



Commission for
Communications Regulation

Information Notice

Fixed Telephony Operator Performance

**Detailed Business and Residential report for the
measurement period from July to December 2002**

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1 Introduction

1.1 Programme Description

The Measuring Licensed Operator Performance (MLOP) programme is an initiative led by ComReg in co-operation with leading fixed telephony operators in the Irish market.

This consumer publication aims to inform business and residential consumers of an operator's quality of service performance results for the periods from July to September 2002 and October to December 2002. In evaluating these results consumers should take other factors into account such as the operator promise time, size, target market, supplier relationship and coverage area.

A separate report, for the same period provides quality of service performance results for the supply of regulated services from eircom to other licensed operators and for public payphones. This report (ComReg 03/64b) is available on the ComReg website at www.comreg.ie

1.2 Operators taking part in this report

Seven¹ fixed line operators have submitted their performance data for this report. The mobile operators are not included at this stage. From the 48 licensees operational in Ireland some operators are excluded for one or more of the following reasons:

- The services provided are not the subject of this report;
- The operator may have just recently entered the market. Licensees who have their licence for less than 18 months are not obliged to enter the programme but they may enter on a voluntary basis.

1.3 What performance measures are reported²?

At present the performance measures focus on the management of orders, faults and complaints and, in particular, the promises made by the major fixed line operators to their customers.

1.3.1 Definition of an Order

An order is defined as a contractual commitment made to the customer to provide a product or service, or a change to an existing service.

Order Completion is defined as the point when all items are available for use by the customer as confirmed by the operator.

¹ The focus of Cable and Wireless business activity is on new technology products and services that are not currently published under MLOP. Cable & Wireless do collect and report data and fully participate in the development of the MLOP programme.

² The MLOP definitions document (v3.2) is available on the ComReg website (www.comreg.ie)

1.3.2 Definition of a Fault

A customer reported fault is a report of a disrupted or degraded service that is made by a customer and is attributable to the network of the service provider or an interconnected public network.

Fault Clearance is defined as being when all items are available for use by the customer as confirmed by the operator.

1.3.3 Definition of a Complaint

A complaint is defined as an expression of dissatisfaction with the operator or the service it provides, received from a user or a member of the public. Complaints will be formally ‘registered’ by entering them into a complaint database and assigning a unique reference number to each complaint.

A complaint is considered **processed** when

- a complainant agrees that all issues have been satisfactorily dealt with, and has been completed or closed, or
- the complaint is withdrawn, or
- the operator has completed all stages of its internal complaint handling procedures, and has informed the complainant accordingly and the operator considers the complaint completed, or
- the complaint has gone to dispute resolution or litigation.

1.4 How accurate or comparable is this information?

All published measures have been subject to an independent audit and comparability review process in order to ensure accuracy and comparability of results before their publication. When comparing operators results presented in this report the consumer should also give consideration to how the structure of an operator’s business may affect its results. Operators may differ in the following ways:

Business Size: Operators measured in the report range from the large well-established operators, to new market entrants who may be significantly smaller. The impact of “one off” equipment failures on smaller, newer operators can have a greater impact on their results than similar failures in larger, established operators.

Operator Promise Times: When completing an order or clearing a fault, operators may differentiate themselves from their competitors by applying different target promise times. Some operators may have aggressive target promise times, while others are more extended. Readers of this report should take the operators’ target times into consideration when evaluating their performance.

Coverage: The geographic coverage of each operator may vary. Some operators may have local coverage, whilst others have regional, national or international coverage. A local failure may have a major impact on the performance of a local operator, but only a minor impact on a few customers of a national network operator.

Target Market: Operators may target different segments of the market from households to multinational corporate customers and provide a level of service corresponding to their requirements.

Supplier Relationship: The structure of the telecommunications market is such that some licensed operators may have degree of dependence on other operators, in particular those operators with Significant Market Power, who act as their supplier of wholesale telecommunications services.

1.5 What is meant by non-compliant?

In certain instances the operator is categorised as non-compliant. There may be a number of different reasons for non-compliance.

- a) No data was submitted by the operator
- b) The data was not audited
- c) The accuracy audit concluded that the data was inaccurate
- d) The comparability review concluded that data was not comparable with the data from other operators

In certain cases, results may be included in this report subject to a caveat e.g. an exceptional event has distorted an operators results in a way that is not representative of its overall performance.

1.6 Description of Service Categories

Operators collect information depending on the type of service they provide. The following service categories apply to the business and residential markets:

- **Direct Access:** this is where a customer has a single agreement with one operator for both 'line rental' and 'call conveyance' services.
- **Indirect Access:** this is where a customer has a single telecommunications contract with Operator A for 'line rental' and Operator B for 'call conveyance'.
- **Leased Lines (Business Only):** this is a single dedicated connection between two (or more) customer sites

A more detailed explanation of service categories are available in Appendix C of this publication

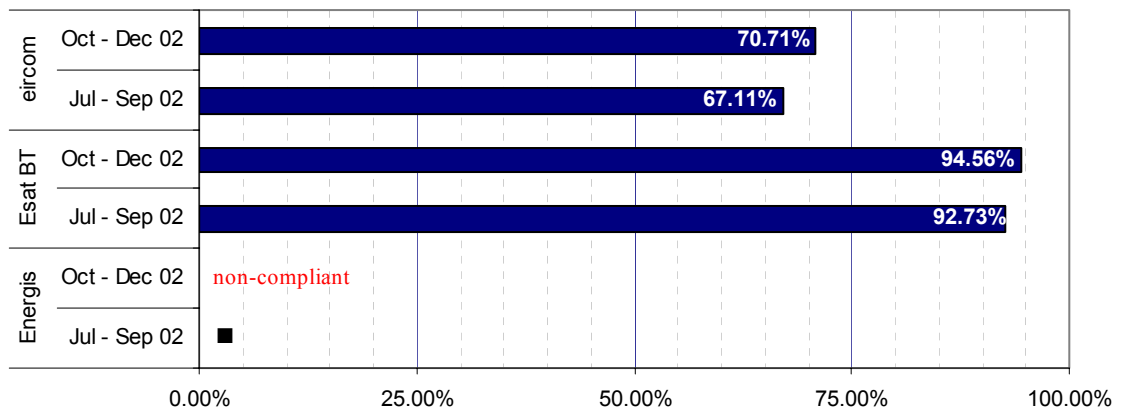
2 Business Market Results

In evaluating these results business consumers should take factors such as operator promise times, size, target market, supplier relationship and coverage into consideration.

2.1 Direct Access Orders

2.1.1 Direct Access orders completed by promised order completion time

This graph indicates the percentage of the operator's total direct access orders that were completed on or before the date confirmed/contracted with the customer.



Operator target promise time for order completion

eircom The target date is the customer required date
Esat BT Promise time varies

2.1.2 Direct Access orders - Variance from promised order completion date

This table indicates the percentage variance from the promised order completion date for direct access orders.

