



Office of the Director of
**Telecommunications
Regulation**

PRESS RELEASE

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REGULATOR TO MEASURE QUALITY OF OPERATORS PERFORMANCE

The Telecoms Regulator has today taken further steps to ensure consumer protection in the telecoms market with the introduction of a service quality measurement programme for licensed telecommunications companies. In a report on Measuring Licensed Operator Performance, the Regulator sets out a programme for the publication of key quality indicators for telecommunications companies. The report follows extensive consultation with industry and other interested parties.

The key areas for performance measurement covered in the report are Service Provision, Fault Management, Complaints and Billing. Additional information will be required from Eircom, as the fixed line SMP operator, covering: Directory Enquiry Services, Public Payphones and quality of service for other licensed operators.

“This initiative will empower customers by enabling them to make informed purchasing decisions based on objective and comparable information” 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. By providing greater transparency in a complex industry, the availability of performance information will provide operators with a further stimulus to achieve high quality performance.” she added.

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The development of comparable data is a complex exercise and will take time to prepare. The first published data under this Programme will appear in 2001. The ODTR will convene an industry group to agree the specific detailed criteria underlying the performance parameters in the paper. This will ensure that the information published under the programme is meaningful and enables consumers to make accurate comparisons.

In the meantime, the Regulator will require Eircom to publish information on its leased line performance for consumers. The availability of this information will benefit users and ensure that Eircom continues to improve its performance standards in this critical sector.

The Director's proposals are contained in **ODTR 04/00– “Measuring Licensed Operator Performance – Report on the Consultation”**. This paper can be viewed on the ODTR web-site (<http://www.odtr.ie>).

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