



Office of the Director of
**Telecommunications
Regulation**

MEDIA RELEASE

Tuesday 19th March 2002

ODTR Amends Service Level Agreement Regime offered by *eircom* to Other Licensed Operators

***eircom* commits to 95% performance level in the delivery of leased lines**

The ODTR today (Tuesday 19th March 2002) directed *eircom* to amend its Service Level Agreement regime which is offered by them to other licensed operators. Under the new regime, *eircom* has committed to delivering 95% of leased lines by their promise date. The revised regime is targeted for introduction in July 2002.

Service Level Agreements (SLAs) set out the minimum service quality standards which *eircom* must meet when providing services to other operators. Standards include committed delivery and fault repair timeframes along with penalties for failure to meet the targets.

Following a public consultation, the ODTR has decided to revise the SLA regime, to clarify operational details in the light of experience. It has also set out the framework for implementing *eircom*'s commitment to achieve a consistent 95% performance level in the delivery of leased lines by July 2002. This would mean that 95% of circuits would be delivered in accordance with the date committed to the OLO by *eircom* at the order stage. These arrangements represent a further improvement on the 80% performance level achieved by December 2001. *eircom* will continue to be required to publish figures for its actual performance relative to this target on a monthly basis.

Leased line delivery has been an issue of great concern to the ODTR and a substantial effort has been made by all parties involved to improved performance over the last two years.

According to the Regulator, Etain Doyle “leased lines are a critical business enabler for the Irish economy and, customers must have certainty around delivery timeframes along with guaranteed levels of service availability. *eircom* has significantly improved its performance over the last year with delivery timeframes for leased lines falling from 54 days in February 2001 to between 16 and 20 days today. This amended regime continues the focus on meeting evolving market needs and an increased emphasis has been placed on fault management which is hugely important in an increasingly customer focused market.”

It is expected that the principal beneficiaries of the regime will be the business user. The Service Level Agreement (SLA) provides a basis on which other operators can offer a back-to-back SLA to suit their own customer needs.

ENDS

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Note to Editors

The Decision Notice issued today constitutes the third review of Service Levels provided to Other Licensed Operators by operators with Significant Market Power which were first put in place in August 1999 and subsequently reviewed in October 2000. The Decision Notice follows a public consultation taking into account the views of respondents.

Average Delivery figures for leased lines are published by *eircom* on a monthly basis and can be viewed on their website at:

<http://www.eircom.ie/bveircom/pdf/llstats.pdf>