



Office of the Director of
**Telecommunications
Regulation**



www.odtr.ie

Measuring Licensed Operator Performance Programme **SMP to OLO Market Results**

ISSUE 3 JANUARY - JUNE 2002

Contents

Introduction	2
Introduction to the programme	2
What markets are addressed in this report?	2
What performance measures are reported?	2
How accurate is this information?	2
Orders Faults and Complaints defined	2
SMP to Other Licenced Operators Results	5
Orders completed	6
Faults cleared	10
Availability of Leased Lines & Interconnect Circuits	13
Complaints reported and processed	14
Public payphone services provided by <i>eircom</i>	15
Appendix A: Operator statement	19
Appendix B: The MLOP Programme	20
Appendix D: Glossary	21

LEGAL DISCLAIMER

The information and statistics contained within this document are derived from a variety of sources. While all reasonable care has been taken in preparing it, no responsibility whatsoever is accepted by the Director of Telecommunications, her lawful servants or agents for any loss or damage, howsoever caused, through any reliance whatsoever placed upon any statement or any calculation howsoever made in this document.

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.

What markets are addressed in this report?

This report presents quality of service performance results of

- eircoms supply of regulated services in the fixed services and networks markets under their designation as having Significant Market Power.
- Public payphone services operated by eircom under their designation as having universal service obligation.

What performance measures are reported?

At present the performance measures focus on eircom's management of orders, faults and complaints and in particular the promises made by eircom to other licensed operators.

Orders Faults and Complaints defined

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.

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

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.

How accurate is this information?

All published measures included in this report have been subject to an independent audit and additional review by the MLOP comparability review board. In certain cases, caveats are included in this report to indicate events that have distorted the results in a way that is not representative of eircoms overall performance.