		<=0 days	1 day	2 days	5 days	10 days	20 days	>20 days
eircom	Oct - Dec 02	70.71%	3.49%	1.83%	4.64%	4.83%	4.53%	9.96%
	Jul - Sep 02	67.11%	4.28%	1.89%	4.76%	5.61%	5.21%	11.14%
Esat BT	Oct - Dec 02	94.56%	0.00%	0.00%	0.00%	1.36%	0.68%	3.40%
	Jul - Sep 02	92.73%	0.00%	0.00%	0.00%	1.82%	0.90%	4.55%
Energis	Oct - Dec 02	non-compliant						
	Jul - Sep 02	■						

■ – The operator is not required to report this measure

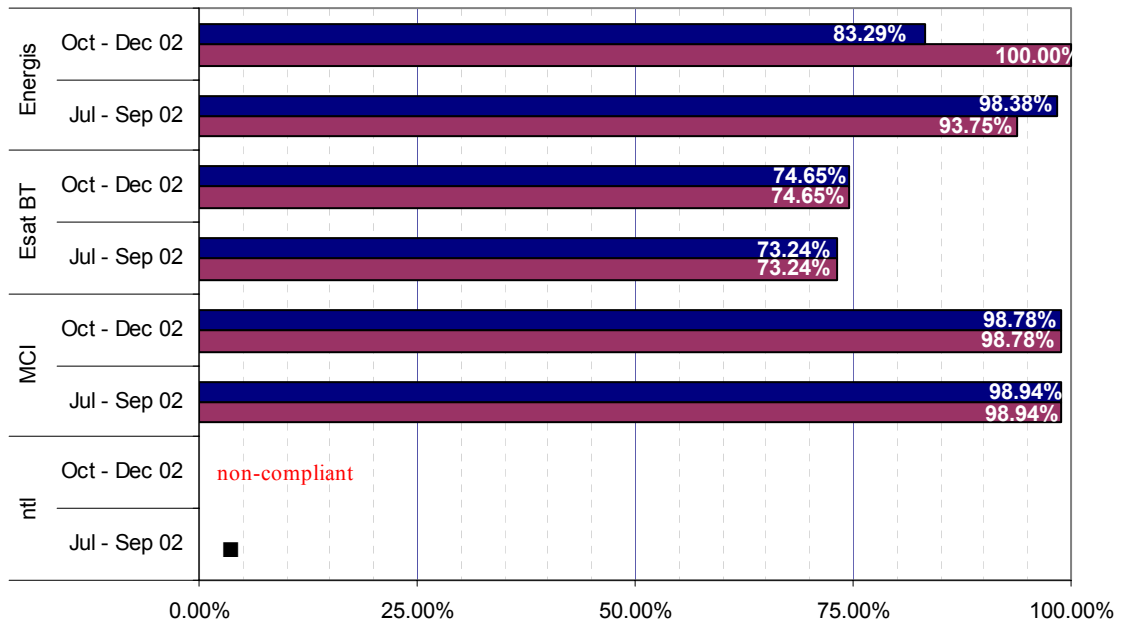
2.2 Indirect Access Orders

Indirect access operators report Gross and Net figures as the nature of their service means the operator may depend on another licensed operator when managing orders.

- Gross** All indirect access orders completed by the operator
- Net** The Net measure excludes all orders not completed on or before the date promised due to another operator

2.2.1 Indirect Access orders completed by promised order completion time

This graph indicates the percentage of the operator's total indirect access orders that were completed on or before the date confirmed/contracted with the customer



Operator target promise time for order completion

<i>Energis</i>	10 days
<i>Esat BT</i>	10 days
<i>MCI</i>	28 days

■ – The operator is not required to report this measure

2.2.2 Indirect Access orders - Variance from promised order completion date

This table indicates the percentage variance from the promised order completion date for indirect access orders.

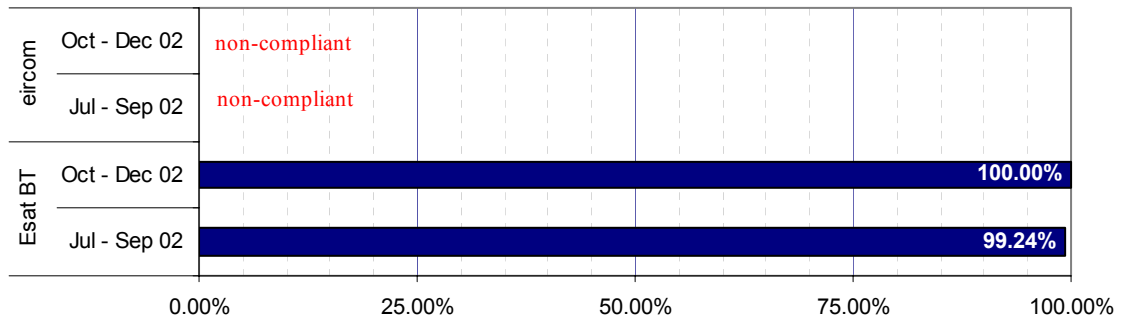
		<=0 days	1 day	2 days	5 days	10 days	20 days	>20 days
Energis	Oct - Dec 02	83.29%	1.95%	5.01%	0.84%	5.01%	3.34%	0.56%
		100.00%	-	-	-	-	-	-
	Jul - Sep 02	98.38%	1.30%	0.00%	0.00%	0.00%	0.00%	0.32%
		93.75%	6.25%	-	-	-	-	-
Esat BT	Oct - Dec 02	74.65%	6.31%	7.52%	5.20%	3.44%	1.95%	0.93%
		74.65%	6.31%	7.52%	5.20%	3.44%	1.95%	0.93%
	Jul - Sep 02	73.24%	7.03%	7.37%	6.12%	4.54%	1.02%	0.68%
		73.24%	7.03%	7.37%	6.12%	4.54%	1.02%	0.68%
MCI	Oct - Dec 02	98.78%	0.00%	0.09%	0.19%	0.19%	0.28%	0.47%
		98.78%	0.00%	0.09%	0.19%	0.19%	0.28%	0.47%
	Jul - Sep 02	98.94%	0.08%	0.08%	0.30%	0.23%	0.38%	-
		98.94%	0.08%	0.08%	0.30%	0.23%	0.38%	-
ntl	Oct - Dec 02	non-compliant						
	Jul - Sep 02	■						

■ – The operator is not required to report this measure

2.3 Leased line orders

2.3.1 Leased line orders completed by promised order completion time

This graph indicates the percentage of the operator’s total leased line orders that were completed on or before the date confirmed/contracted with the customer



Operator target promise time for order completion

Esat BT Promise time varies

2.3.2 Leased line orders - Variance from promised order completion date

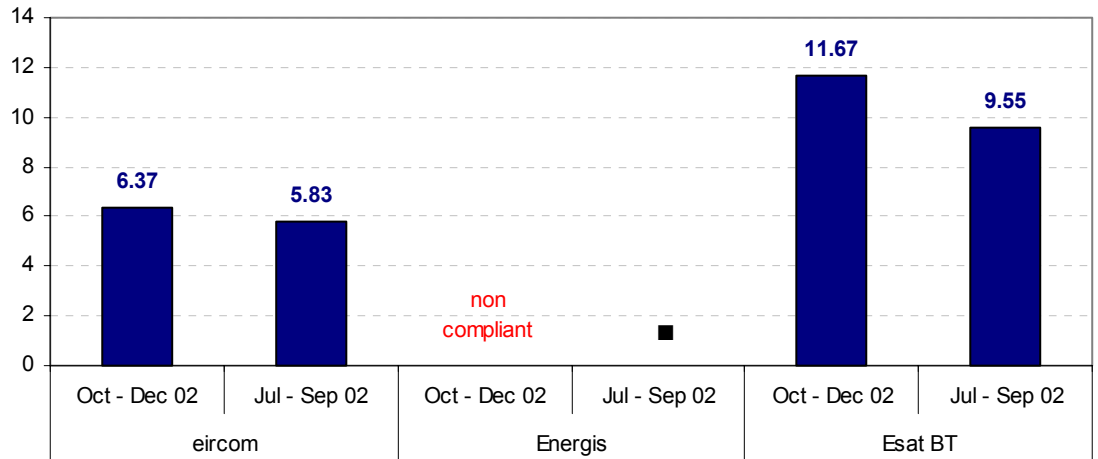
This table indicates the percentage variance from the promised order completion date for leased line orders.

