



Office of the Director of  
**Telecommunications  
Regulation**

## **MEDIA RELEASE**

*For Immediate Release*  
Thursday 23<sup>rd</sup> November 2000

### **Regulator issues new Directions on Service level Agreements between *eircom* and Other Licensed Operators**

Etain Doyle, Telecoms Regulator today (23<sup>rd</sup> November 2000) announced changes to the Service Level Agreements (SLAs) that are currently offered by *Eircom* to other telecommunications operators for Carrier Services. These changes are effective from 15<sup>th</sup> September 2000 and replace the previous SLA regime.

Carrier Services are wholesale services purchased by the Other Licensed Operator's from *eircom* and include PSTN, ISDN and leased lines.

The main changes to the SLA regime include widening the scope of the SLA's to include new services offered by *eircom*, new timeframes within which the services are to be provided to the OLOs and changes to the penalties to be paid by *eircom* in the event of its failure to meet the standards set.

According to the Regulator "The delivery of leased lines is a key service for a liberalised market. While Much has been done in the last year, but it is clear that the SLA needs updating to underpin arrangements to respond more effectively to the growing demand for broadband in Ireland. SLAs are of critical importance to the development of competition, particularly as operators can be constrained in their ability to offer a credible level of service to their customers if they do not have certainty over the quality of service provided to them by *eircom*."

Today, the Regulator issued a Direction to *eircom* to amend its existing SLA in accordance with the principles set out in the Decision Notice.

The Regulator's Decision Notice provides for the following:

- New delivery time frames for delivery of services.
- An uncapped penalty regime that encourages *eircom* to improve its delivery target towards that required by the SLAs and leads to a performance level in line with EU best practice during 2001.
- The uncapped penalty means that *eircom* will pay compensation to the OLOs for every day beyond the set delivery standard that the Carrier Service remains undelivered.
- Additional services are included in the scope of the SLA i.e. leased line circuits between 64 kbit/s and 2Mbit/s and leased line circuits above 2Mbits whenever they become commercial offerings from *eircom*.
- The convening of an industry forum which will further clarify the processes under the SLA and ensure that all parties have the appropriate understanding of their respective roles and responsibilities.

The Director will review the SLA in October 2001 at the latest taking into account the views of the industry and the consumer. In the meantime she will continue to monitor the performance of *eircom* over the coming months.

The Decision Notice ODTR 00/88 “ Service Levels Provided to Other Licensed Operators by Licensees with Significant Market Power” can be viewed on the ODTR website [www.odtr.ie](http://www.odtr.ie)

ENDS

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### Note to Editors

From 15<sup>th</sup> September 2000 under the new SLA's *Eircom* is required to deliver carrier services to other Licensed Operators between 26 to 30 days. If *Eircom* fails to deliver within these time frames they incur a penalty which is payable to the OLO.

Penalties comprise of two elements

1. Refund of connection fee. This would be repaid to the OLO after a delay of between 24/25 days depending on the circuit.
2. If there are further delays an uncapped penalty equivalent to the daily rental for that circuit is payable for every day that the circuit remains undelivered.

After the 1/07/2001 an equivalent penalty regime applies but with shorter delivery time scales.

### **Carrier Services Delivery time frames**

	<b>From 15.09.00 to 1.7.01</b>	<b>From 1.7.01</b>
<b>Service</b>	<b>Standard Provisioning Timescale</b>	<b>Standard Provisioning Timescale</b>
ISDN exchange lines	26 days	22 days
Ordinary Quality Voice Bandwidth	26 days	22 days
Special Quality Voice Bandwidth	26 days	22 days
64kbit/s – 1984 kbit/s leased lines	26 days	22 days
2 Mbit/s leased line (unstructured)	30 days	26 days
2 Mbit/s leased line (structured)	30 days	26 days