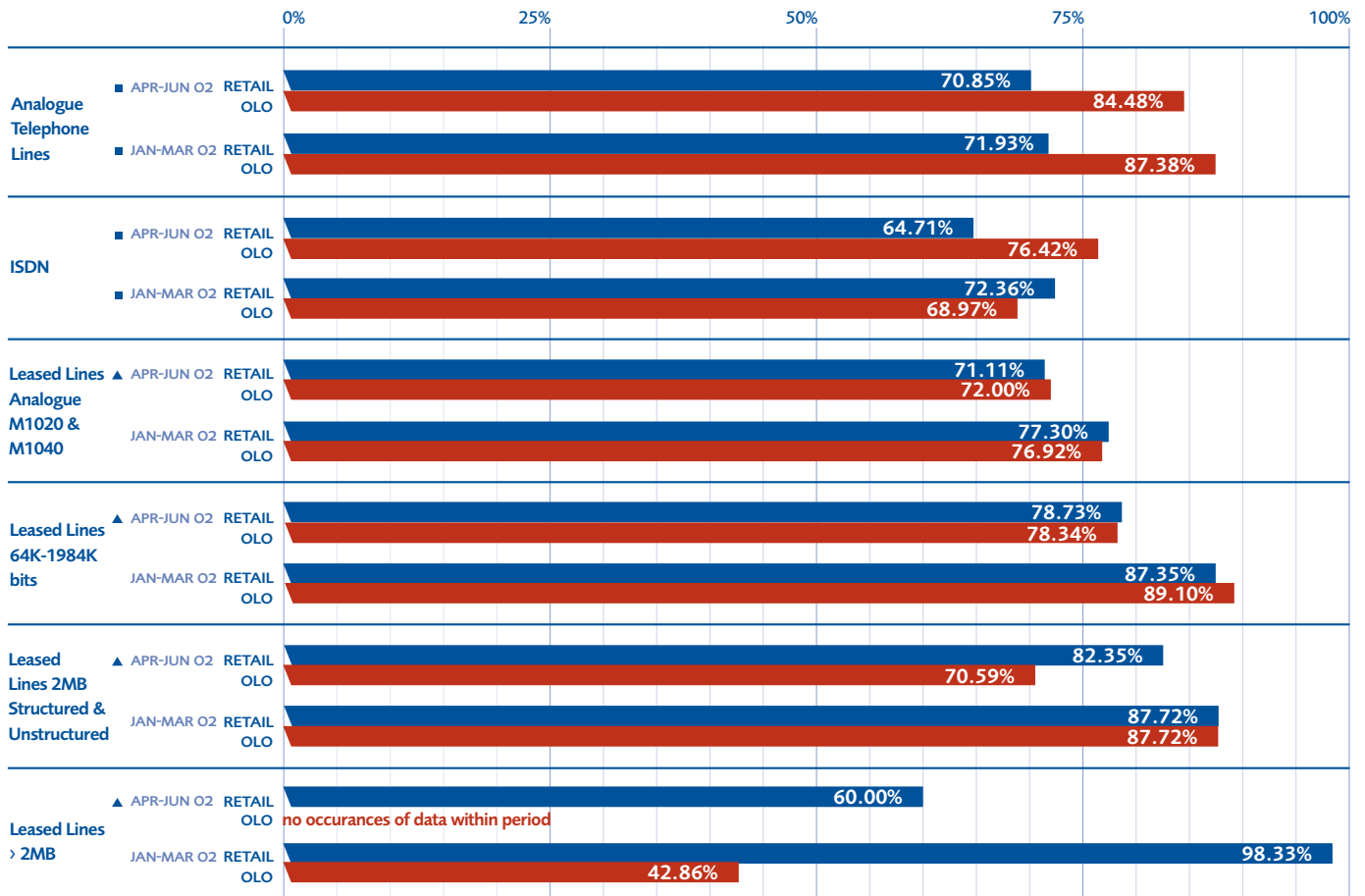
SMP to OLOs

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

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

Orders completed Carrier Services

GRAPH INDICATING PERCENTAGE OF TOTAL CARRIER SERVICES ORDERS THAT THE SMP OPERATOR HAS COMPLETED ON OR BEFORE THE DATE CONFIRMED/CONTRACTED WITH THE CUSTOMER



- For Analogue Telephone lines and ISDN lines *eircom* have included customer delays in one time taken to provide a service
- ▲ For the period from April to June 2002 *eircom* have excluded leased line orders which incurred a customer delay

Variance from promised order completion date

Carrier Services

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED TARGET TIME FOR CARRIER SERVICES ORDERS

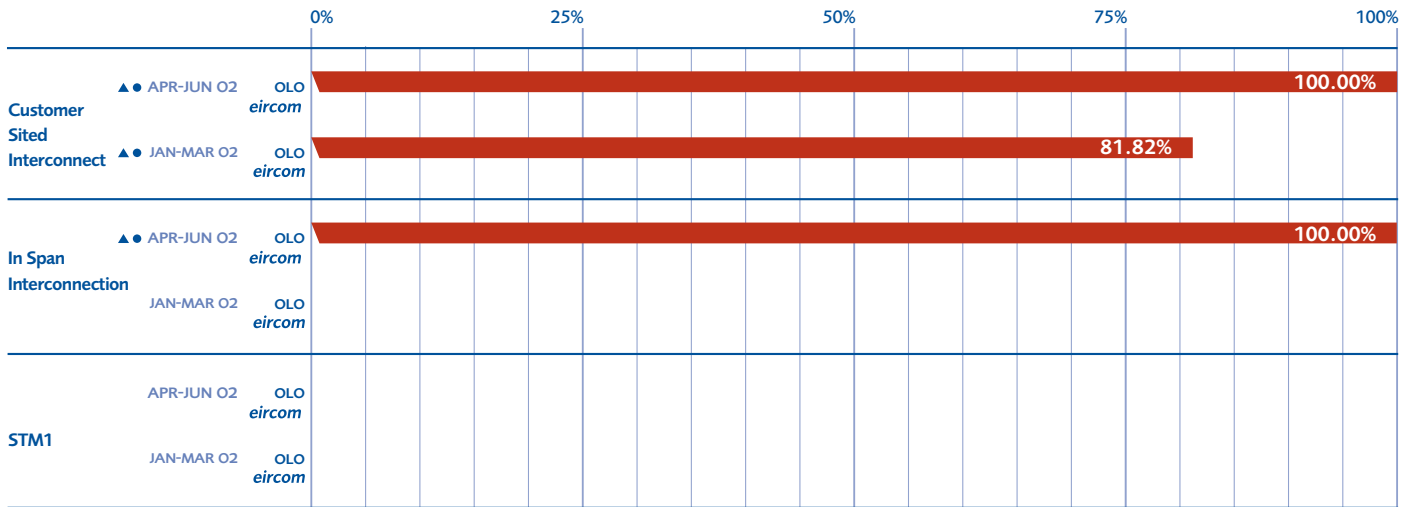
		<=0 DAY	1 DAY	5 DAYS	10 DAYS	20 DAYS	30 DAYS	50 DAYS	100 DAYS	>100 DAYS	
Analogue Telephone Lines	■ APR-JUN O2	RETAIL	70.85%	8.27%	7.32%	3.69%	3.12%	1.87%	1.74%	2.32%	0.82%
		OLO	84.48%	2.30%	2.59%	3.16%	2.01%	1.72%	1.72%	1.72%	0.29%
	■ JAN-MAR O2	RETAIL	71.93%	4.01%	7.51%	6.12%	2.81%	1.56%	4.38%	1.19%	0.51%
		OLO	87.38%	2.33%	1.33%	3.49%	2.16%	0.83%	1.99%	0.50%	-
ISDN	■ APR-JUN O2	RETAIL	64.71%	2.88%	7.22%	7.16%	7.50%	3.98%	3.71%	2.06%	0.78%
		OLO	76.42%	2.83%	2.83%	1.89%	3.77%	2.83%	1.89%	4.72%	2.83%
	■ JAN-MAR O2	RETAIL	72.36%	2.53%	5.81%	5.58%	5.15%	3.30%	2.49%	1.97%	0.81%
		OLO	68.97%	4.02%	4.02%	7.47%	4.60%	4.60%	3.45%	0.57%	2.30%
Leased Lines Analogue M1020 & M1040	▲ APR-JUN O2	RETAIL	71.11%	1.11%	7.78%	2.22%	3.33%	2.22%	2.22%	1.11%	8.89%
		OLO	72.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4.00%	0.00%	24.00%
	JAN-MAR O2	RETAIL	77.30%	1.08%	2.16%	0.00%	0.00%	0.00%	0.00%	4.32%	15.14%
		OLO	76.92%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	23.08%
Leased Lines 64K-1984K bits	▲ APR-JUN O2	RETAIL	78.73%	0.24%	4.89%	2.20%	3.67%	2.44%	3.18%	2.20%	2.44%
		OLO	78.34%	3.53%	2.27%	1.51%	3.78%	2.02%	6.05%	1.26%	1.26%
	JAN-MAR O2	RETAIL	87.35%	0.69%	3.03%	0.96%	1.24%	0.83%	1.79%	0.83%	3.30%
		OLO	89.10%	1.05%	2.73%	1.05%	1.47%	0.63%	0.63%	1.05%	2.31%
Leased Lines 2MB Structured & Unstructured	▲ APR-JUN O2	RETAIL	82.35%	0.00%	0.00%	0.00%	5.88%	0.00%	0.00%	11.76%	-
		OLO	70.59%	2.94%	2.94%	5.88%	2.94%	0.00%	0.00%	0.00%	14.71%
	JAN-MAR O2	RETAIL	87.72%	1.75%	3.51%	1.75%	1.75%	1.75%	0.00%	0.00%	1.75%
		OLO	87.72%	0.00%	1.75%	0.88%	0.88%	0.00%	0.00%	1.75%	7.02%
Leased Lines > 2MB	▲ APR-JUN O2	RETAIL	60.00%	0.00%	0.00%	0.00%	0.00%	40.00%	-	-	-
		OLO	no occurrences of data within period								
	JAN-MAR O2	RETAIL	98.33%	0.00%	0.00%	0.00%	0.83%	0.00%	0.00%	0.83%	-
		OLO	42.86%	0.00%	14.29%	0.00%	14.29%	0.00%	0.00%	14.29%	14.29%