		<=0 days	1 day	5 days	10 days	20 days	30 days	50 days	100 days	>100 days
eircom	Oct - Dec 02	non-compliant								
	Jul - Sep 02	non-compliant								
Esat BT	Oct - Dec 02	100.00%	-	-	-	-	-	-	-	-
	Jul - Sep 02	99.24%	0.00%	0.00%	0.00%	0.00%	0.00%	0.76%	-	-

2.4 Direct Access Faults

2.4.1 Direct Access Faults registered

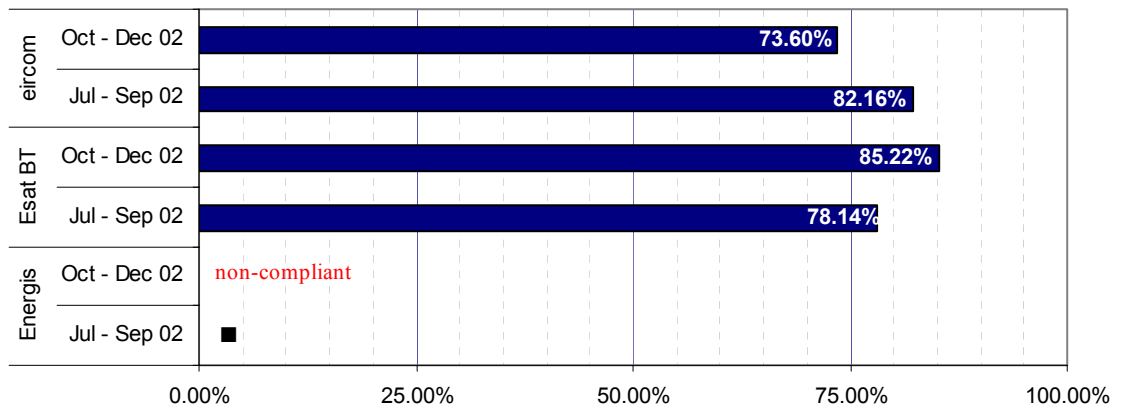
This graph indicates the number of customer reported faults each direct access operator has registered per 100 direct access lines



■ – *The operator is not required to report this measure*

2.4.2 *Direct Access faults cleared by promised fault clearance time*

This graph indicates the percentage of the operator’s direct access customer reported faults that were cleared on or before by the promised target time



Operator target promise time for fault clearance

eircom 17 working hours
Esat BT 5 hours for emergency faults and 48 for non-emergency faults

2.4.3 *Direct Access faults – Variance from promised fault clearance time*



This table indicates the percentage variance from the promised fault clearance time for direct access faults.

		<=0 hours	1 hour	4 hours	8 hours	24 hours	>24 hours
eircom	Oct - Dec 02	73.60%	1.43%	3.78%	2.23%	2.79%	16.18%
	Jul - Sep 02	82.16%	1.19%	2.64%	1.84%	2.02%	10.15%
Energis	Oct - Dec 02	non-compliant					
	Jul - Sep 02	■					
Esat BT	Oct - Dec 02	85.22%	2.61%	3.04%	2.61%	4.35%	2.17%
	Jul - Sep 02	78.14%	2.19%	3.82%	1.64%	8.20%	6.01%

■ – *The operator is not required to report this measure*

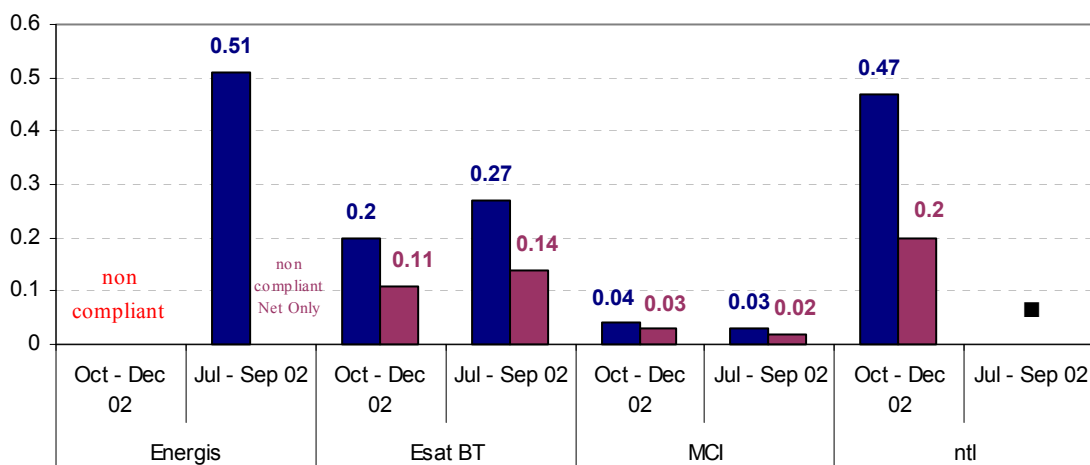
2.5 Indirect Access Faults

Indirect access operators report Gross and Net figures as the nature of their service means the operator may depend on another licensed operator when managing faults.

	Gross	All indirect access faults registered and cleared by the operator
	Net	The Net measure excludes all faults referred to another operator

2.5.1 Indirect Access Faults registered

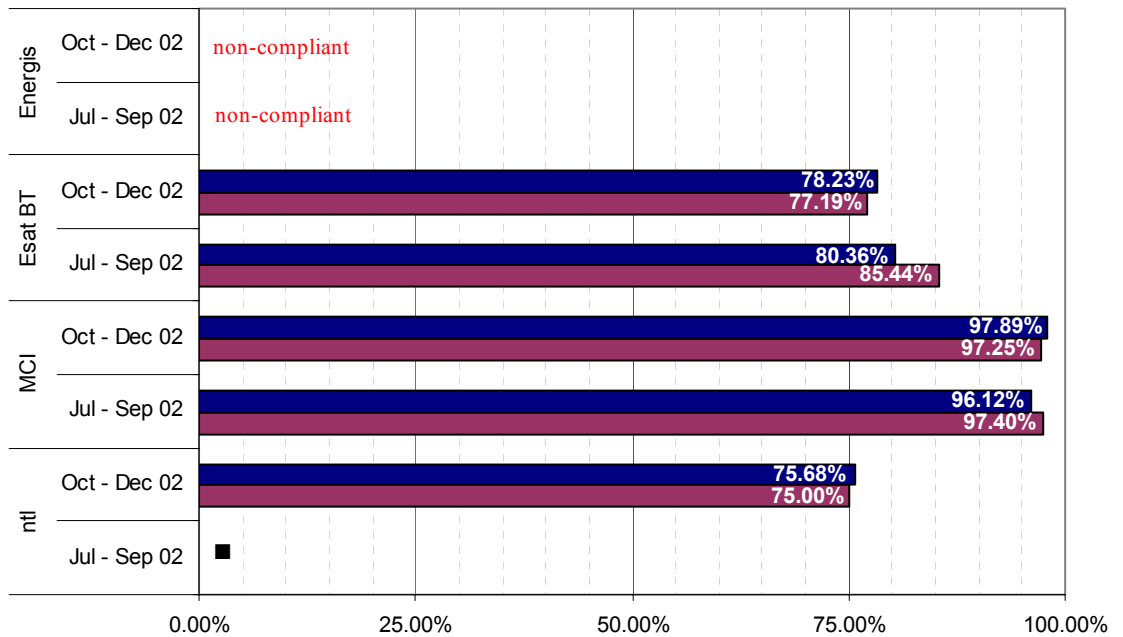
This graph indicates the number of customer reported faults each indirect access operator has registered per 100 calling line identities



