



Office of the Director of  
**Telecommunications  
Regulation**

# **A Review of the “SwitchLink” Access Mechanism for Service Providers in the Irish Telecommunications Market.**

**Document No. ODTR 98/07**

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## **Review of the Implementation of the “SwitchLink” Facility**

Process for requesting consultations and submissions from Service Providers following the introduction of “SwitchLink”.

### **Introduction**

The Director of Telecommunications Regulation (“the Director”) is committed to facilitating competition in the liberalised telecommunications market within a framework which is clearly understood and accessible to all parties.

The purpose of this document is to seek some comments on some issues relating to the “SwitchLink” facility introduced pursuant to the issue of the Decision Notice (D1/97) by this Office in September, 1997.

This notice is not a legal document. The Director is not bound by this notice and may amend it from time to time. This notice is without prejudice to the legal position or the rights and duties of the Director to regulate the market generally.

### **SwitchLink Review**

Decision Notice (D1/97) announced a new method of access (“SwitchLink”) for the provision of services to the public by licensed telecommunications service providers. In the light of the introduction of SwitchLink, from 20 October, 1997, the Director now wishes to request submissions from service providers regarding its practical implementation in the market.

Submissions should include information/comments on :

- billing mechanism
- ordering procedure
- delivery times
- level of availability
- quality of service
- customer experience
- impact on cost of providing services
- Telecom Eireann's Service Level Agreement - including targets
- Compensation Levels
- Technical aspects of implementation
- Any other relevant information

Submissions should reach this Office no later than 20, March 1998.

At present, the ODTR is involved in an examination of submissions received responding to "Wholesale price reviews for Service Providers in the Irish Telecommunications market" (ODTR 97/16) . While the Director appreciates that there may be some overlap with regard to the details/content of these responses and submissions relating to SwitchLink , she feels that it is important to separately review the performance of SwitchLink in the market since its introduction.

This document sets out the position of the Director and does not constitute legal advice.

**4 March, 1998**

**ENDS**