Office of the Director of
**Telecommunications
Regulation**

Measuring Licensed Operator Performance Programme
Business and Residential Market Results

ISSUE 3 JANUARY – JUNE 2002

Contents

Foreword

I am pleased to present the latest operator quality of service results from the Measuring Licensed Operator Performance programme for the period January to June 2002.

This publication is designed to allow business and residential consumers to compare service quality amongst operators. Over the recent months both the operators and the ODTR have sought to make the publication more user friendly and further work will continue in this area. In this regard, I would gladly welcome feedback from consumers on the format and content of this report.

I am encouraged that Ireland remains one of the leading countries in Europe to provide quality of service performance data for consumers of fixed line telephony. The ODTR remains committed to raising consumer awareness regarding choices available in the Irish telecommunications market and in the near future the ODTR will publish a guide on consumer choice in the Irish telecommunications market.

I congratulate those fixed operators who have demonstrated an ongoing commitment to providing consumers with quality of service performance data.

 Cable and Wireless

 Chorus

 eircom

 Esat BT

 nevada tele.com

 ntl

 Ventelo

 WorldCom

I look forward to working with the industry and consumers as we seek to further develop this programme to provide accessible and useful quality of service information in line with consumers needs.

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 leading fixed line telecommunications operators in the Irish market.

This consumer publication aims to inform business and residential consumers of an operator's quality of service performance results for the periods from January to March 2002 and April to June 2002. In evaluating these results consumers should take other factors into account such as the operator promise time, size, target market, supplier relationship and coverage area.

A separate report, for the same period is available on the ODTR website (www.odtr.ie) and provides quality of service performance results for the supply of regulated services from eircom to other licensed operators and for public payphones.

Operators taking part in this report

Eight[1] fixed line operators have submitted their performance data for this report. The mobile operators are not included at this stage. From the 39 licensees operational in Ireland some operators are excluded for one or more of the following reasons:

• The services provided 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 the programme but they may enter on a voluntary basis.

What performance measures are reported?[2]

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.

Definition of an Order

An **order** is defined as a contractual commitment made to the 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.

Definition of a 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 customer as confirmed by the operator.

Definition of a 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 of 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 or 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 has gone to dispute resolution or litigation.

[1] *The focus of Cable & Wireless business activity is on new technology products and services that are not currently published under MLOP. Cable & Wireless do collect and report data and fully participate in the development of the MLOP programme*

[2] **The** MLOP definitions document is available on the ODTR website www.odtr.ie

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Summary of Operator results

The summary tables that follow provide a snapshot of operators' quality of service performance results for the period from January to June 2002. More detailed data on operator performance for the period is contained in the main business and residential sections of this report and this data will provide consumers with a more complete picture of operator performance.

How accurate or comparable is this information?

All published measures have been subject to an independent audit and comparability review process in order to ensure accuracy and comparability of results before their publication. When comparing operators results presented in this report the consumer should also 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 considerable 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 degree of dependence on other operators, in particular those operators with Significant Market Power, who act as their supplier of wholesale telecommunications services.

Description of Service Categories

Operators collect information depending on the type of service the operator provides. The following service categories apply to the business and residential 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 Operator B for 'call conveyance'.

Leased Lines (Business Only): this is a single dedicated connection between two (or more) customer sites

A more detailed explanation of service categories are available in Appendix C of this publication

Note: Indirect access operators report both Gross[3] and Net[4] results as the nature of their service means the operator may depend on another licensed operator when managing orders, faults and complaints. The summary tables that follow contain gross results while net results are available in the main section of the report.

[3] The gross figure includes all orders completed, faults cleared and complaints processed by the operator for the measurement period.

[4] The Net figure includes only those orders faults and complaints where the reporting operator did not depend on another licensed operator to complete the order, clear the fault or process the complaint.

Summary Results for Business Market

Business Direct Access

Operator	Period	Orders completed within promised target time		Faults cleared within promised target time		Complaints processed in 28 days
		% COMPLETED	OPERATOR PROMISE	% CLEARED	OPERATOR PROMISE	
eircom	APR-JUN 02	64.35%	CUSTOMER REQUIRED DATE	85.60%	17 WORKING HOURS	NON COMPLIANT
	JAN-MAR 02	65.15%		82.05%		NON COMPLIANT
Esat BT	APR-JUN 02	93.75%	PROMISE TIME VARIES	80.66%	EMERGENCY 5 HRS NON EMERGENCY 48 HRS	80%
	JAN-MAR 02	94.74%		84.75%		100%
Chorus	APR-JUN 02					NO COMPLAINTS REGISTERED
	JAN-MAR 02					NO COMPLAINTS REGISTERED
Nevada	APR-JUN 02					NO COMPLAINTS REGISTERED
	JAN-MAR 02					NO COMPLAINTS REGISTERED
ntl	APR-JUN 02					100%
	JAN-MAR 02					NON COMPLIANT
WorldCom	APR-JUN 02					100%
	JAN-MAR 02					100%

Business Indirect Access

Operator	Period	Orders completed within promised target time		Faults cleared within promised target time		Complaints processed in 28 days
		% COMPLETED	OPERATOR PROMISE	% CLEARED	OPERATOR PROMISE	
Esat BT	APR-JUN 02	75.94%	10 DAYS	78.31%	EMERGENCY 5HRS NON-EMERGENCY 48HRS	100%
	JAN-MAR 02	67.98%		78.86%		100%
Nevada	APR-JUN 02	94.67%	10 DAYS	NON COMPLIANT	NON COMPLIANT	NO COMPLAINTS REGISTERED
	JAN-MAR 02					NO COMPLAINTS REGISTERED
Ventelo	APR-JUN 02	60.56%	10 DAYS	NON COMPLIANT	NON COMPLIANT	57.14%
	JAN-MAR 02	84.00%		NON COMPLIANT		76.60%
WorldCom	APR-JUN 02	99.88%	28 DAYS	91.55%	OUTAGES 24HRS 48HRS FOR DEGRADED SERVICE	90.91%
	JAN-MAR 02	99.20%		95.00%		98.04%
Chorus	APR-JUN 02					NO COMPLAINTS REGISTERED
	JAN-MAR 02					NO COMPLAINTS REGISTERED
ntl	APR-JUN 02					83.33%
	JAN-MAR 02					NON-COMPLIANT

Business Leased lines

Operator	Period	Orders completed within promised target time		Faults cleared within promised target time	
		% COMPLETED	OPERATOR PROMISE	% CLEARED	OPERATOR PROMISE
eircom	APR-JUN 02	NON COMPLIANT	22 DAYS FOR CIRCUITS <2M 26 DAYS FOR 2M CIRCUITS AND >2M ARE PROJECTS	92.11%	8HOURS
	JAN-MAR 02	88.83%		92.38%	
Esat BT	APR-JUN 02	85.71%	PROMISE TIME VARIABLE	78.01%	EMERGENCY 5HRS NON-EMERGENCY 48HRS
	JAN-MAR 02	90.99%		75.89%	

Summary Results for Residential Market

Residential Direct Access						
Operator	**Period**	**Orders completed within promised target time**		**Faults cleared within promised target time**		**Complaints processed in 28 days**
		% COMPLETED	OPERATOR PROMISE	% CLEARED	OPERATOR PROMISE	
Chorus	APR-JUN 02	NON-COMPLIANT	NON-COMPLIANT	NON-COMPLIANT	NON-COMPLIANT	50.00%
	JAN-MAR 02	NON-COMPLIANT		NON-COMPLIANT		35.94%
eircom	APR-JUN 02	72.78%	CUSTOMER REQUIRED DATE	81.68%	17 WORKING HRS	NON-COMPLIANT
	JAN-MAR 02	74.64%		76.61%		NON-COMPLIANT
ntl	APR-JUN 02	90.63%	END OF NEXT WORKING DAY	28.87%	END OF NEXT WORKING DAY	NON-COMPLIANT
	JAN-MAR 02	96.71%		NON-COMPLIANT	NON-COMPLIANT	NON-COMPLIANT

Residential Indirect Access						
Operator	**Period**	**Orders completed within promised target time**		**Faults cleared within promised target time**		**Complaints processed in 28 days**
		% COMPLETED	OPERATOR PROMISE	% CLEARED	OPERATOR PROMISE	
Chorus	APR-JUN 02	NON-COMPLIANT	NON-COMPLIANT	NON-COMPLIANT	NON-COMPLIANT	40.00%
	JAN-MAR 02	NON-COMPLIANT		NON-COMPLIANT		36.84%
Esat BT	APR-JUN 02	90.29%	12 DAYS	55.87%	48 HRS	92.86%
	JAN-MAR 02	100.00%		43.60%		84.85%
ntl	APR-JUN 02	94.97%	10 DAYS (EXCLUDING ORDERS WITH DIGITAL TV)	NON-COMPLIANT	NON-COMPLIANT	NON-COMPLIANT
	JAN-MAR 02	83.58%		NON-COMPLIANT	NON-COMPLIANT	NON-COMPLIANT

The blue shading in the summary table indicates that the operator is not required to report under the measure. Certain operators collect more data for performance measures than other operators as their business exceeds pre-defined thresholds. All licensees are obliged to provide data on the complaints parameter and those exceeding thresholds provide data on the orders and faults parameters

Non-Compliant: In certain instances the operator is categorised as non-compliant.
There may be a number of different reasons for non-compliance

1. No data was submitted by the operator

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 operators results in a way that is not representative of its overall performance.