■ – The operator is not required to report this measure

2.5.2 Indirect Access faults cleared by promised fault clearance time

This graph indicates the percentage of the operator’s indirect access customer reported faults that were cleared on or before by the promised target time



Operator target promise time for fault clearance

Esat BT 5 hours for emergency and 48 for non-emergency faults
MCI 24 hours for outages and 48 hours for degraded service
ntl 6 hours for total loss and 24 hours when service impaired

2.5.3 Indirect Access faults – Variance from promised fault clearance time

This table indicates the percentage variance from the promised fault clearance time for indirect access faults.

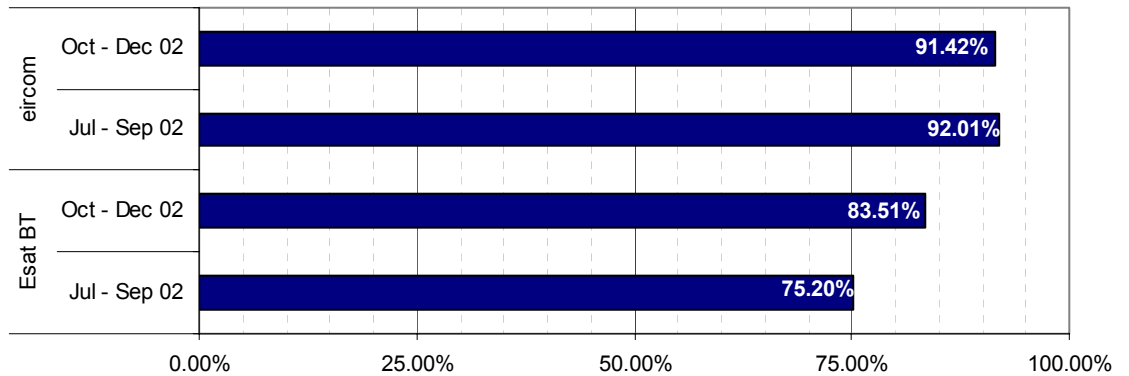
		<=0 hours	1 hour	4 hours	8 hours	24 hours	>24 hours
Energis	Oct - Dec 02	non-compliant					
	Jul - Sep 02	non-compliant					
Esat BT	Oct - Dec 02	78.23%	2.21%	4.73%	3.79%	5.36%	5.68%
	Jul - Sep 02	80.36%	2.80%	3.83%	2.30%	5.10%	5.61%
MCI	Oct - Dec 02	97.89%	0.00%	0.70%	0.00%	0.00%	1.41%
	Jul - Sep 02	96.12%	0.97%	0.97%	0.97%	0.00%	0.97%
ntl	Oct - Dec 02	75.68%	0.00%	5.41%	0.00%	8.11%	10.81%
	Jul - Sep 02	75.00%	0.00%	0.00%	0.00%	12.50%	12.50%
	Jul - Sep 02	■					

■ – The operator is not required to report this measure

2.6 Leased Line Faults

2.6.1 Leased line faults cleared by promised target time

This graph indicates the percentage of the operator’s leased line customer reported faults that were cleared on or before by the promised target time



Operator target promise time for fault clearance

eircom 8 hours
Esat BT 5 hours emergency faults and 48 hours for non-emergency

2.6.2 Leased line faults – Variance from promised fault clearance time

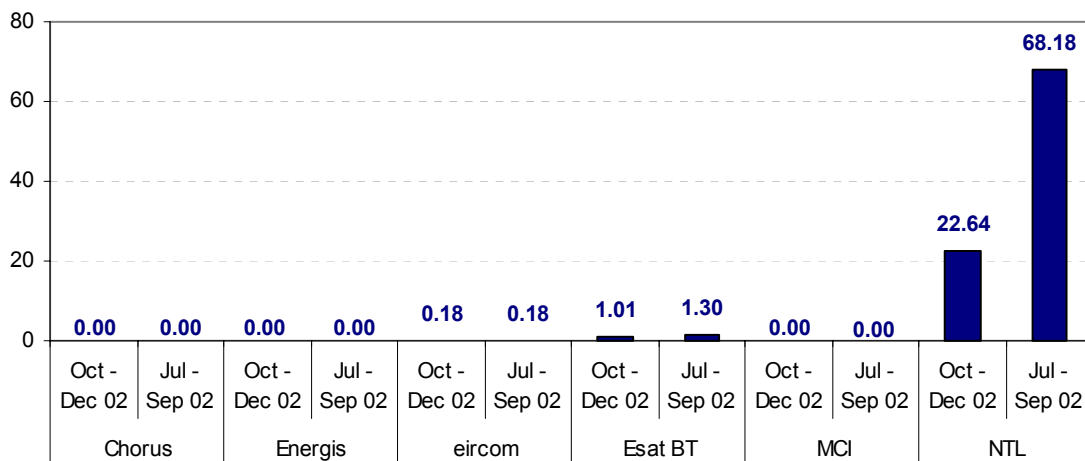
This table indicates the percentage variance from the promised fault clearance time for leased line faults.

		<=0 hours	1 hour	2 hours	4 hours	8 hours	>8 hours
eircom	Oct - Dec 02	91.42%	0.70%	0.91%	1.21%	1.18%	4.59%
	Jul - Sep 02	92.01%	1.10%	0.53%	0.71%	0.71%	4.93%
Esat BT	Oct - Dec 02	83.51%	2.83%	2.84%	2.06%	2.83%	5.93%
	Jul - Sep 02	75.20%	4.48%	2.91%	2.63%	3.43%	11.35%

