



Office of the Director of  
**Telecommunications  
Regulation**

## **PRESS RELEASE**

*For Immediate Release*  
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### **REGULATOR OUTLINES NEW STANDARDS FOR SERVICE LEVEL AGREEMENTS BETWEEN OPERATORS**

The Director of Telecommunications Regulation, Eoin Doyle has completed a review of the service levels to be offered by Telecom Éireann to other telecommunications operators. Service Level Agreements (SLAs) are to be introduced by Telecom Éireann by 1 November next, in respect of key services for other licensed operators (OLOs). The SLAs will set out the terms and conditions under which other operators can buy services from Telecom Éireann.

Where OLOs rely on services from Telecom Eireann to provide retail services to end users, the service levels provided by Telecom Eireann are a critical driver in determining the level of services to the final customer. The Regulator's report is designed to ensure that, ultimately, consumers will benefit from improved levels of telecommunications services.

The report outlines the Director's position on the delivery timeframes, quality levels and maintenance terms for services provided by Telecom Éireann to OLOs. These have been set having regard to the views of Telecom Eireann, OLOs and two business consumer groups - the Small Firms Association and IBEC's Telecommunications User's Group. The Director is pleased that Telecom Eireann itself has put forward improved target delivery times, starting with between 40 and 60 days at present, moving down to 10 days by September 2000\*. With the new standards, TE will move into the upper quartile of comparable European operators, in particular in terms of service provisioning.

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The Regulator states that Telecom Éireann should introduce Service Level Agreements for the following wholesale carrier services: Basic Exchange Lines, Analogue Leased Lines (national) and Digital Leased Lines (national). The SLAs are to specify the standards of service which have to be provided to OLOs and Telecom Éireann's own retail arm on a non-discriminatory basis. They will specify the time by which Telecom Éireann acknowledges an order for a service and notifies the OLO of the completion date for delivery of that service. Telecom Eireann will have to complete the order within the specified time and respond to a reported fault in the service. Penalties will be due to OLO's where the targets set are not met.

“One of the main aims of liberalisation is to improve the level of service provided to customers through the introduction of competitive forces”, said the Director. “As retail SLAs are a tool whereby operators can differentiate themselves it is expected that over time operators will seek to improve the SLAs offered to customers. With this in mind I will be actively monitoring the performance of Telecom Éireann to ensure that its service levels both to consumers and OLOs show the expected improvement over time, in line with developments in Europe's "best practice" comparable operators.”

\* Separate arrangements are being put in place to deal with current delays in TE deliveries of leased lines.

**ODTR 99/48 - "Service Levels Provided to Other Licensed Operators by Licensees with Significant Market Power - Report on the Consultation"** – may be viewed on the ODTR website (<http://www.odtr.ie>).

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