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

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

		0%	25%	50%	75%	100%
eircom	APR-JUN O2			64.35%		
	JAN-MAR O2			65.15%		
Esat BT	APR-JUN O2				93.75%	
	JAN-MAR O2				94.74%	
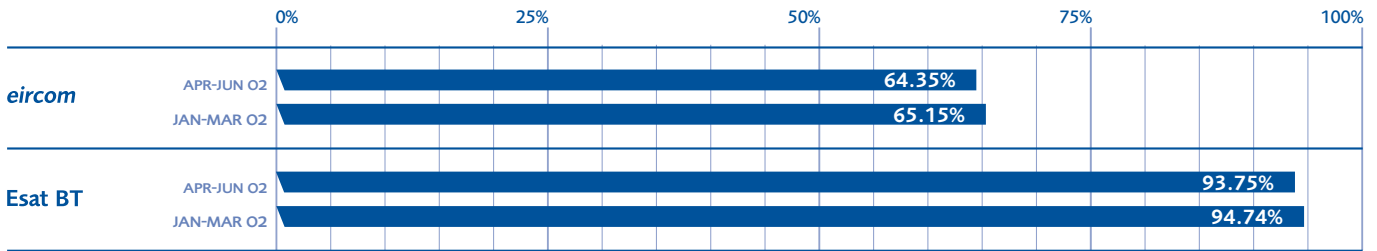
Operator target promise time for order completion

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

Variance from promised order completion date
Direct Access

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE FOR DIRECT ACCESS ORDERS

		<=0 DAY	1 DAY	2 DAYS	5 DAYS	10 DAYS	20 DAYS	>20 DAYS
eircom	APR-JUN O2	64.35%	7.00%	2.32%	5.17%	4.99%	4.46%	11.71%
	JAN-MAR O2	65.15%	3.51%	2.31%	3.77%	7.28%	3.70%	14.30%
Esat BT	APR-JUN O2	93.75%	0.89%	1.79%	2.68%	0.89%	-	-
	JAN-MAR O2	94.74%	0.00%	0.00%	2.11%	2.11%	1.05%	-

Orders completed
Indirect Access

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

		0%	25%	50%	75%	100%

Esat BT
- APR-JUN O2: Gross 75.94%, Net 75.94%
- JAN-MAR O2: Gross 67.98%, Net 68.99%

Nevada
- APR-JUN O2: Gross 94.67%, Net 100.00%
- JAN-MAR O2: NOT REQUIRED TO SUBMIT DATA

Ventelo
- APR-JUN O2: Gross 60.56%, Net 81.13%
- JAN-MAR O2: Gross 84.00%, Net 84.00%

WorldCom
- APR-JUN O2: Gross 99.88%, Net 99.88%
- JAN-MAR O2: Gross 99.20%, Net 99.20%

■ **Gross** — Represents all orders completed by the operator

■ **Net** — Represents those orders completed where the operator did not depend on another licensed operator to complete the customer's order

Operator target promise time for order completion			
Esat BT	10 days	**Ventelo**	10 days
Nevada Tele.com	10 days	**WorldCom**	28 days

Variance from promised order completion date
Indirect Access

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE FOR INDIRECT ACCESS
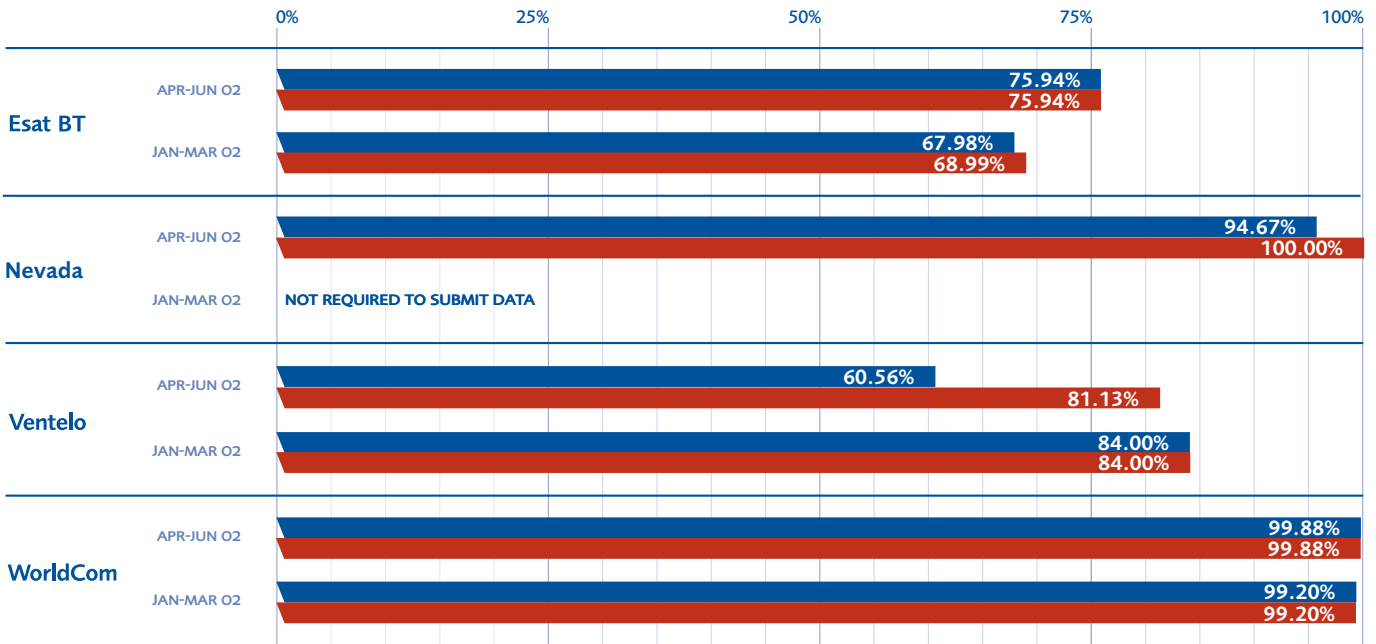
			<=0 DAY	1 DAY	2 DAYS	5 DAYS	10 DAYS	20 DAYS	>20 DAYS
Esat BT	APR-JUN O2	GROSS	75.94%	4.96%	6.70%	6.15%	3.58%	1.65%	1.01%
		NET	75.94%	4.96%	6.70%	6.15%	3.58%	1.65%	1.01%
	JAN-MAR O2	GROSS	67.98%	5.70%	6.97%	9.53%	4.91%	4.03%	0.88%
		NET	68.99%	5.78%	7.08%	9.47%	4.29%	3.89%	0.50%
Nevada	APR-JUN O2	GROSS	94.67%	0.44%	2.22%	0.89%	0.44%	0.00%	1.33%
		NET	100.00%	-	-	-	-	-	-
	JAN-MAR O2	GROSS	NOT REQUIRED TO SUBMIT DATA						
		NET							
Ventelo	APR-JUN O2	GROSS	60.56%	0.00%	0.00%	2.82%	5.63%	18.31%	12.68%
		NET	81.13%	0.00%	0.00%	1.89%	7.55%	5.66%	3.77%
	JAN-MAR O2	GROSS	NON-COMPLIANT						
		NET							
WorldCom	APR-JUN O2	GROSS	99.88%	0.00%	0.00%	0.00%	0.12%	-	-
		NET	99.88%	0.00%	0.00%	0.00%	0.12%	-	-
	JAN-MAR O2	GROSS	99.20%	0.00%	0.16%	0.00%	0.16%	0.00%	0.48%
		NET	99.20%	0.00%	0.16%	0.00%	0.16%	0.00%	0.48%

Orders completed
Leased Line

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

	0% 25% 50% 75% 100%	
eircom	APR-JUN 02	**NON-COMPLIANT**
	● JAN-MAR 02	88.83%
Esat BT	APR-JUN 02	85.71%
	JAN-MAR 02	90.99%

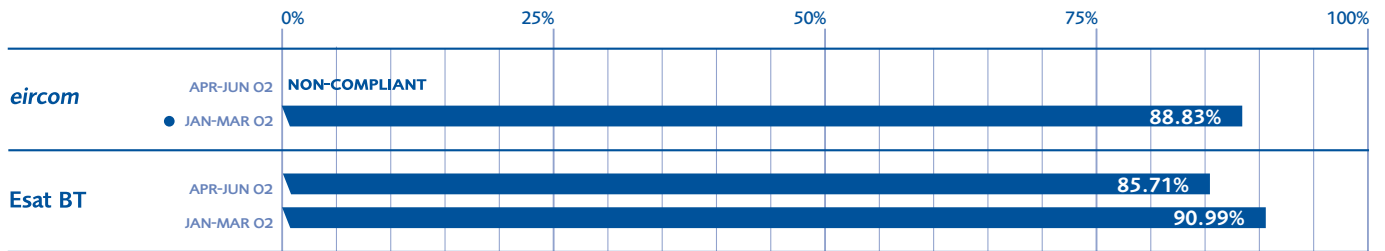|	
Operator target promise time for order completion	
eircom	22 days for leased line circuits ‹2mbit/s, 26 days for 2mbit/s circuits & circuits ›2mbit/s are project managed
Esat BT	Promise time variable