2.7 Direct Access Complaints

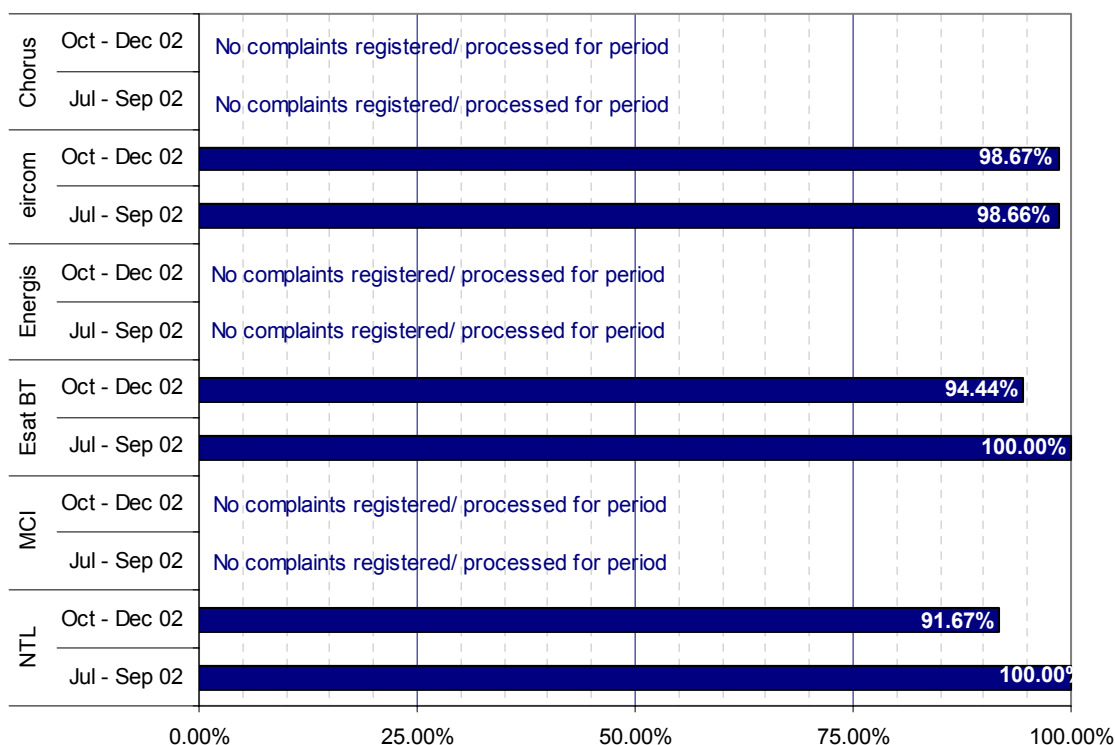
2.7.1 Direct Access complaints registered

This graph indicates the number of complaints each operator has registered per 100 direct access lines



2.7.2 Direct Access complaints processed within 28 days

This graph indicates the percentage of the direct access operator's complaints that were processed within 28 elapsed days of registration



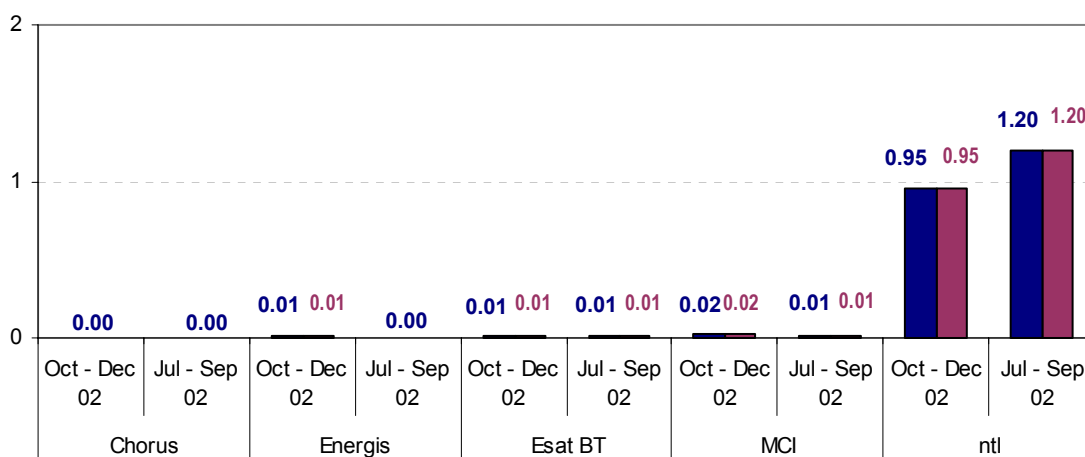
2.8 Indirect Access Complaints

Indirect access operators report Gross and Net figures as the nature of their service means the operator may depend on another licensed operator when managing complaints.

- Gross** All indirect access complaints registered and processed by the operator
- Net** The Net measure excludes those complaints that were referred to another operator

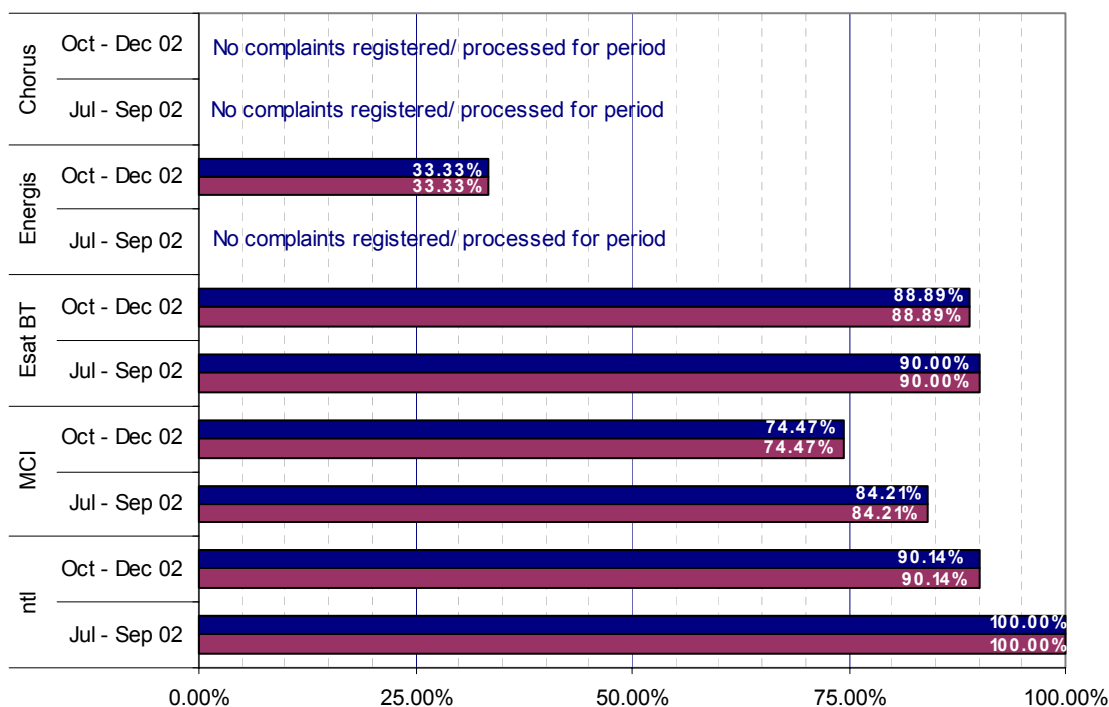
2.8.1 Indirect Access complaints registered

This graph indicates the number of complaints each operator has registered per 100 indirect access calling line identities



2.8.2 Indirect Access complaints processed within 28 days

This graph indicates the percentage of the indirect access operator's complaints that were processed within 28 elapsed days of registration



