86.96%	0.00%	0.00%	0.00%	4.35%	8.70%
	JUL-SEP 01	OLO	80.00%	2.86%	0.00%	0.00%	8.57%	8.57%

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

## 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



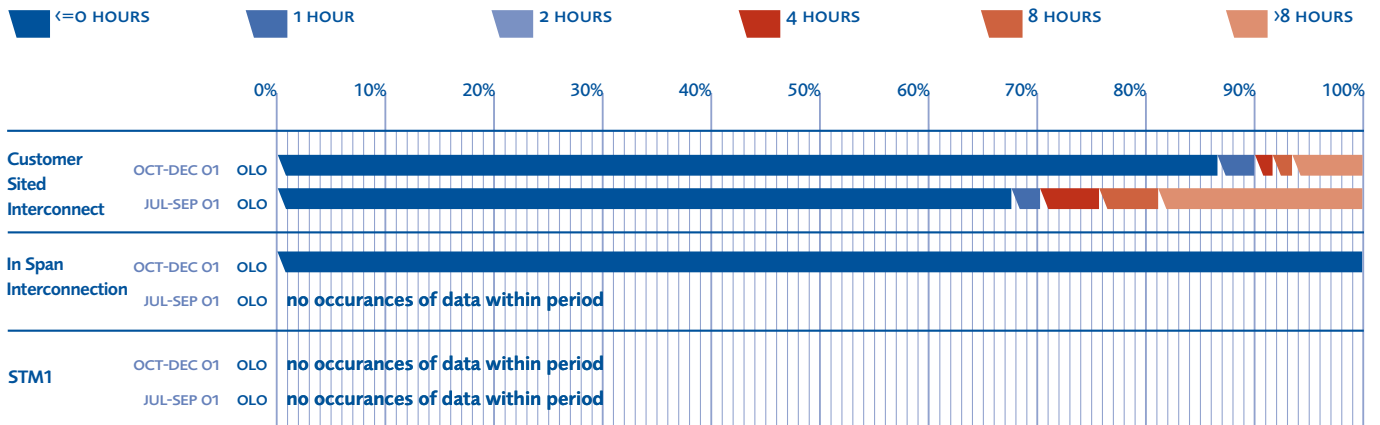
### SMP operator target promise time for fault clearance