Variance from promised order completion date
Leased Line

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	APR-JUN 02	NON-COMPLIANT								
	● JAN-MAR 02	88.83%	0.66%	2.65%	0.88%	1.22%	0.77%	1.44%	0.77%	2.77%
Esat BT	APR-JUN 02	85.71%	0.00%	0.00%	0.00%	0.62%	0.00%	0.00%	11.18%	2.48%
	JAN-MAR 02	90.99%	0.90%	2.70%	0.00%	2.70%	1.80%	0.90%	-	-
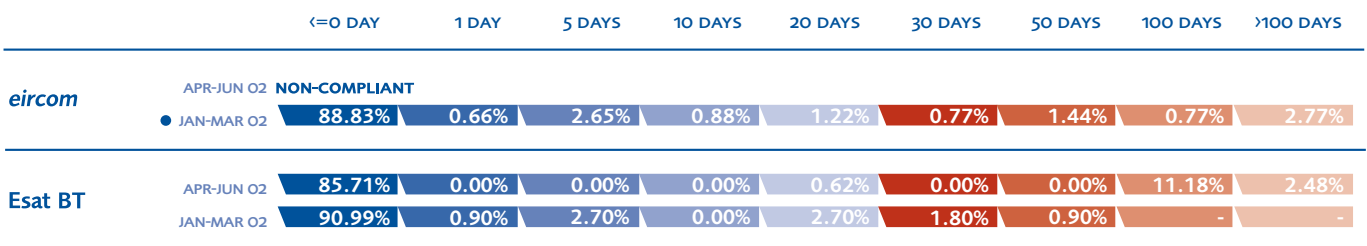
● Supplementary Delivery Process Information Provided by Eircom

Faults reported
Direct Access

NUMBER OF CUSTOMER REPORTED FAULTS EACH OPERATOR HAS REGISTERED PER 100 DIRECT ACCESS LINES

	eircom		Esat BT	
	APR-JUN 02	JAN-MAR 02	APR-JUN 02	JAN-MAR 02
Faults per 100 lines	6.45	6.56	9.56	13.18

Customer reported faults cleared by promised target time
Direct Access
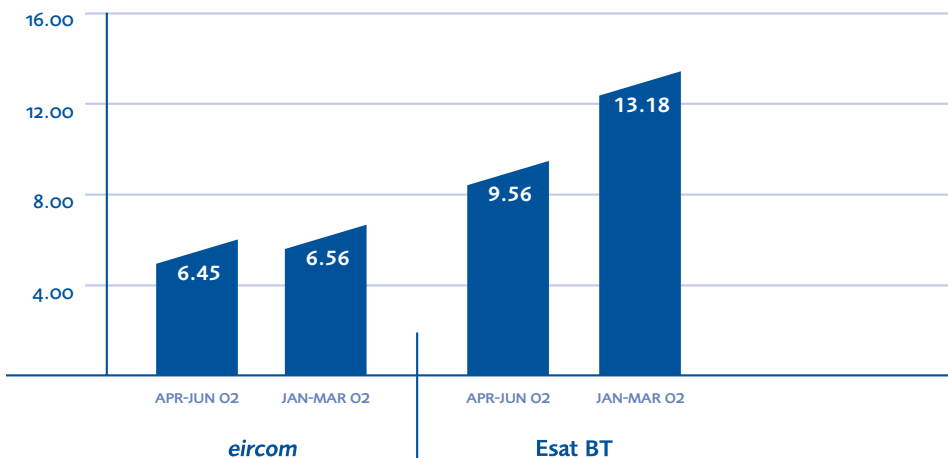
GRAPH INDICATING PERCENTAGE OF DIRECT ACCESS CUSTOMER REPORTED FAULTS CLEARED BY PROMISE TARGET TIME

		Percentage cleared
eircom	APR-JUN 02	85.60%
	JAN-MAR 02	82.05%
Esat BT	APR-JUN 02	80.66%
	JAN-MAR 02	84.75%
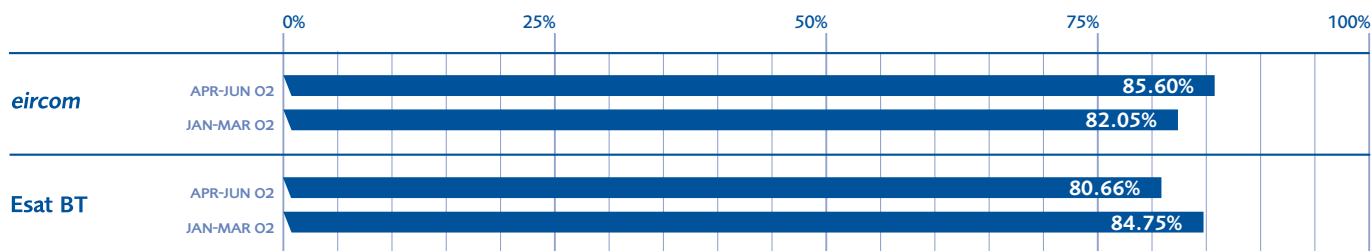
Operator target time

eircom	17 working hours
Esat BT	5 hours emergency and 48 hours non emergency

Variance from promised fault clearance target time
Direct Access

GRAPH INDICATING PERCENTAGE VARIANCE FROM PROMISED CLEARANCE TIME FOR DIRECT ACCESS FAULTS

		<=0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	>24 HOURS
eircom	APR-JUN 02	85.60%	1.14%	2.62%	1.57%	1.97%	7.09%
	JAN-MAR 02	82.05%	1.20%	2.98%	1.82%	1.99%	9.96%
Esat BT	APR-JUN 02	80.66%	3.31%	3.87%	4.42%	2.76%	4.97%
	JAN-MAR 02	84.75%	1.79%	2.69%	1.35%	4.04%	5.38%

Faults reported
Indirect Access

NUMBER OF CUSTOMER REPORTED FAULTS EACH INDIRECT ACCESS OPERATOR HAS REGISTERED PER 100 CALLING LINE IDENTITIES

1.00				
0.75				
0.50				
0.25	0.35 0.22	0.37 0.25	NC *	0.24 0.17 NC	0.13 0.07	0.13 0.07

APR-JUN 02	JAN-MAR 02	APR-JUN 02	JAN-MAR 02	APR-JUN 02	JAN-MAR 02	APR-JUN 02	JAN-MAR 02
Esat BT		**Nevada**		**Ventelo**		**Worldcom**	
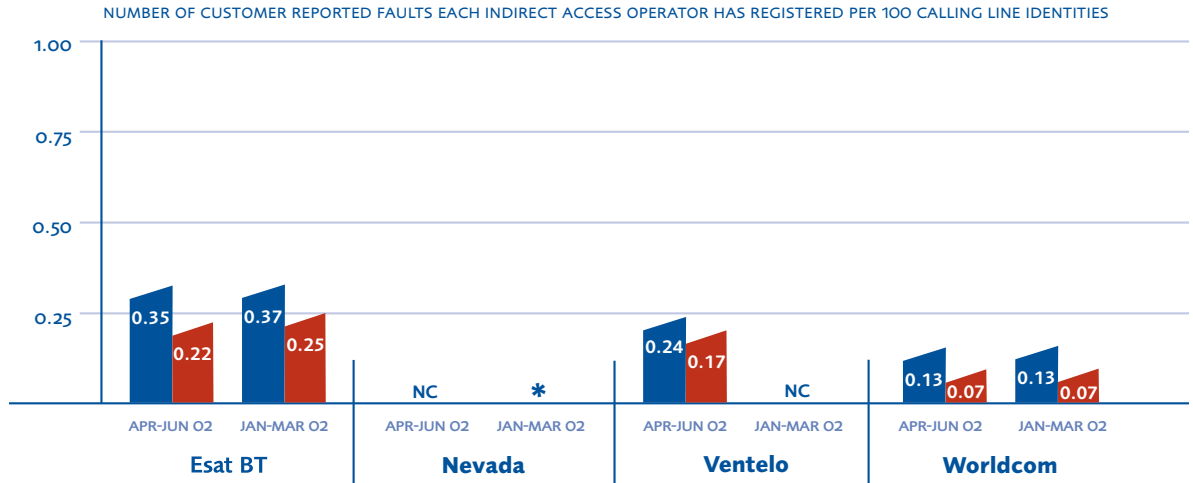
■ **Gross**   Total customer reported faults received

■ **Net**   Total customer reported faults received excluding faults
referred to another operator

NC   Non Compliant

＊   Not required to submit data for the period

Faults cleared by promised target time
Indirect Access

GRAPH INDICATING PERCENTAGE OF INDIRECT ACCESS CUSTOMER REPORTED FAULTS CLEARED BY PROMISED TARGET TIME
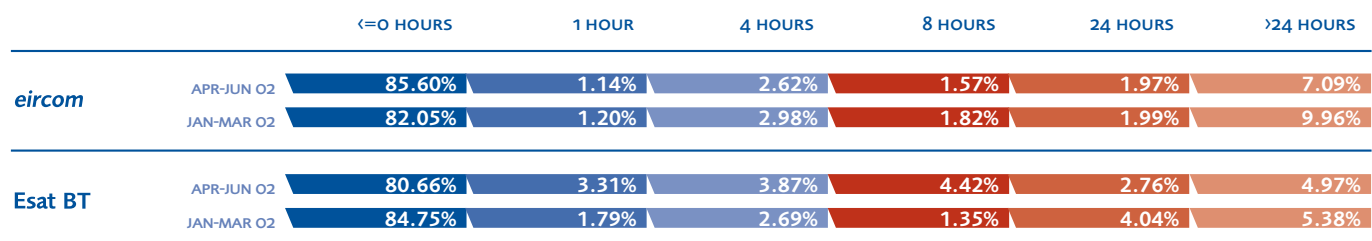