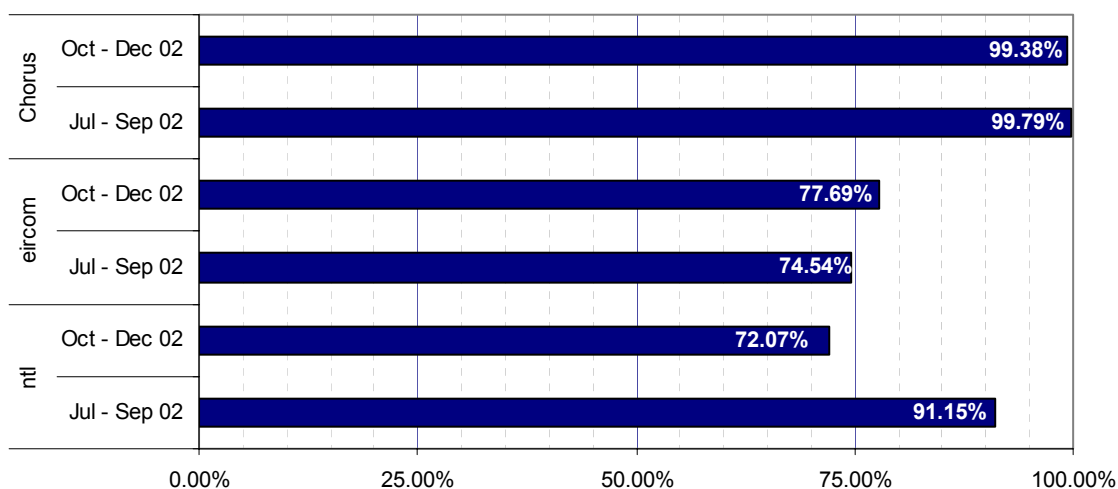
3 Residential Market Results

In evaluating these results residential consumers should take factors such as operator promise times, size, target market, supplier relationship and coverage into consideration.

3.1 Direct Access Orders

3.1.1 Direct Access orders completed by promised order completion time

This graph indicates the percentage of the operator's total direct access orders that were completed on or before the date confirmed/contracted with the customer



Operator target promise time for order completion

Chorus The promise date agreed with the customer
eircom The target date is the customer required date
ntl End of the next working day

3.1.2 Direct Access orders - Variance from promised order completion date

This table indicates the percentage variance from the promised order completion date for direct access orders.

		<=0 days	1 day	2 days	5 days	10 days	20 days	>20 days
Chorus	Oct - Dec 02	99.38%	0.31%	0.10%	0.00%	0.00%	0.21%	-
	Jul - Sep 02	99.79%	0.07%	0.00%	0.07%	0.00%	0.00%	0.07%
eircom	Oct - Dec 02	77.69%	4.87%	1.42%	3.67%	3.17%	2.78%	6.41%
	Jul - Sep 02	74.54%	7.28%	1.71%	4.37%	3.30%	2.94%	5.85%
ntl	Oct - Dec 02	72.07%	3.60%	10.81%	9.01%	3.60%	0.00%	0.90%
	Jul - Sep 02	91.15%	1.77%	0.88%	4.42%	0.88%	0.88%	-

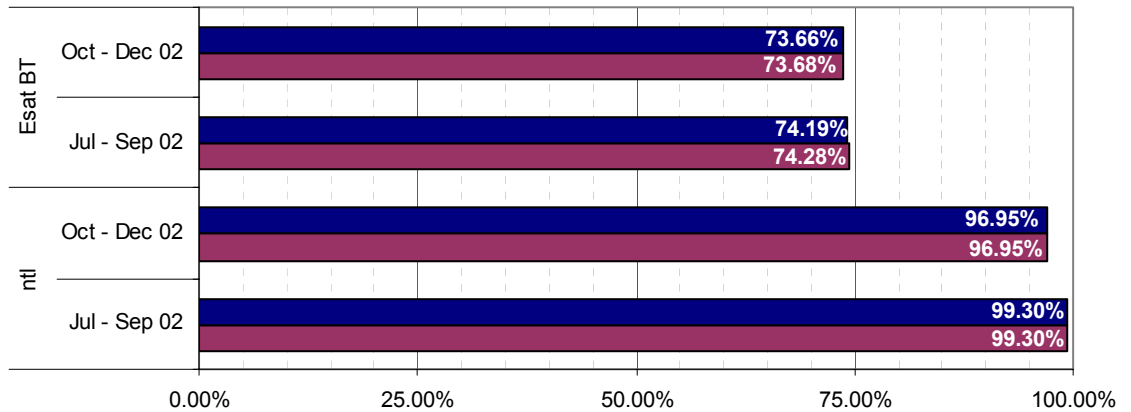
3.2 Indirect Access Orders

Indirect access operators report Gross and Net figures as the nature of their service means the operator may depend on another licensed operator when managing orders.

- Gross** All indirect access orders completed by the operator
- Net** The Net measure excludes all orders not completed on or before the date promised due to another operator

3.2.1 Indirect Access orders completed by promised order completion time

This graph indicates the percentage of the operator’s total indirect access orders that were completed on or before the date confirmed/contracted with the customer



Operator target promise time for order completion

<i>Esat BT</i>	12 days
<i>ntl</i>	14 days

3.2.2 Indirect Access orders - Variance from promised order completion date

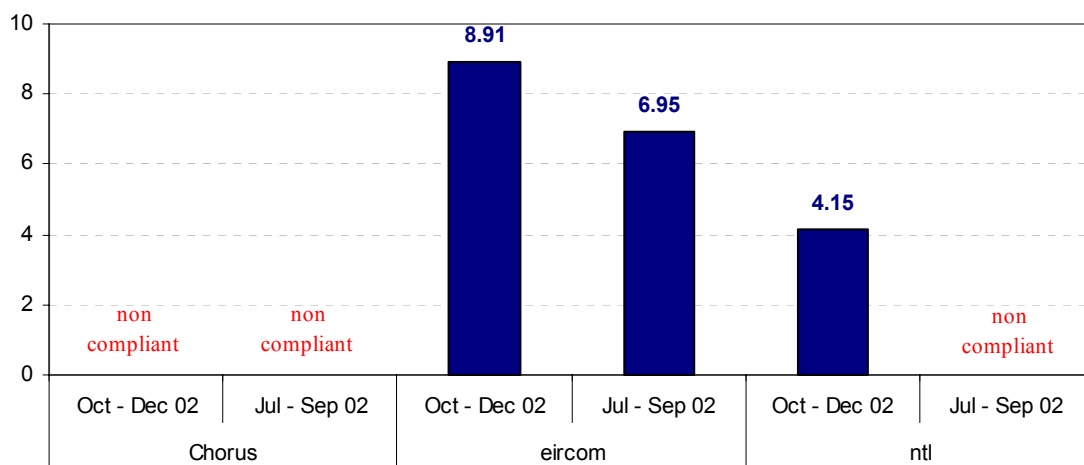
This table indicates the percentage variance from the promised order completion date for indirect access orders.

