



Office of the Director of
**Telecommunications
Regulation**

PRESS RELEASE

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REGULATOR WELCOMES NEW STANDARDS FOR SERVICE LEVEL AGREEMENTS BETWEEN OPERATORS

The Director of Telecommunications Regulation, Etain Doyle today welcomed the publication of the service levels to be offered by Eircom to other telecommunications operators. These Service Level Agreements (SLAs) are the result of a consultative process and subsequent direction to Eircom by the Regulator and are to take effect from 1 November 1999. The SLAs set out the terms and conditions under which other operators can obtain services from Eircom.

"Where other telecommunications operators rely on services from Eircom to provide retail services to end users, the service levels provided by Eircom are a critical driver in determining the level of services to the final customer. These SLAs are designed to ensure that, ultimately, consumers will benefit from improved levels of telecommunications services," the Regulator said. "I am pleased to note," she added, "that with these new standards, Eircom will move into the upper quartile of comparable European operators, in particular in terms of service provisioning".

The SLA's cover delivery timeframes, quality levels and maintenance terms for services provided by Eircom to Other Licensed Operators (OLO's). The services covered by these SLAs include analogue and digital leased lines, ISDN lines and basic exchange lines. The Director is pleased that Eircom 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. Eircom will have to complete orders within the specified times and respond to reported faults in the service. Penalties will be due to OLO's where the targets set are not met.

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