Esat BT	APR-JUN O2	78.31% / 79.94%
	JAN-MAR O2	78.86% / 79.07%
Nevada	APR-JUN O2	NON-COMPLIANT
	JAN-MAR O2	Not required to submit data for this period
Ventelo	APR-JUN O2	NON-COMPLIANT
	JAN-MAR O2	NON-COMPLIANT
WorldCom	APR-JUN O2	91.55% / 91.58%
	JAN-MAR O2	95.00% / 94.47%

■ **Gross** Represents all indirect access faults cleared by the operator

■ **Net** Represents those faults cleared where the operator did not depend on another licensed operator to clear the customer's fault

Operator target promise time for fault clearance
Esat BT   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

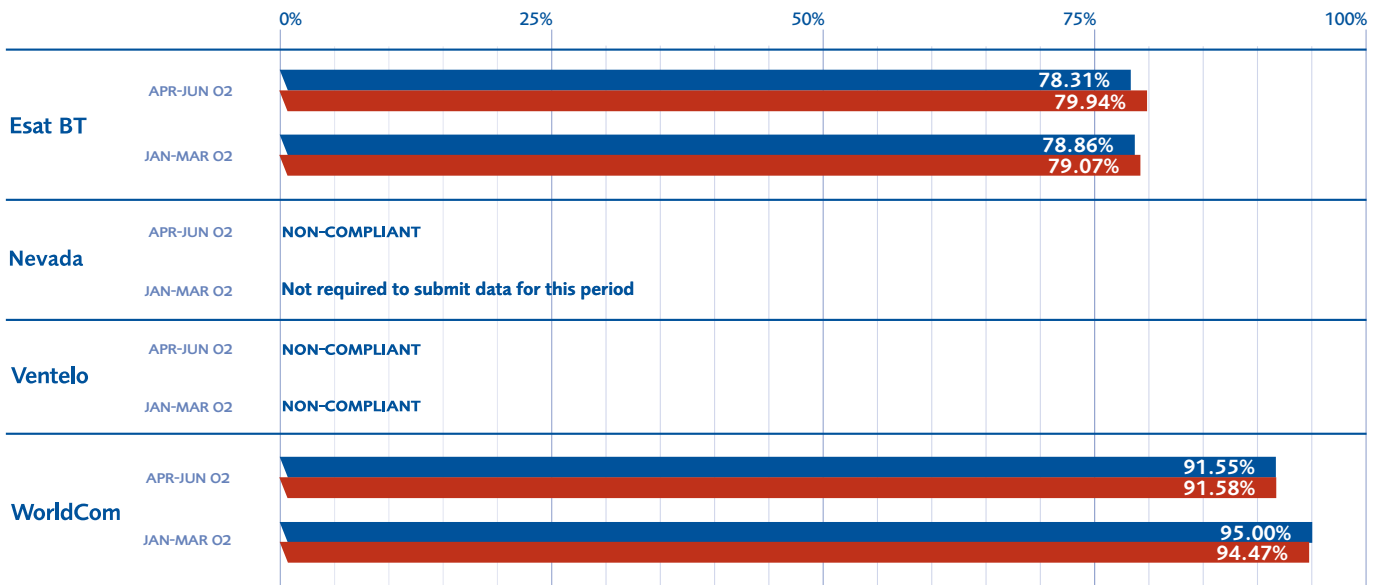TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED FAULT CLEARANCE TIME FOR INDIRECT ACCESS FAULTS

			<=0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	>24 HOURS
Esat BT	APR-JUN O2	GROSS	78.31%	2.61%	3.01%	3.41%	3.61%	9.04%
		NET	79.94%	0.96%	2.55%	2.87%	4.78%	8.92%
	JAN-MAR O2	GROSS	78.86%	2.35%	2.35%	3.33%	5.87%	7.24%
		NET	79.07%	2.03%	1.75%	3.49%	6.10%	7.56%
Nevada	APR-JUN O2	GROSS / NET	NON-COMPLIANT					
	JAN-MAR O2	GROSS / NET	Not required to submit data for this period					
Ventelo	APR-JUN O2	GROSS / NET	NON-COMPLIANT					
	JAN-MAR O2	GROSS / NET	NON-COMPLIANT					
WorldCom	APR-JUN O2	GROSS	91.55%	0.00%	0.28%	0.00%	0.28%	7.89%
		NET	91.58%	0.00%	0.53%	0.00%	0.53%	7.37%
	JAN-MAR O2	GROSS	95.00%	0.29%	0.00%	0.00%	1.76%	2.94%
		NET	94.47%	0.50%	0.00%	0.00%	2.01%	3.02%

Customer reported faults cleared by promised target time
Leased Lines

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

		0%	25%	50%	75%	100%

eircom
- APR-JUN O2 — 92.11%
- JAN-MAR O2 — 92.38%

Esat BT
- APR-JUN O2 — 78.01%
- JAN-MAR O2 — 75.89%

Operator target promise time for fault clearance

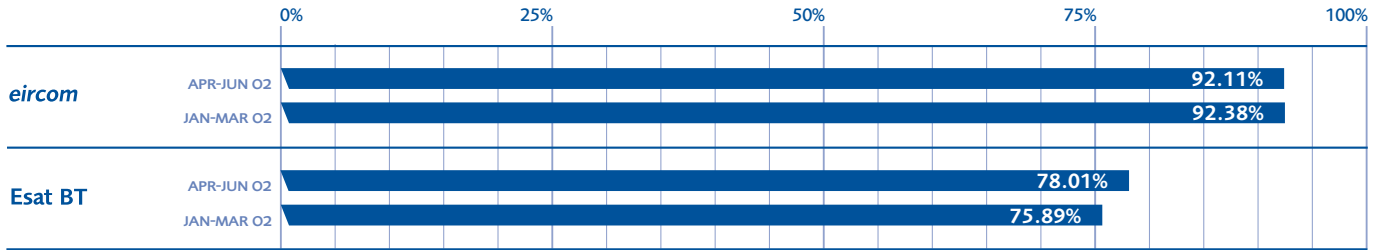|	
eircom	8 hours
Esat BT	5 hours for emergency faults and 48 hours for non-emergency faults

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Variance from promised fault clearance target time
Leased Lines

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED FAULT CLEARANCE TIME FOR LEASED LINE FAULTS

		<=0 HOURS	1 HOUR	2HOURS	4 HOURS	8 HOURS	›8 HOURS
eircom	APR-JUN O2	92.11%	1.06%	0.65%	1.09%	0.85%	4.24%
	JAN-MAR O2	92.38%	1.25%	0.51%	1.10%	0.64%	4.12%
Esat BT	APR-JUN O2	78.01%	4.86%	3.07%	3.32%	5.12%	5.63%
	JAN-MAR O2	75.89%	4.30%	3.58%	2.39%	3.34%	10.50%

Complaints Registered
Direct Access

NUMBER OF REGISTERED DIRECT ACCESS COMPLAINTS PER 100 DIRECT ACCESS LINES

	Chorus		eircom		Esat BT		Nevada		ntl		Worldcom	
	APR-JUN O2	JAN-MAR O2	APR-JUN O2	JAN-MAR O2	APR-JUN O2	JAN-MAR O2	APR-JUN O2	JAN-MAR O2	APR-JUN O2	JAN-MAR O2	APR-JUN O2	JAN-MAR O2
	0.00	0.00	NC	NC	0.68	0.65	0.00	0.00	8.82	NC	0.78	0.00

NC   Non Compliant

Complaints Processed
Direct Access

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

		0%	25%	50%	75%	100%
Chorus	APR-JUN O2	NO COMPLAINTS REGISTERED/PROCESSED IN THE PERIOD				
	JAN-MAR O2	NO COMPLAINTS REGISTERED/PROCESSED IN THE PERIOD				
eircom	APR-JUN O2	**NON-COMPLIANT**				
	JAN-MAR O2	**NON-COMPLIANT**				
Esat BT	APR-JUN O2				80.00%	
	JAN-MAR O2					100.00%
Nevada	APR-JUN O2	NO COMPLAINTS REGISTERED/PROCESSED IN THE PERIOD				
	JAN-MAR O2	NO COMPLAINTS REGISTERED/PROCESSED IN THE PERIOD				
ntl	APR-JUN O2					100.00%
	JAN-MAR O2	**NON-COMPLIANT**				
Worldcom	APR-JUN O2					100.00%
	JAN-MAR O2					100.00%

Complaints Registered
Indirect Access

NUMBER OF REGISTERED INDIRECT ACCESS COMPLAINTS PER 100 CALLING LINE IDENTITIES

	0.00	0.00	0.01	0.01	0.01	0.01	0.00	0.00	0.53	0.53	NC

Chart values:

- **Chorus** — APR-JUN O2: 0.00, JAN-MAR O2: 0.00
- **Esat BT** — APR-JUN O2: 0.01 / 0.01, JAN-MAR O2: 0.01 / 0.01
- **Nevada** — APR-JUN O2: 0.00, JAN-MAR O2: 0.00
- **ntl** — APR-JUN O2: 0.53 / 0.53, JAN-MAR O2: NC
- **Ventelo** — APR-JUN O2: 0.16 / 0.16, JAN-MAR O2: 0.17 / 0.17
- **Worldcom** — APR-JUN O2: 0.02 / 0.02, JAN-MAR O2: 0.02 / 0.02