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

Orders completed Interconnect Circuits

GRAPH INDICATING PERCENTAGE OF INTERCONNECT CIRCUIT ORDERS THAT THE SMP OPERATOR HAS COMPLETED ON OR BEFORE THE DATE CONFIRMED/CONTRACTED WITH THE CUSTOMER



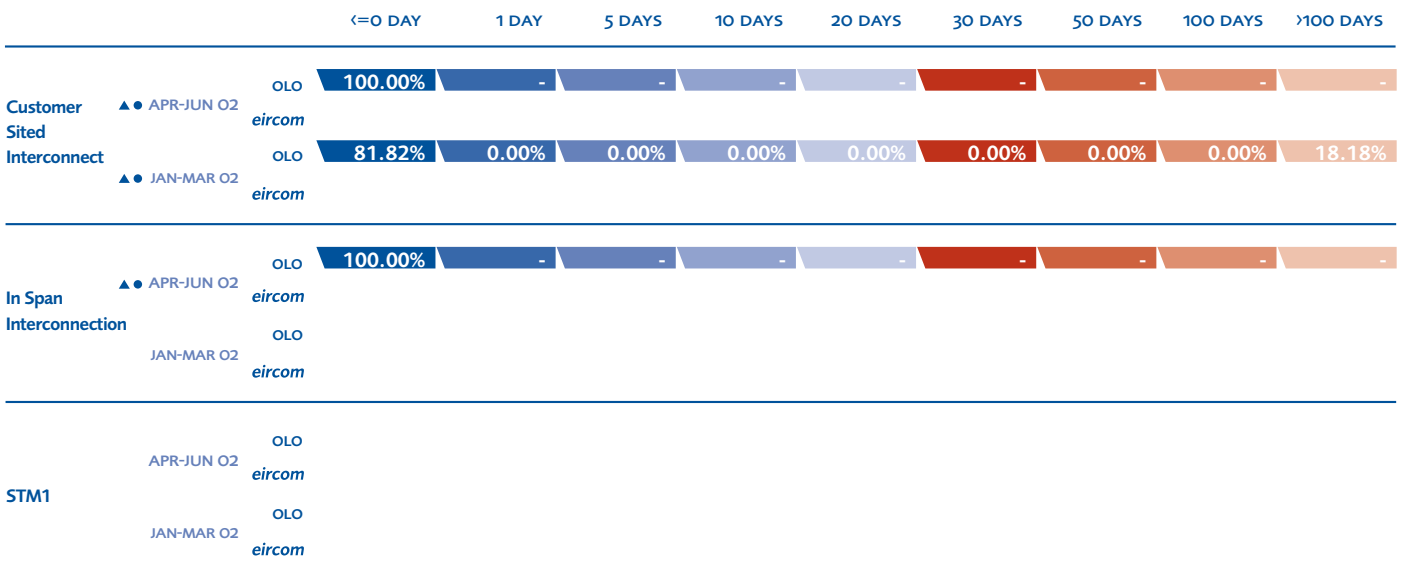
SMP operator target promise time for order completion