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

## 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.

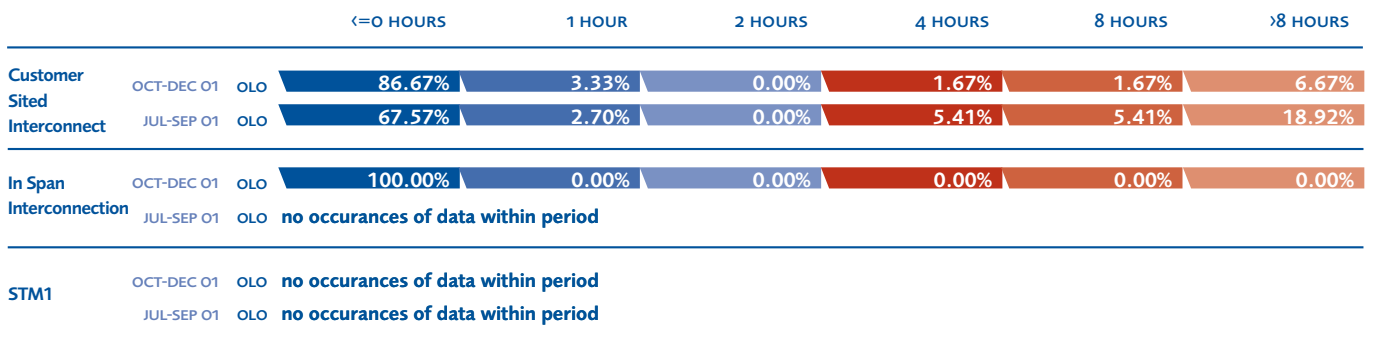
GRAPH INDICATING PERCENTAGE VARIANCE FROM PROMISED TARGET TIME



### SMP operator target promise time for fault clearance

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

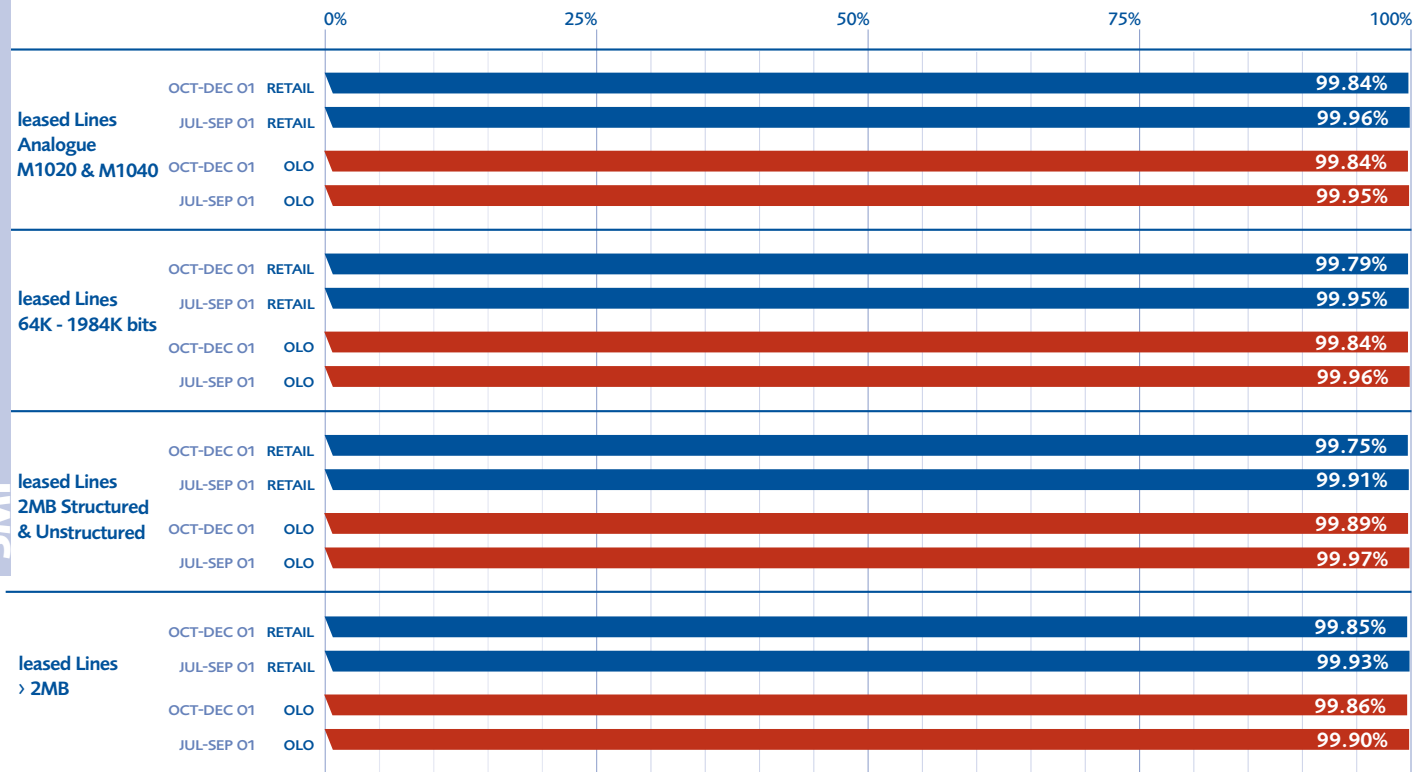
GRAPH INDICATING PERCENTAGE VARIANCE FROM PROMISED TARGET TIME



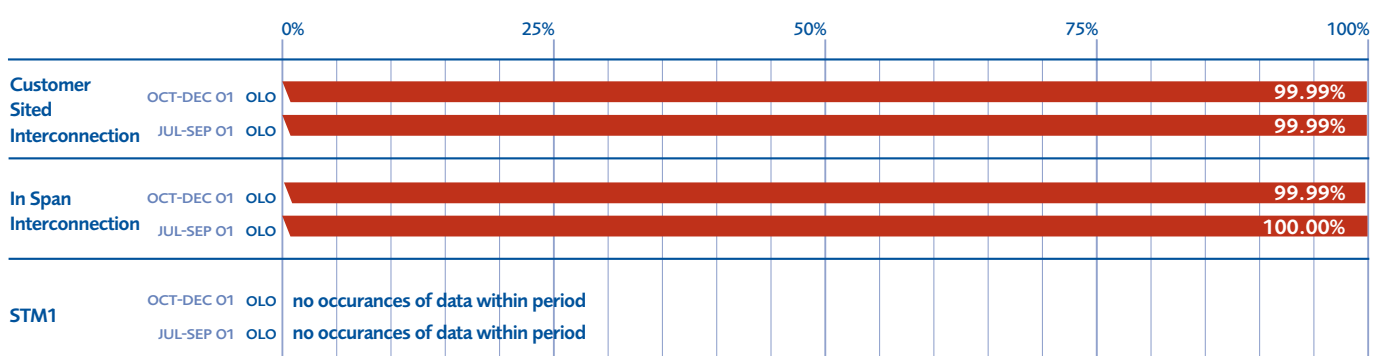
# Availability of Leased Lines and Interconnect Circuit