Gross   Total complaints registered for the period

Net   Total complaints registered excluding complaints referred to another operator
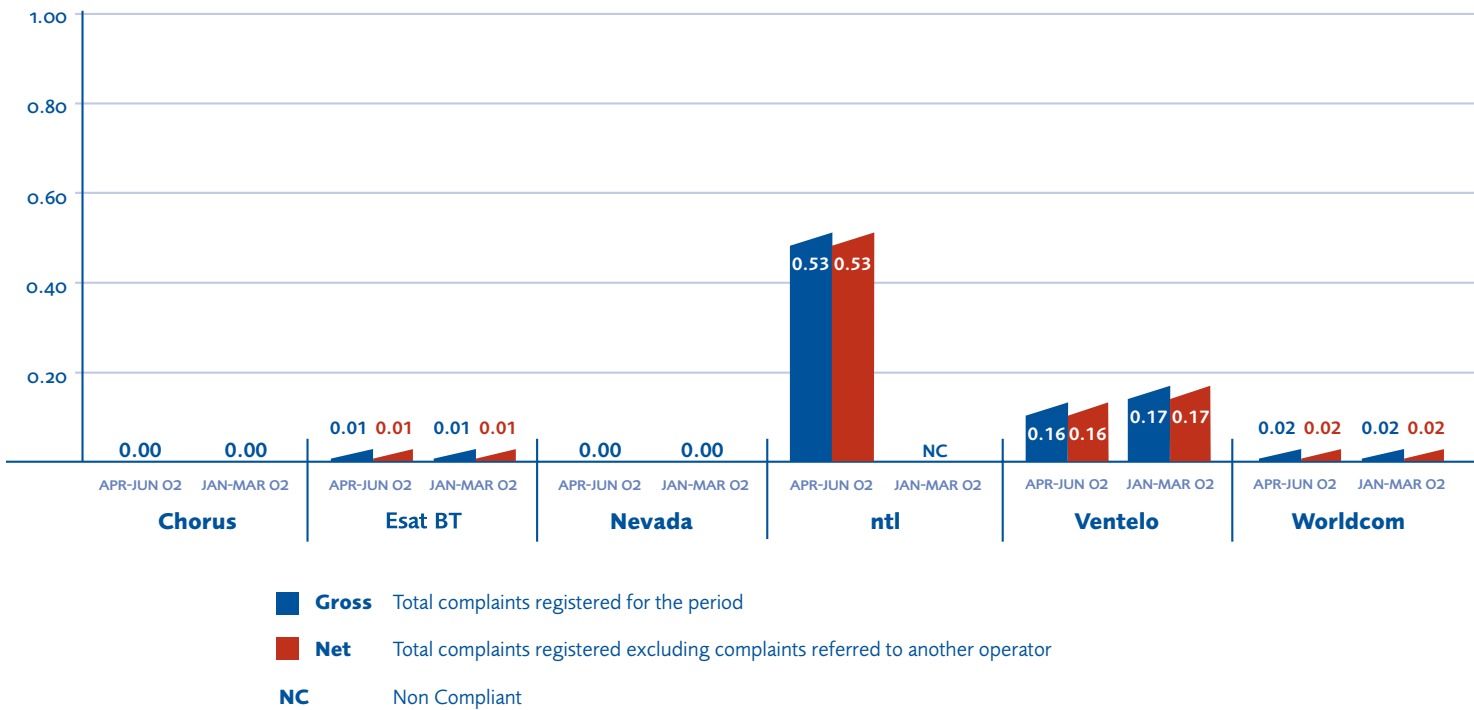
NC   Non Compliant

Complaints Processed
Indirect Access

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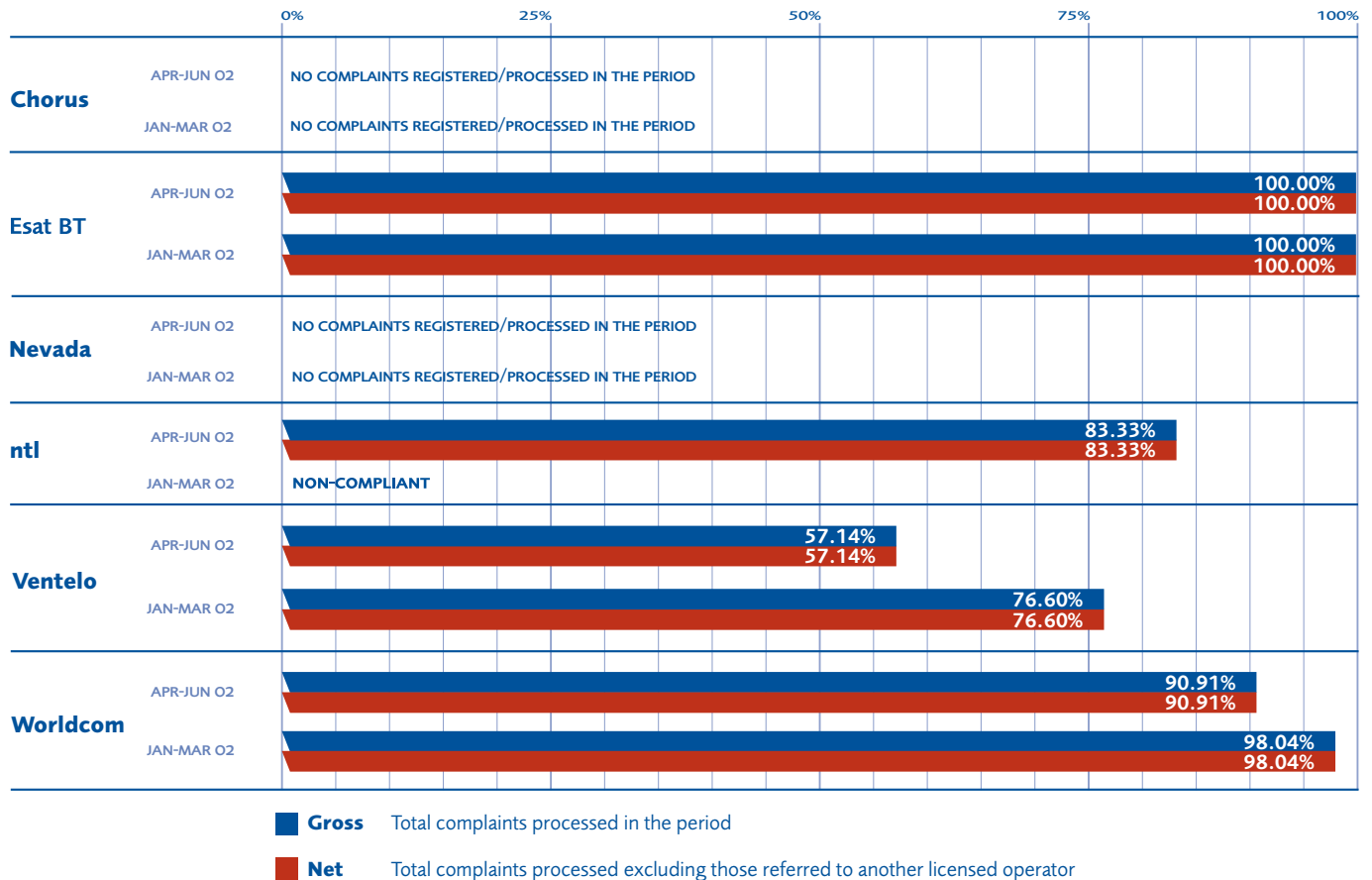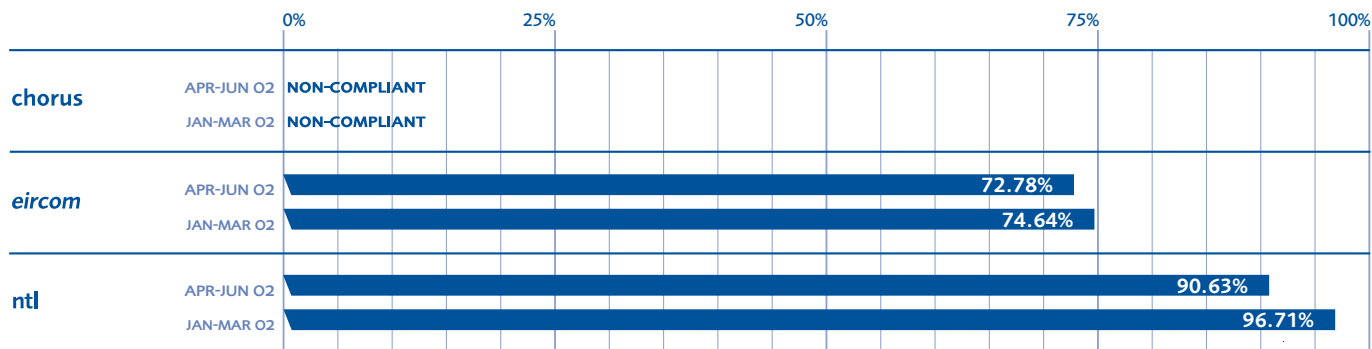HAS PROCESSED WITHIN 28 ELAPSED DAYS OF REGISTRATION

