



Office of the Director of  
**Telecommunications  
Regulation**

## **PRESS RELEASE**

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### **REGULATOR MOVES TO MEASURE PERFORMANCE OF OPERATORS**

The Telecoms Regulator has made further moves to ensure consumer protection in the liberalised telecoms market with new proposals to monitor the performance of licensed telecommunications companies and to publish public interest information about their performances.

The proposed performance measurement parameters cover the areas of Service Provision, Fault Management, Complaints, Billing and Disconnection. Supplemental information will be required from the SMP operator covering: Operator Assistance Services, Directory Enquiry Services and Public Payphones.

‘The availability of impartial and comparable information on the performance of companies in the telecommunications sector will enable consumers to make informed purchasing decisions’ said the Regulator. ‘An operator can make numerous promises about the quality of service that it provides, but in many cases it is hard for the consumer to judge whether, in reality, the operator can keep these promises. Measuring an operator’s ability to keep its promises to customers, and subsequent publication of comparable results from a wide spectrum of operators will increase the level of transparency in the Irish telecommunications market and thereby allow consumers to make informed decisions in choosing or remaining with an operator’.

The Director’s proposals are contained in **ODTR 99/41– “Measuring Licensed Operator Performance – Consultation Paper”**. This paper can be viewed on the ODTR web-site (<http://www.odtr.ie>). The consultation period concludes on August 31, 1999.

**ENDS**