SMP

AVERAGE AVAILABILITY OF LEASED LINES CIRCUITS DURING THE REPORTING PERIOD



AVERAGE AVAILABILITY OF INTERCONNECT CIRCUITS DURING THE REPORTING PERIOD

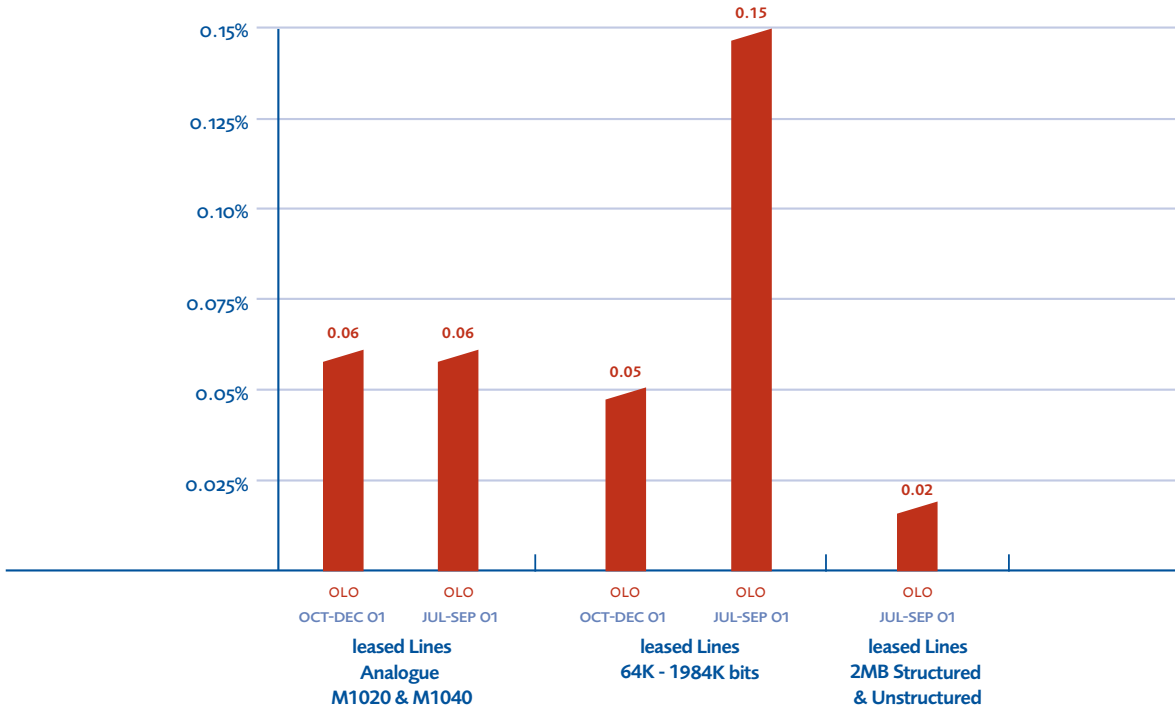




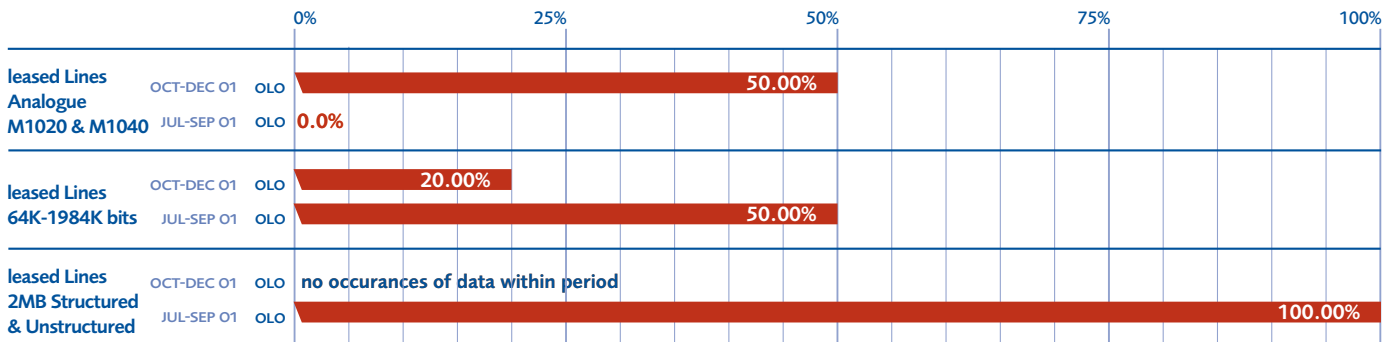
# Complaints reported and processed

## Carrier Services & Interconnect Circuit

NUMBER OF REGISTERED COMPLAINTS PER 100 CIRCUITS IN THE REPORTING PERIOD



GRAPH INDICATING PERCENTAGE OF REGISTERED COMPLAINTS THE 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).

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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 revenue of over EUR9.3 billion in the year to 31 March 2002 and customers in 70 countries. It provides a range of network, Internet and systems integration services to the Irish market. Network services include Frame Relay, ATM, IP-VPN and IP-LAN. Internet services include Internet Access and Web Hosting. Cable & Wireless holds a unique position in terms of global coverage and services to business customers based on its advanced IP networks and value-added service offering in the US, Europe and the Asia-Pacific region. Its services are underpinned by its financial strength.

For further information please visit <http://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***

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. Following the successful launch of Go Digital our dtv product, we will launch interactive services during the latter part of 2002.

We believe low price broadband access to the internet is possible. This has already been achieved in West Dublin with our cable modem service, where we have reached almost 20% penetration. We are currently testing other technologies to provide similar access across our network.