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

- Interconnect orders may include orders that are customer delayed however insufficient information has been captured to enable customer delays to be identified
- ▲ 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 the standard lead times or
 - no promise time could be given to the customer

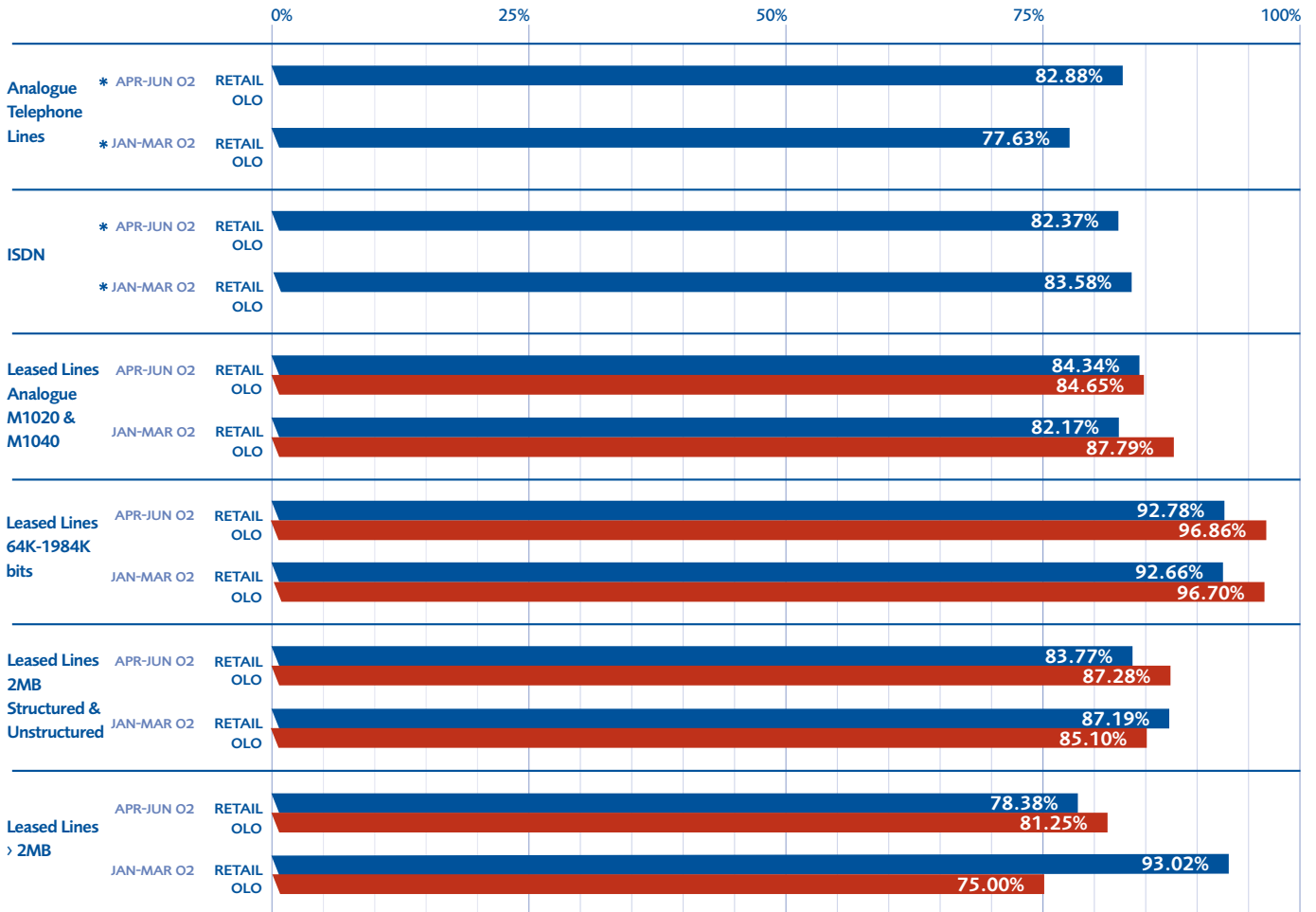
Variance from promised order completion date Interconnect Circuits