Operator	Period	Gross	Net
Chorus	APR-JUN O2	NO COMPLAINTS REGISTERED/PROCESSED IN THE PERIOD	
	JAN-MAR O2	NO COMPLAINTS REGISTERED/PROCESSED IN THE PERIOD	
Esat BT	APR-JUN O2	100.00%	100.00%
	JAN-MAR O2	100.00%	100.00%
Nevada	APR-JUN O2	NO COMPLAINTS REGISTERED/PROCESSED IN THE PERIOD	
	JAN-MAR O2	NO COMPLAINTS REGISTERED/PROCESSED IN THE PERIOD	
ntl	APR-JUN O2	83.33%	83.33%
	JAN-MAR O2	NON-COMPLIANT	
Ventelo	APR-JUN O2	57.14%	57.14%
	JAN-MAR O2	76.60%	76.60%
Worldcom	APR-JUN O2	90.91%	90.91%
	JAN-MAR O2	98.04%	98.04%

Gross   Total complaints processed in the period

Net   Total complaints processed excluding those referred to another licensed operator

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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

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

		0%	25%	50%	75%	100%

chorus
APR-JUN O2 **NON-COMPLIANT**
JAN-MAR O2 **NON-COMPLIANT**

eircom
APR-JUN O2 72.78%
JAN-MAR O2 74.64%

ntl
APR-JUN O2 90.63%
JAN-MAR O2 96.71%

Operator target promise time for order completion

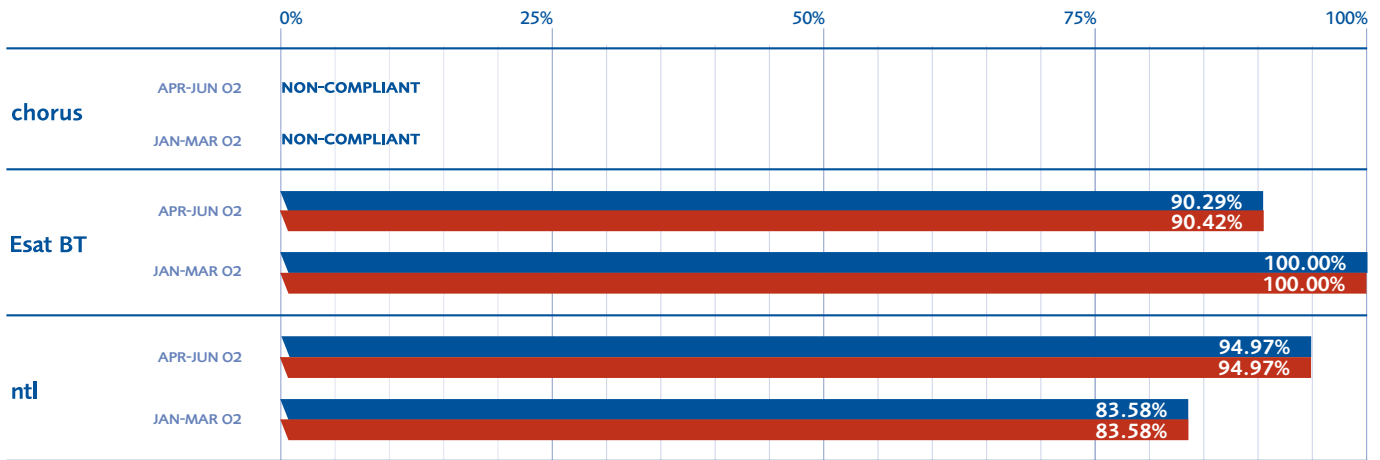|	
eircom	Target date is the customer required date
ntl	End of next working day

Variance from promised order completion date
Direct Access

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE FOR DIRECT ACCESS ORDERS

		<=0 DAY	1 DAY	2 DAYS	5 DAYS	10 DAYS	20 DAYS	>20 DAYS
chorus	APR-JUN O2	**NON-COMPLIANT**						
	JAN-MAR O2	**NON-COMPLIANT**						
eircom	APR-JUN O2	72.78%	8.43%	2.54%	4.70%	3.39%	2.88%	5.28%
	JAN-MAR O2	74.64%	4.14%	4.28%	3.64%	5.61%	2.58%	5.12%
ntl	APR-JUN O2	90.63%	1.04%	1.04%	2.08%	3.13%	1.04%	1.04%
	JAN-MAR O2	96.71%	1.97%	0.66%	0.66%	-	-	-

Orders completed
Indirect Access

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

		0%	25%	50%	75%	100%

chorus
- APR-JUN 02: NON-COMPLIANT
- JAN-MAR 02: NON-COMPLIANT

Esat BT
- APR-JUN 02: Gross 90.29%, Net 90.42%
- JAN-MAR 02: Gross 100.00%, Net 100.00%

ntl
- APR-JUN 02: Gross 94.97%, Net 94.97%
- JAN-MAR 02: Gross 83.58%, Net 83.58%

■ **Gross** Represents all orders completed by the operator

■ **Net** Represents those orders completed where the operator did not depend on another
licensed operator to complete the customer's order

NC Non Compliant

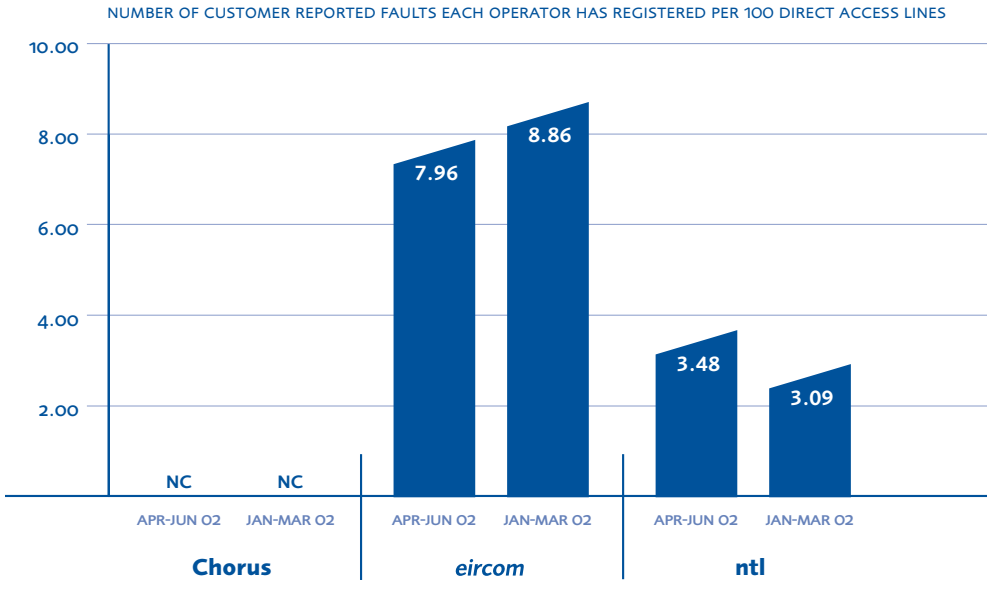**Operator target promise time for order completion**

Esat BT		12 days
ntl	Jan-Mar 02	Telephony only orders 10 days, bundled telephony and digital TV package 15 days
	Apr-Jun 02	Telephony only orders 10 days. If ordered with digital TV then the promise date for telephony orders is 5 days from completion of the TV installation.

Variance from promised order completion date
Indirect Access

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED ORDER COMPLETION DATE FOR INDIRECT ACCESS ORDERS

			<=0 DAY	1 DAY	2 DAYS	5 DAYS	10 DAYS	20 DAYS	>20 DAYS
chorus	APR-JUN 02	GROSS	NON-COMPLIANT						
		NET							
	JAN-MAR 02	GROSS	NON-COMPLIANT						
		NET							
Esat BT	APR-JUN 02	GROSS	90.29%	0.68%	0.78%	0.90%	1.40%	2.23%	3.70%
		NET	90.42%	0.68%	0.78%	0.88%	1.37%	2.21%	3.66%
	JAN-MAR 02	GROSS	100.00%	-	-	-	-	-	-
		NET	100.00%	-	-	-	-	-	-
ntl	APR-JUN 02	GROSS	94.97%	0.00%	0.00%	0.34%	2.68%	0.67%	1.34%
		NET	94.97%	0.00%	0.00%	0.34%	2.68%	0.67%	1.34%
	JAN-MAR 02	GROSS	83.58%	0.75%	0.00%	2.98%	2.99%	5.97%	3.73%
		NET	83.58%	0.75%	0.00%	2.98%	2.99%	5.97%	3.73%

Faults reported
Direct Access

NUMBER OF CUSTOMER REPORTED FAULTS EACH OPERATOR HAS REGISTERED PER 100 DIRECT ACCESS LINES

10.00						
8.00			7.96	8.86		
6.00						
4.00					3.48	3.09
2.00						
	NC	NC				
	APR-JUN 02	JAN-MAR 02	APR-JUN 02	JAN-MAR 02	APR-JUN 02	JAN-MAR 02
	Chorus		*eircom*		**ntl**	