As technologies converge NTL is leading the way into an era of integrated communications. For business customers we provide an unrivalled range of competitive voice, data, television and internet solutions. Using our own network we are the only company in Ireland to operate across all key communication technologies - fibre optic, broadband coax & copper, broadcast, satellite and radio.

**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 for the two measurement periods from July to September and October to December 2001. Each operator has collected service performance against the defined MLOP Industry Forum measures (see ODTR website <http://www.odtr.ie><sup>7</sup>). Operators who exceed the following MLOP agreed thresholds collect information for management of order and fault categories.

<sup>7</sup> MLOP Definitions Document is available on the ODTR website [www.odtr.ie](http://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.

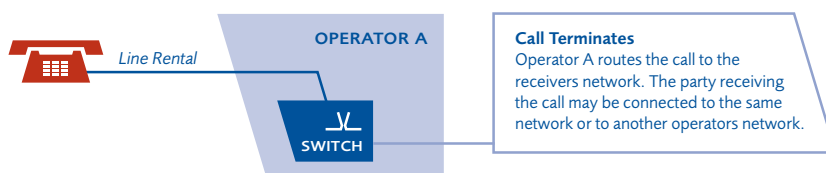


Fig 1.1 Direct Access

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.

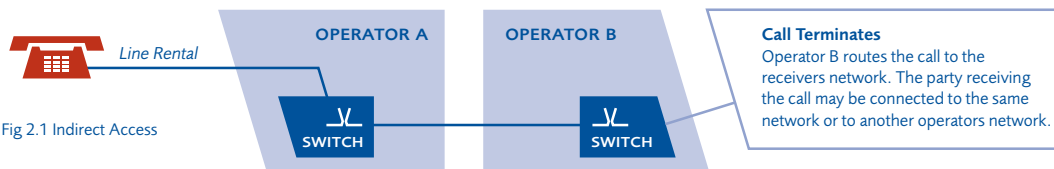


Fig 2.1 Indirect Access

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.

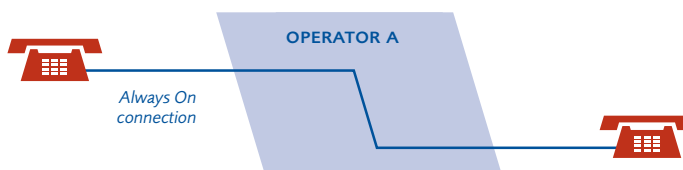


Fig 3.1 Leased Lines

<sup>8</sup> eircom has been designated as having universal service obligation.

4. **Payphone services:** these are the public payphone services that are operated by eircom<sup>8</sup>.

<sup>9</sup> 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 SMP<sup>9</sup> 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: <ul style="list-style-type: none"> <li>• a complainant agrees that all issues have been satisfactorily dealt with and has been completed and closed</li> <li>• the complaint is withdrawn</li> <li>• 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</li> <li>• or the complaint is gone to dispute resolution or litigation.</li> </ul>
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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