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED DELIVERY DATE FOR INTERCONNECT CIRCUIT ORDERS



Customer reported faults cleared by promised target time Carrier Services

GRAPH INDICATING ONE PERCENTAGE OF CARRIER SERVICES CUSTOMER REPORTED FAULTS
THE SMP OPERATOR HAS CLEARED WITHIN THE PROMISED TARGET TIME*



* For Analogue Telephone Lines and ISDN Lines *eircom* have included faults attributable to OLO's within the retail data

Variance from promised fault clearance target time Carrier Services

TABLE INDICATING PERCENTAGE VARIANCE FROM PROMISED TARGET TIME FOR CARRIER SERVICES FAULTS

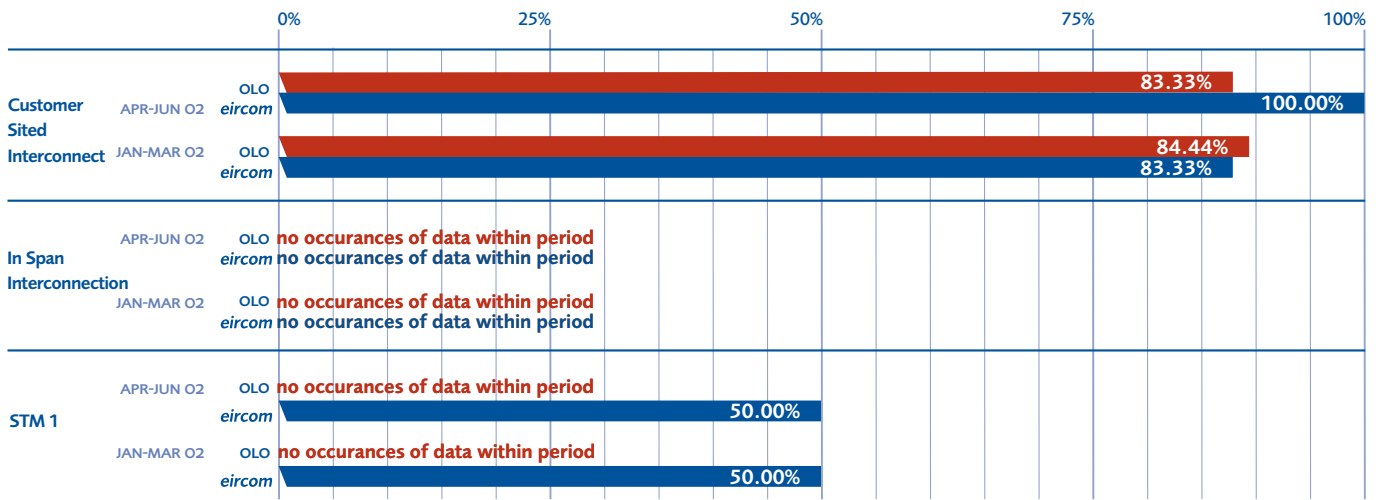
			≤0 HOURS	1 HOUR	2 HOURS	4 HOURS	8 HOURS	>8 HOURS
Analogue Telephone Lines	APR-JUN 02	* RETAIL	82.88%	1.19%	1.10%	2.03%	2.46%	10.34%
		OLO						
	JAN-MAR 02	* RETAIL	77.63%	1.46%	1.30%	2.32%	2.95%	14.34%
		OLO						
ISDN	APR-JUN 02	* RETAIL	82.37%	1.34%	1.13%	1.78%	2.14%	11.23%
		OLO						
	JAN-MAR 02	* RETAIL	83.58%	1.14%	0.93%	1.42%	1.61%	11.32%
		OLO						
Leased Lines Analogue M1020 & M1040	APR-JUN 02	RETAIL	84.34%	1.47%	1.16%	2.02%	2.02%	8.99%
		OLO	84.65%	2.76%	0.79%	1.18%	2.36%	8.27%
	JAN-MAR 02	RETAIL	82.17%	2.22%	1.62%	2.69%	2.09%	9.22%
		OLO	87.79%	1.82%	1.82%	3.38%	0.78%	4.42%
Leased Lines 64K-1984K bits	APR-JUN 02	RETAIL	92.78%	1.07%	0.63%	1.01%	0.79%	3.72%
		OLO	96.86%	0.45%	0.22%	0.62%	0.67%	1.18%
	JAN-MAR 02	RETAIL	92.66%	1.25%	0.52%	1.09%	0.57%	3.90%
		OLO	96.70%	0.37%	0.47%	0.28%	0.19%	2.00%
Leased Lines 2MB Structured & Unstructured	APR-JUN 02	RETAIL	83.77%	1.05%	1.05%	2.09%	2.09%	9.95%
		OLO	87.28%	1.16%	0.39%	1.16%	1.54%	8.48%
	JAN-MAR 02	RETAIL	87.19%	1.48%	0.49%	1.48%	1.97%	7.39%
		OLO	85.10%	0.39%	0.78%	2.35%	1.37%	10.00%
Leased Lines > 2MB	APR-JUN 02	RETAIL	78.38%	0.00%	0.00%	2.70%	0.00%	18.92%
		OLO	81.25%	0.00%	0.00%	0.00%	0.00%	18.75%
	JAN-MAR 02	RETAIL	93.02%	0.00%	0.00%	0.00%	0.00%	6.98%
		OLO	75.00%	6.25%	6.25%	0.00%	6.25%	6.25%