NC   Non Compliant

Customer reported faults cleared by promised target time
Direct Access

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

		0%	25%	50%	75%	100%
chorus	APR-JUN 02	NON-COMPLIANT				
	JAN-MAR 02	NON-COMPLIANT				
eircom	APR-JUN 02				81.68%	
	JAN-MAR 02				76.61%	
ntl	APR-JUN 02	28.87%				
	JAN-MAR 02	NON-COMPLIANT				
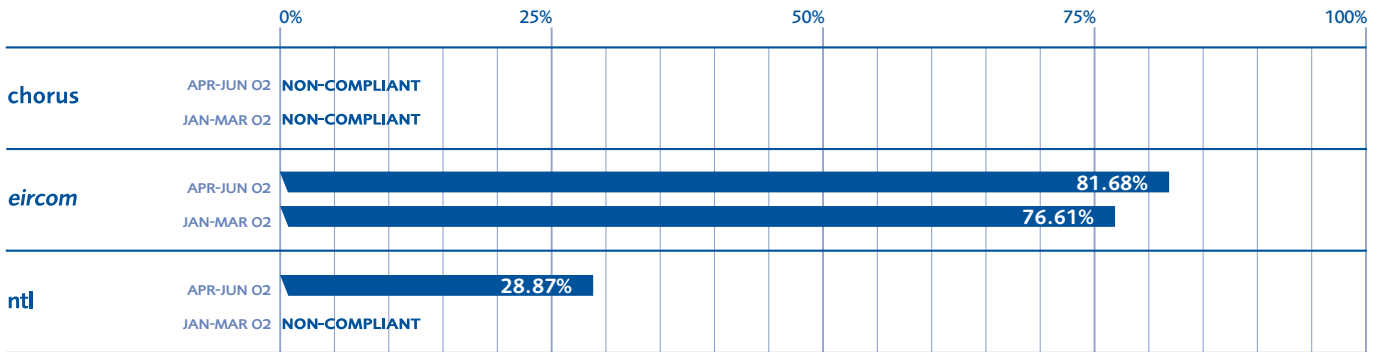
Operator target promise time for fault clearance

eircom	17 working hours
ntl	End of next working day

Variance from promised fault clearance target time
Direct Access

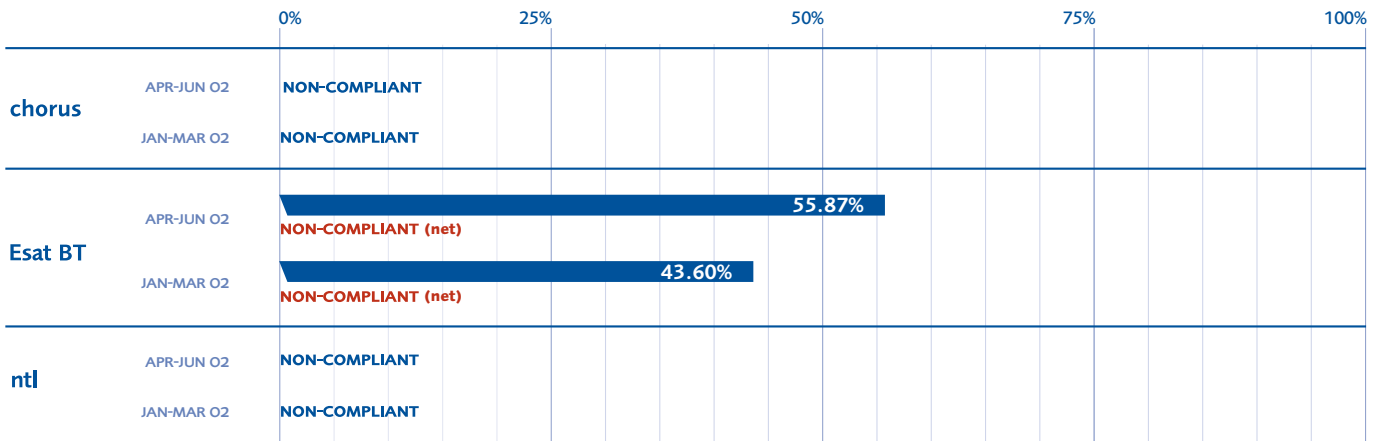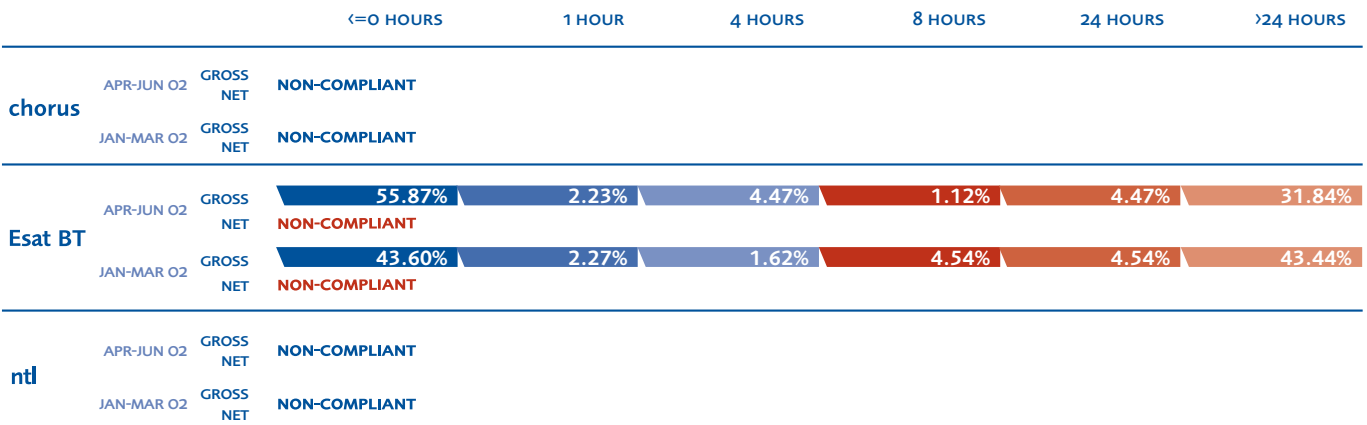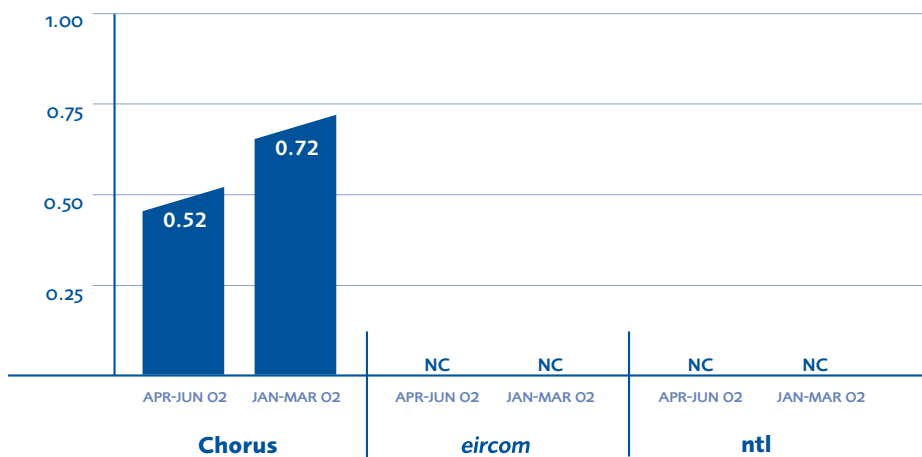TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED CLEARANCE TIME FOR DIRECT ACCESS FAULTS

		<=0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	>24 HOURS
chorus	APR-JUN 02	NON-COMPLIANT					
	JAN-MAR 02	NON-COMPLIANT					
eircom	APR-JUN 02	81.68%	1.22%	3.31%	2.79%	2.28%	8.71%
	JAN-MAR 02	76.61%	1.52%	3.73%	3.23%	2.52%	12.39%
ntl	APR-JUN 02	28.87%	0.00%	0.00%	5.15%	14.43%	51.55%
	JAN-MAR 02	NON-COMPLIANT					

Faults reported
Indirect Access

NUMBER OF CUSTOMER REPORTED FAULTS EACH INDIRECT ACCESS
OPERATOR HAS REGISTERED PER 100 CALLING LINE IDENTITIES

	1.00
	0.75
	0.50
	0.25

	APR-JUN 02	JAN-MAR 02	APR-JUN 02	JAN-MAR 02	APR-JUN 02	JAN-MAR 02
	NC	NC	0.21 / NC	0.38 / NC	NC	0.61 / 0.24
	Chorus		Esat BT		ntl	

■ **Gross** — Total customer reported faults received

■ **Net** — Total customer reported faults received excluding faults referred to another operator

NC — Non Compliant

● — Non Compliant (on Net measure)

Customer reported faults cleared by promised target time
Indirect Access

GRAPH INDICATING PERCENTAGE OF INDIRECT ACCESS CUSTOMER REPORTED FAULTS CLEARED BY PROMISED TARGET TIME

		0%	25%	50%	75%	100%
chorus	APR-JUN 02	NON-COMPLIANT				
	JAN-MAR 02	NON-COMPLIANT				
Esat BT	APR-JUN 02	55.87% NON-COMPLIANT (net)				
	JAN-MAR 02	43.60% NON-COMPLIANT (net)				
ntl	APR-JUN 02	NON-COMPLIANT				
	JAN-MAR 02	NON-COMPLIANT				

■ **Gross**   Represents all indirect access faults cleared by the operator

■ **Net**   Represents those faults cleared where the operator did not depend on another licensed operator to clear the customer's fault

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Operator target promise time for fault clearance

Esat BT   48 hours

Variance from promised fault clearance target time
Indirect Access

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED FAULT CLEARANCE TARGET TIME

			<=0 HOURS	1 HOUR	4 HOURS	8 HOURS	24 HOURS	›24 HOURS
chorus	APR-JUN 02	GROSS NET	NON-COMPLIANT					
	JAN-MAR 02	GROSS NET	NON-COMPLIANT					
Esat BT	APR-JUN 02	GROSS	55.87%	2.23%	4.47%	1.12%	4.47%	31.84%
		NET	NON-COMPLIANT					
	JAN-MAR 02	GROSS	43.60%	2.27%	1.62%	4.54%	4.54%	43.44%
		NET	NON-COMPLIANT					
ntl	APR-JUN 02	GROSS NET	NON-COMPLIANT					
	JAN-MAR 02	GROSS NET	NON-COMPLIANT					