		<=0 days	1 day	2 days	5 days	10 days	20 days	>20 days
Esat BT	Oct - Dec 02	73.66%	5.46%	3.90%	4.86%	6.61%	1.73%	3.78%
		73.68%	5.45%	3.91%	4.86%	6.60%	1.72%	3.78%
	Jul - Sep 02	74.19%	2.88%	3.93%	2.27%	4.18%	4.12%	8.43%
		74.28%	2.86%	3.93%	2.26%	4.18%	2.44%	10.05%
ntl	Oct - Dec 02	96.95%	0.00%	0.00%	0.17%	0.79%	0.62%	1.47%
		96.95%	0.00%	0.00%	0.17%	0.79%	0.62%	1.47%
	Jul - Sep 02	99.30%	0.00%	0.12%	0.16%	0.12%	0.21%	0.08%
		99.30%	0.00%	0.12%	0.16%	0.12%	0.21%	0.08%

3.3 Direct Access Faults

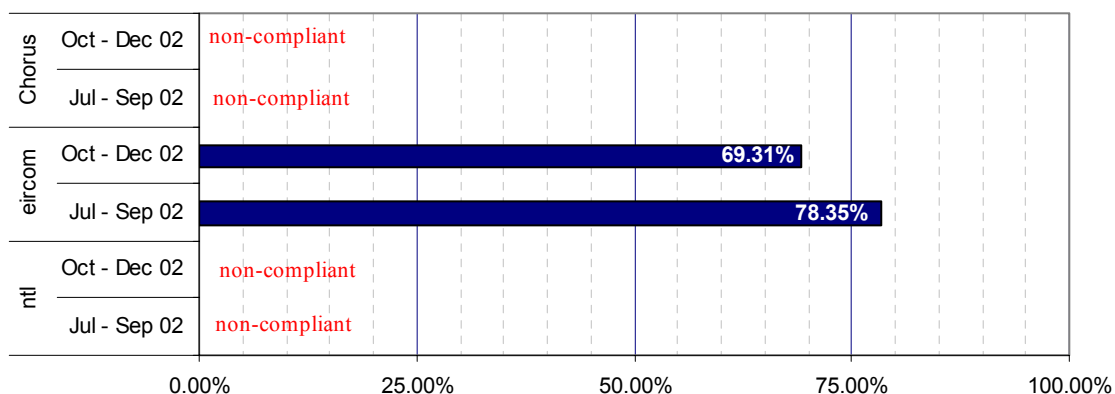
3.3.1 Direct Access Faults registered

This graph indicates the number of customer reported faults each direct access operator has registered per 100 direct access lines



3.3.2 Direct Access faults cleared by promised fault clearance time

This graph indicates the percentage of the operator's direct access customer reported faults that were cleared on or before by the promised target time



Operator target promise time for fault clearance

eircom 17 working hours



3.3.3 Direct Access faults – Variance from promised fault clearance time

This table indicates the percentage variance from the promised fault clearance time for direct access faults.

		<=0 hours	1 hour	4 hours	8 hours	24 hours	>24 hours
Chorus	Oct - Dec 02	non-compliant					
	Jul - Sep 02	non-compliant					
eircom	Oct - Dec 02	69.31%	1.45%	3.94%	3.32%	2.79%	19.19%
	Jul - Sep 02	78.35%	1.32%	3.49%	2.73%	2.21%	11.90%
ntl	Oct - Dec 02	non-compliant					
	Jul - Sep 02	non-compliant					

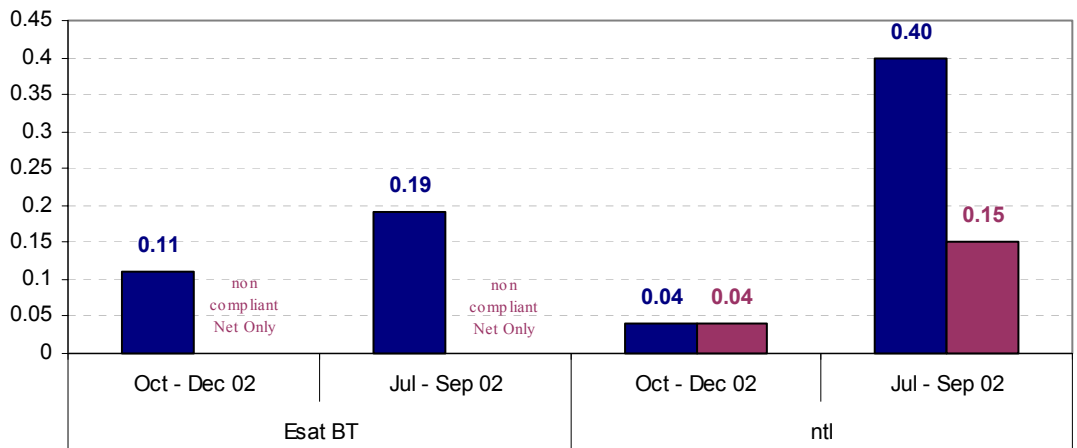
3.4 Indirect Access Faults

Indirect access operators report Gross and Net figures as the nature of their service means the operator may depend on another licensed operator when managing faults.

	Gross	All indirect access faults registered and cleared by the operator
	Net	The Net measure excludes all faults referred to another operator

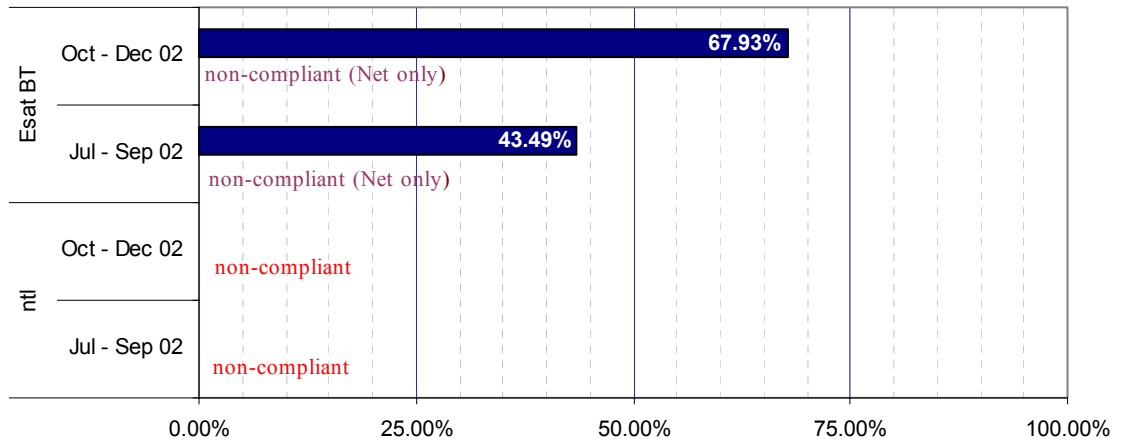
3.4.1 Indirect Access Faults registered

This graph indicates the number of customer reported faults each indirect access operator has registered per 100 calling line identities



3.4.2 Indirect Access faults cleared by promised fault clearance time

This graph indicates the percentage of the operator’s indirect access customer reported faults that were cleared on or before by the promised target time



Operator target promise time for fault clearance

Esat BT 48 hours

3.4.3 Indirect Access faults – Variance from promised fault clearance time

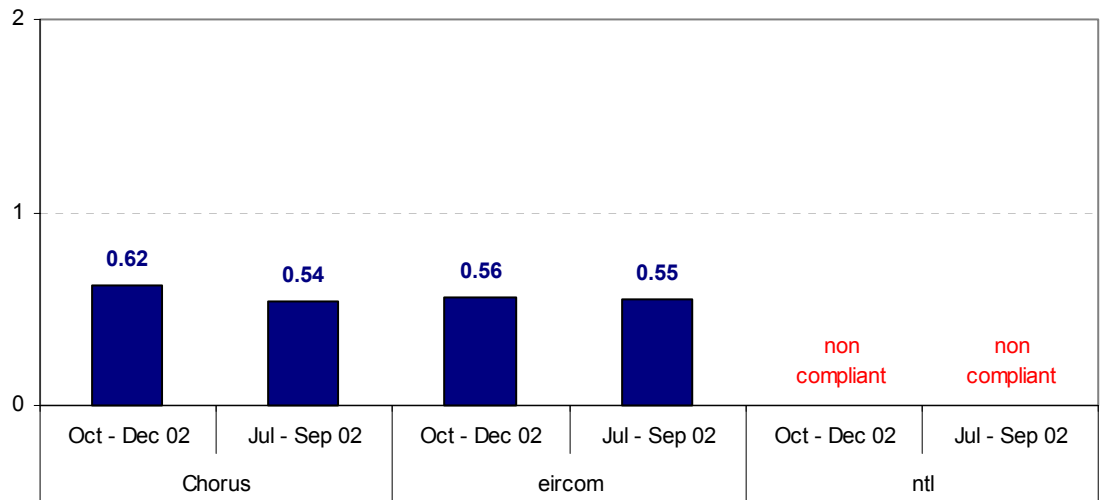
This table indicates the percentage variance from the promised fault clearance time for indirect access faults.