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

Customer reported faults cleared by promised target time Interconnect Circuit

GRAPH INDICATING THE PERCENTAGE OF INTERCONNECT CIRCUIT CUSTOMER REPORTED FAULTS THAT THE SMP OPERATOR HAS CLEARED WITHIN THE PROMISED TARGET TIME



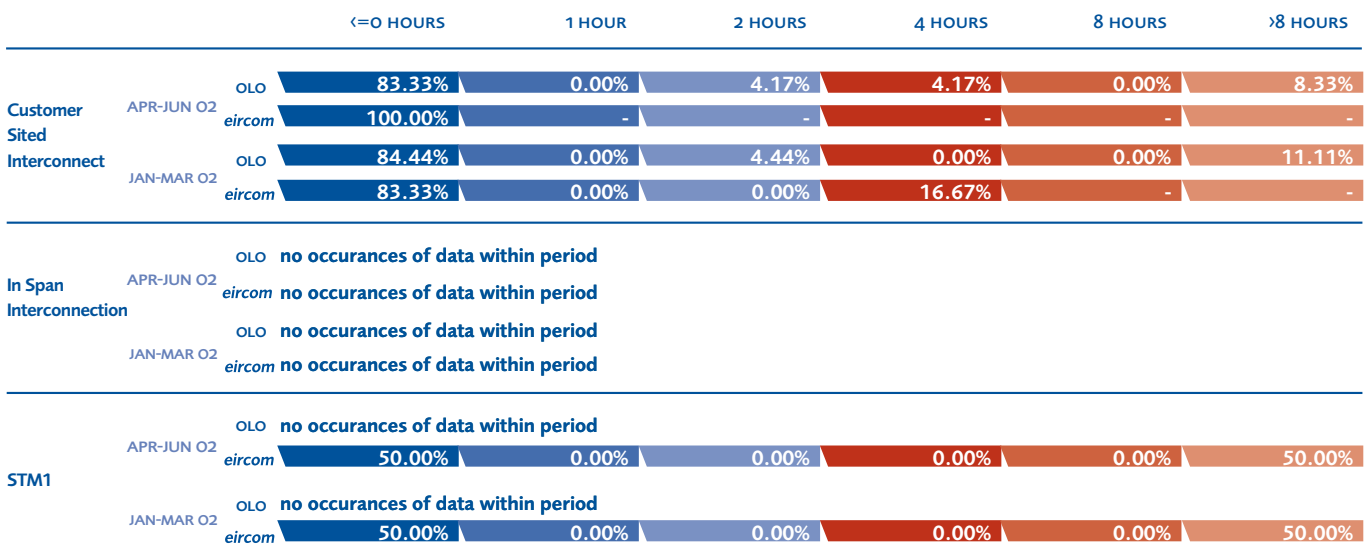
SMP operator target promise time for fault clearance

