



Media Release- 11 October 2004

Suspension of ntl's direct telephone service

John Doherty, Chairperson of the Commission for Communications Regulation (ComReg) today responded to the suspension of ntl's direct telephone service to over 2,000 customers, mainly in the Tallaght area of Dublin.

“ComReg understands that ntl is concerned that the equipment which they installed in customers' homes may, in certain circumstances, constitute a potential safety hazard through overheating.

“While noting the efforts the company has made to contact all customers, ComReg believes that more publicity should be given to the issue to ensure customers act on ntl's advice. In this regard, ComReg believes that an information notice should be placed in newspapers to inform ntl telephone customers about this matter.

ComReg has been in discussion with ntl since the weekend after the company had taken steps to inform their customers.

In addition to considering issues concerning the equipment, ComReg has instructed ntl to take immediate steps to minimise the impact of the interruption of its customers' telephone service.

Specific issues which ComReg has immediately required of ntl include:-

- Establishing a dedicated Freephone telephone number so that affected customers can obtain information on the issue and be provided with advice and assistance in restoring telephone service.
- Discussing with other telephone service providers the possibility of similar facilities for affected ntl customers.

- Establishing call forwarding/call divert facilities so that customers can continue to receive incoming calls made using the ntl number.
- Meeting the direct costs of the above which customers would otherwise have to pay.

“ComReg will continue to closely monitor the situation to ensure that ntl complies with its obligations. Ntl is required to protect its consumers and the company must offer an alternative provider without delay and without exposing them to additional costs associated with such a transfer,” the Chairperson of ComReg, John Doherty said.

ENDS

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