



Office of the Director of  
**Telecommunications  
Regulation**

## **MEDIA RELEASE**

*For Immediate Release*  
16<sup>th</sup> October, 2000

### **REGULATOR INITIATES GENERAL REVIEW OF SERVICE LEVEL AGREEMENTS BETWEEN OPERATORS**

Etain Doyle, Telecommunications Regulator today (16th October 2000) initiated a consultation on her general review of the Service Level Agreements (SLAs) that are currently offered by *eircom* to other telecommunications operators for Carrier Services.

The existing SLAs are in place almost 12 months and as previously indicated they were to be subject to review after a year. Any revisions to the SLAs arising from the review are to be put in place on 1 December 2000.

According to the Regulator “ Given the rapidly growing and changing telecommunications needs of our economy, there is an onus on service providers to operate to the highest standards with regard to availability and delivery of telecommunications services to users. The efficient provision of carrier services to other licensed operators is critical to the development of competition in the Irish market. Delays and uncertainty around delivery and service are unacceptable.”

She continued “the rates of growth in demand for such services are far higher than in the past or in many other sectors but this is the challenge that telecoms companies must meet. This review is timely given that a number of issues that have arisen in respect of the leased line SLAs offered by Eircom to Other Licensed Operators.”

The Regulator is reviewing all aspects of the current SLAs including the services covered and the existing terms. The services covered by the current SLAs include analogue and digital leased lines, ISDN lines and basic exchange lines, while the current terms of the SLAs cover, *inter alia*, delivery timeframes and penalties.

The Director welcomes comments from all interested parties, particularly end users, on the views set out in this consultation paper. The closing date for receipt of comments is 5.30pm on Friday 3rd November 2000.

A copy of the consultation paper **ODTR 00/78 Service Levels Provided to Other Licensed Operators by Licensees with Significant Market Power** is available on the ODTR website [www.odtr.ie](http://www.odtr.ie).

**ENDS**

**Issued By**

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