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

Variance from promised fault clearance target time Interconnect Circuit

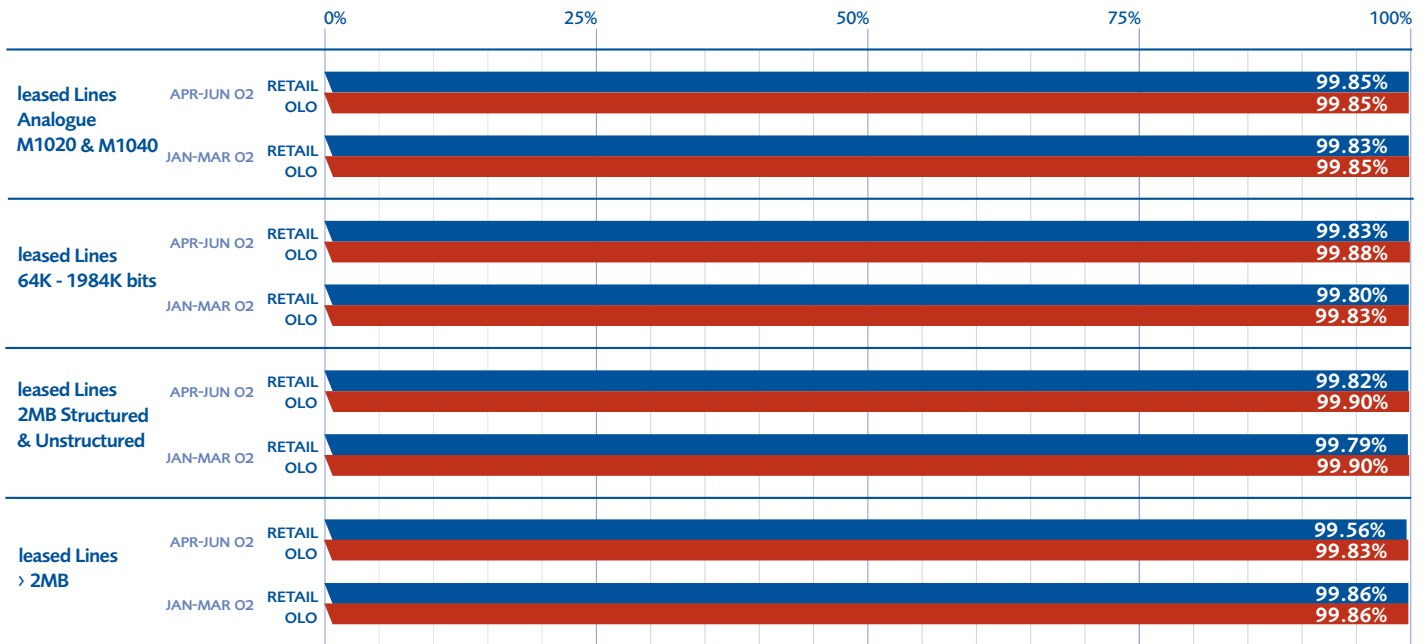
This chart shows the spread of interconnect circuit customer reported fault clearances against the promised target time.

