



Office of the Director of  
**Telecommunications  
Regulation**

**MEDIA RELEASE**

**Media Release**

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## **Regulator calls for performance improvement**

The quality of service performance levels of telecom operators has remained stable according to the latest benchmarking report issued by the ODTR covering the period January – June 2002. However, there is room for improved performance across the industry. The Telecoms Regulator, Etain Doyle, also stressed that she expects those operators not yet fully meeting their reporting obligations under the programme to submit the required data for future reports. “This programme is designed to ensure that the consumer is provided with a comprehensive picture of operator performance. If consumers are to derive the maximum benefit from this report it is essential that each operator provides the complete set of data required under the programme.”

The ODTR issues twice yearly reports which measure the quality of service performance levels of fixed line operators in Ireland. The reports enable consumers to compare how various fixed operators have performed on completing orders, clearing faults and processing complaints. The reports also contain performance data on the supply of wholesale services from eircom to other licensed operators and the supply of eircom public payphones.

The ODTR is committed to ensuring that Irish consumers are provided with quality of service information that is relevant to their needs.

The ODTR welcomes feedback on this current publication from consumers.

Consumers can avail of this report by contacting the ODTR Consumer Line on (LoCall) 1890 22 9668 or on the ODTR website [www.odtr.ie](http://www.odtr.ie) - 02/103 & 02/104.

**Ends**

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