Complaints Registered
Direct Access

NUMBER OF REGISTERED DIRECT ACCESS COMPLAINTS PER 100 DIRECT ACCESS LINES

Chart values:
- Chorus APR-JUN O2: 0.52
- Chorus JAN-MAR O2: 0.72
- eircom APR-JUN O2: NC
- eircom JAN-MAR O2: NC
- ntl APR-JUN O2: NC
- ntl JAN-MAR O2: NC

Complaints Processed
Direct Access

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

Operator	Period	Value
chorus	APR-JUN O2	50.00%
chorus	JAN-MAR O2	35.94%
eircom	APR-JUN O2	NON-COMPLIANT
eircom	JAN-MAR O2	NON-COMPLIANT
ntl	APR-JUN O2	NON-COMPLIANT
ntl	JAN-MAR O2	NON-COMPLIANT

Complaints Registered
Indirect Access

NUMBER OF REGISTERED INDIRECT ACCESS COMPLAINTS PER 100 CALLING LINE IDENTITIES

Chorus	APR-JUN 02: 0.28 NC	JAN-MAR 02: 0.23 NC
Esat BT	APR-JUN 02: 0.01 0.01	JAN-MAR 02: 0.02 0.02
ntl	APR-JUN 02: NC	JAN-MAR 02: NC

Scale: 1.00, 0.75, 0.50, 0.25
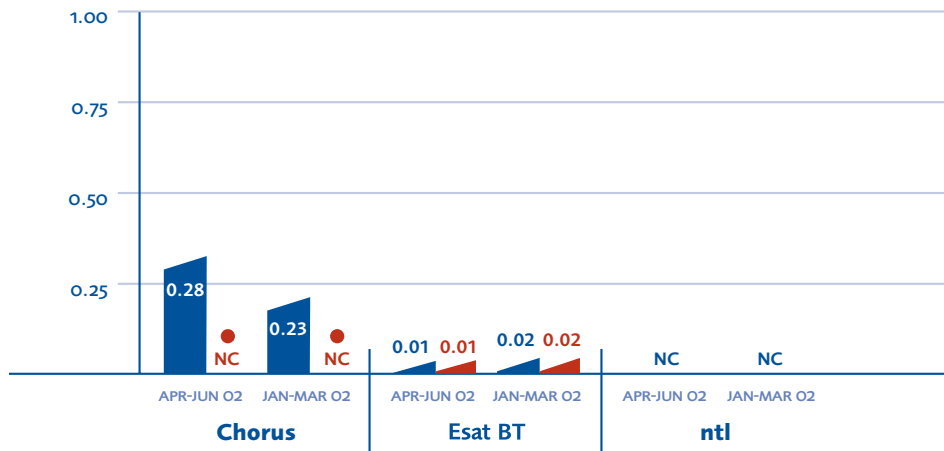
- **Gross** (blue) — Total complaints registered in the period
- **Net** (red) — Total complaints registered excluding complaints referred to another operator
- **NC** — Non Compliant
- ● — Non Compliant (on Net measure)

Complaints Processed
Indirect Access

GRAPH INDICATING PERCENTAGE OF REGISTERED INDIRECT ACCESS COMPLAINTS EACH OPERATOR
HAS PROCESSED WITHIN 28 ELAPSED DAYS OF REGISTRATION
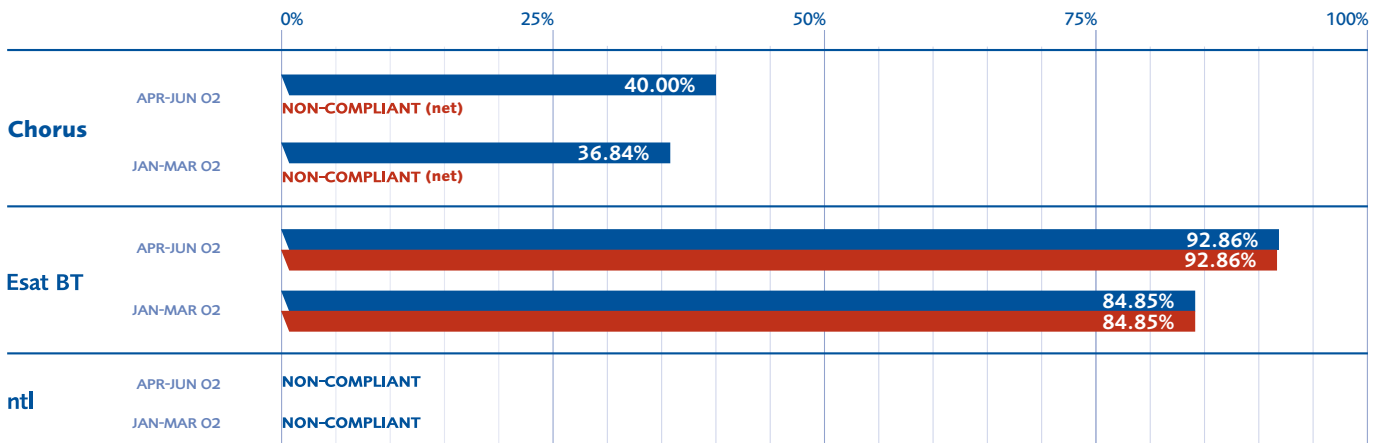
Scale: 0%, 25%, 50%, 75%, 100%

Chorus	APR-JUN 02	40.00% — NON-COMPLIANT (net)
	JAN-MAR 02	36.84% — NON-COMPLIANT (net)
Esat BT	APR-JUN 02	92.86% / 92.86%
	JAN-MAR 02	84.85% / 84.85%
ntl	APR-JUN 02	NON-COMPLIANT
	JAN-MAR 02	NON-COMPLIANT

- **Gross** (blue) — Total complaints processed in the period
- **Net** (red) — Total complaints processed excluding those referred to another licensed operator

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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 BT

Esat BT is a wholly owned subsidiary of BT plc. Esat BT is a fully integrated part of BTs international broadband network business, focused primarily on providing services and solutions to multi-site corporates. Esat BT also operates in the residential and Internet portal markets. With over 1000 employees, the company is headquartered in Dublin with offices in Cork, Limerick, Galway and Waterford. Esat BT offers a full range of services to business customers, including broadband data, corporate Internet, web hosting, web development, e-business and systems integration. Esat BT offers a full range of services to the residential market from home phone services, Internet access, international call cards, pay-phones and Internet Cafes. Internet access is provided through iol and oceanfree.net

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 over 150 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 January to March and April to June 2002. Each operator has collected service performance against the defined MLOP Industry Forum measures (see ODTR website http://www.odtr.ie[5]). Operators who exceed the following MLOP agreed thresholds collect information for management of order and fault categories.

[5] 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 €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.
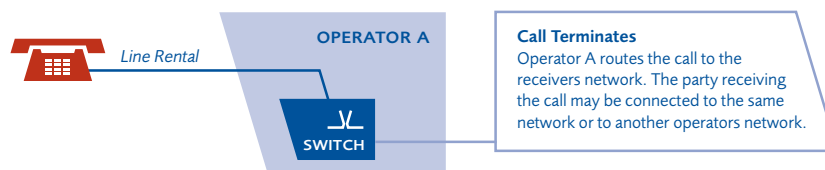

Call Terminates
Operator A routes the call to the receivers network. The party receiving the call may be connected to the same network or to another operators network.

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.

Call Terminates
Operator B routes the call to the receivers network. The party receiving the call may be connected to the same network or to another operators network.
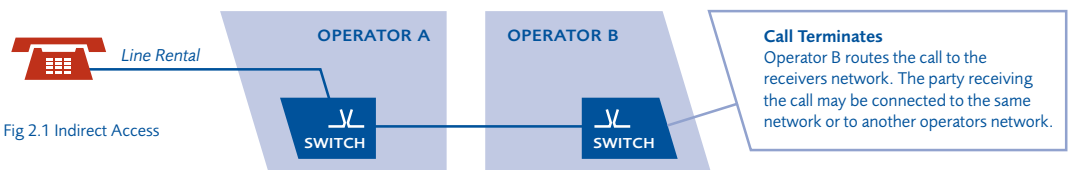
Fig 2.1 Indirect Access

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.
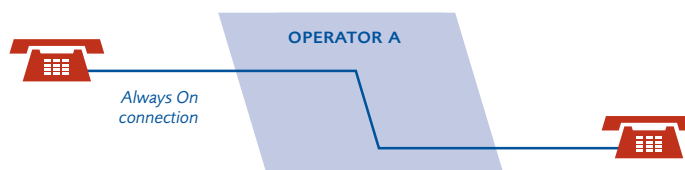

Fig 3.1 Leased Lines

4. **Payphone services**: these are the public payphone services that are operated by *eircom*[6].

5. **SMP to OLO results**: these are the regulated services provided by eircom as an SMP[7] operator to other Licensed Operators (OLOs).

- Carrier Services

- Interconnection Services.

[6] *eircom* has been designated as having universal service obligation.

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

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, *inter alia*, at control of significant market power. eircom has been designated as having Significant Market Power (SMP) in the fixed services and network markets.