GRAPH INDICATING PERCENTAGE VARIANCE FROM PROMISED TARGET TIME FOR INTERCONNECT CIRCUIT FAULTS

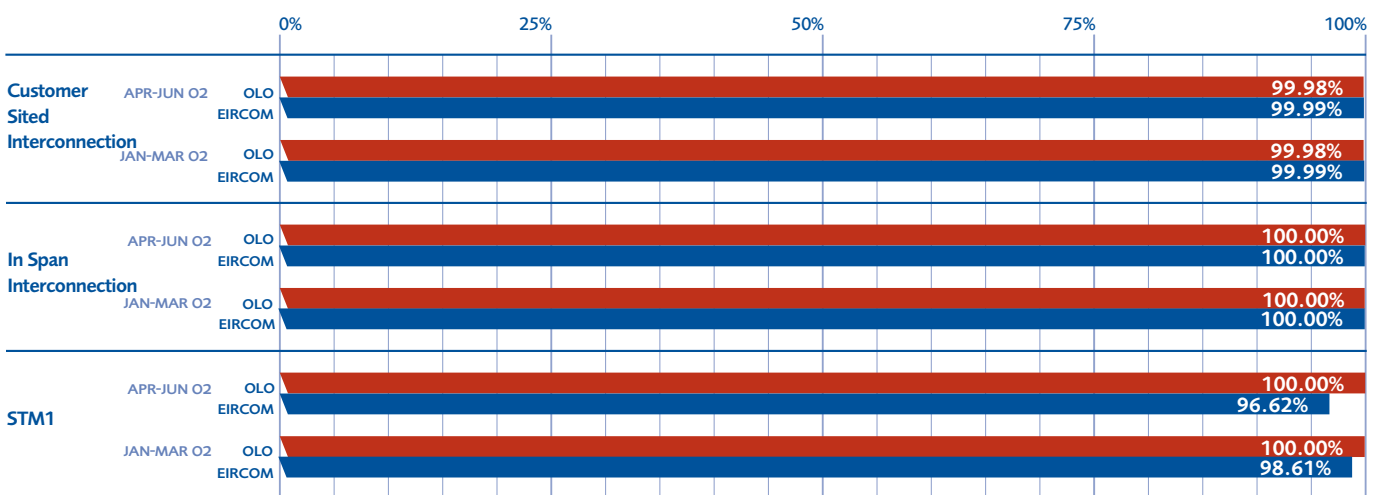


Availability of Leased lines and Interconnect Circuit

AVERAGE AVAILABILITY OF LEASED LINES CIRCUITS DURING THE REPORTING PERIOD

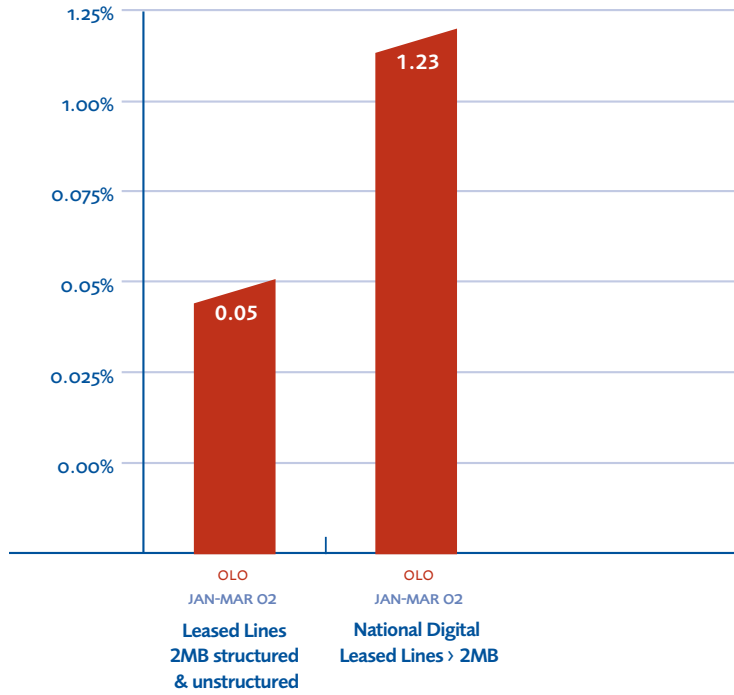


AVERAGE AVAILABILITY OF INTERCONNECT CIRCUITS DURING THE REPORTING PERIOD

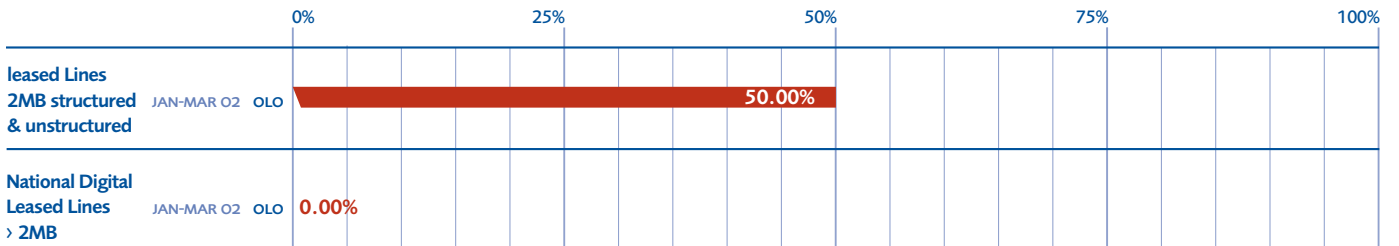


Complaints reported and processed Carrier Services & Interconnect Circuit

NUMBER OF REGISTERED COMPLAINTS PER 100 CIRCUITS IN THE REPORTING P



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



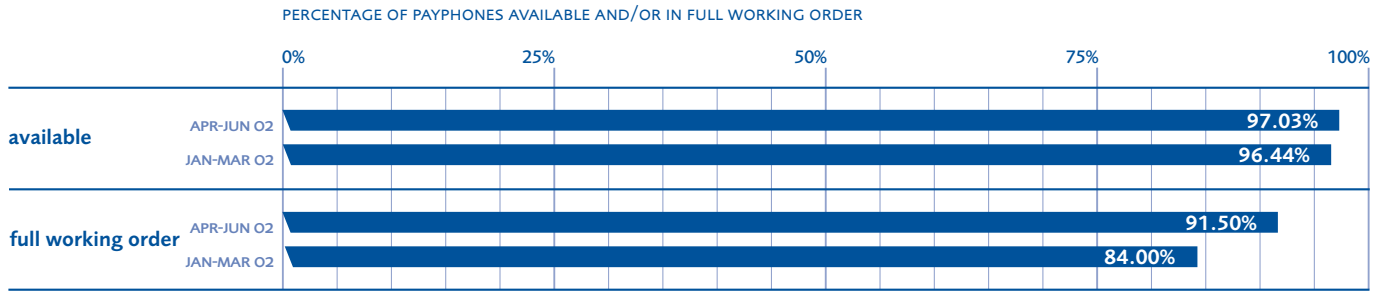
Complaints data is captured for all carrier services and interconnect circuit categories. Data has only been reported for those circuits against which a complaint was registered within the reporting period. No complaints were registered in the Apr - Jun 02 measurement period

Public Payphone services provided by *eircom*¹

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

¹ *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	Apr-Jun 02	6685
	Jan-Mar 02	6744

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.

Page left intentionally blank

Appendices

Appendix A: Operator statement

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.

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>²). Operators who exceed the following MLOP agreed thresholds collect information for management of order and fault categories.

² 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: 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.
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"> • 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.
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.

Oifig an Stiúrthóra Rialála Teileachumarsáide
Office of the Director of Telecommunications Regulation

Abbey Court, Irish Life Centre, Lower Abbey Street, Dublin 1.

Telephone: +353 1 804 9600

LoCall: 1890 22 9600

Fax: +353 1 804 9680

Email: info@odtr.ie

Web: www.odtr.ie