		<=0 hours	1 hour	4 hours	8 hours	24 hours	>24 hours
Esat BT	Oct - Dec 02	67.93%	0.69%	0.69%	0.35%	1.72%	28.62%
	Jul - Sep 02	43.49%	2.66%	2.07%	1.78%	5.03%	44.97%
		non-compliant (Net only)					
ntl	Oct - Dec 02	non-compliant					
	Jul - Sep 02	non-compliant					

3.5 Direct Access Complaints

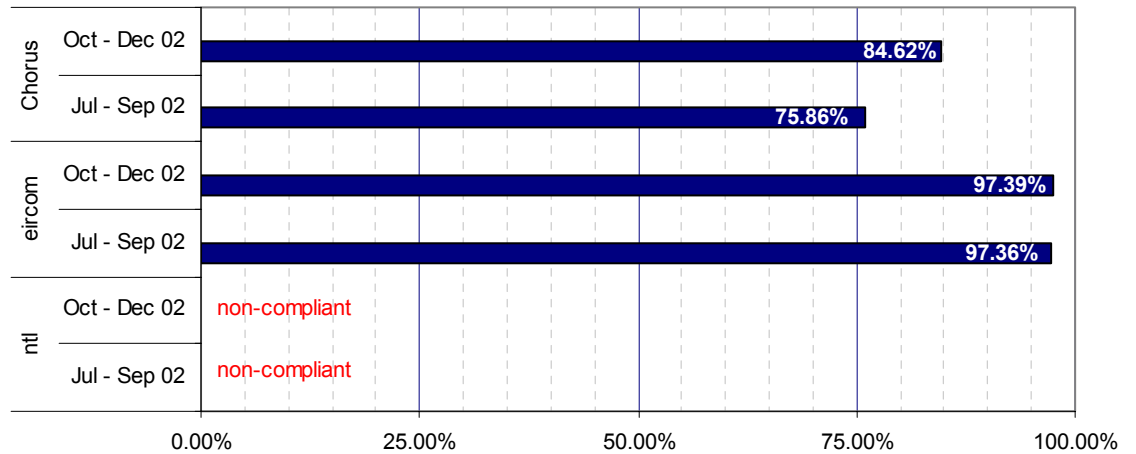
3.5.1 Direct Access complaints registered

This graph indicates the number of complaints each operator has registered per 100 direct access lines.



3.5.2 Direct Access complaints processed within 28 days

This graph indicates the percentage of the direct access operator's complaints that were processed within 28 elapsed days of registration



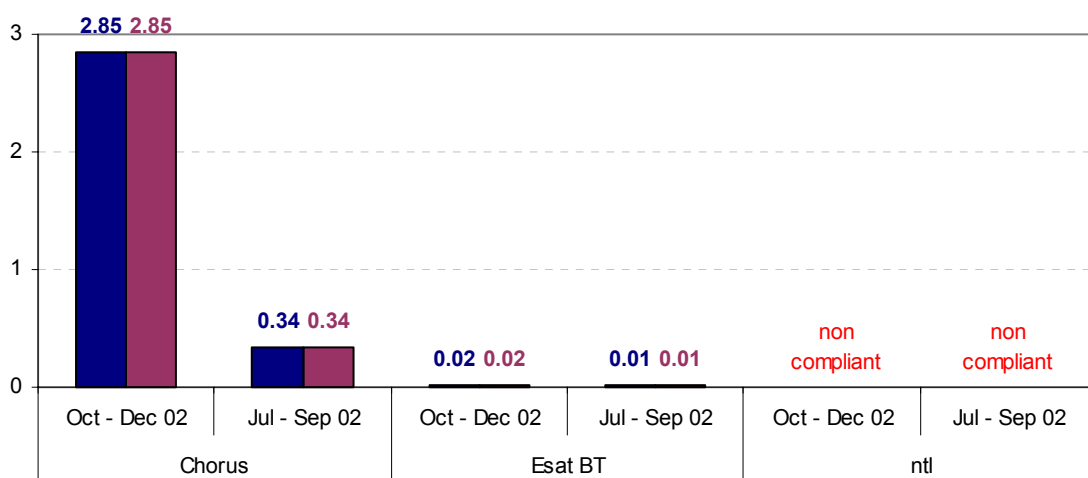
3.6 Indirect Access Complaints

Indirect access operators report Gross and Net figures as the nature of their service means the operator may depend on another licensed operator when managing complaints.

- Gross** All indirect access complaints registered and processed by the operator
- Net** The Net measure excludes those complaints that were referred to another operator

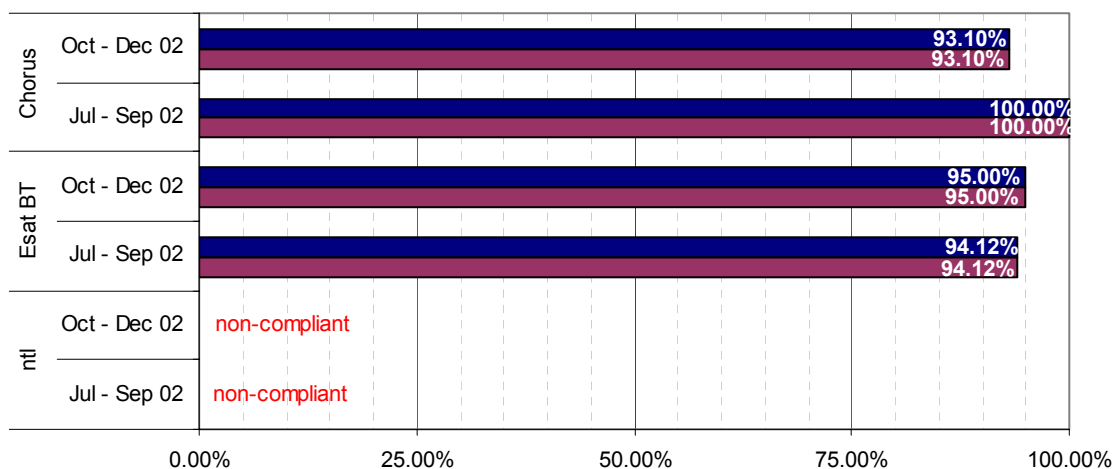
3.6.1 Indirect Access complaints registered

This graph indicates the number of complaints each operator has registered per 100 indirect access calling line identities



3.6.2 Indirect Access complaints processed within 28 days

This graph indicates the percentage of the indirect access operator's complaints that were processed within 28 elapsed days of registration



Appendix A – Operator submitted statements

Cable & Wireless

Cable & Wireless is a major global telecommunications business with revenue of over EUR 8.6 billion in the year to 31 March 2002 and customers in 80 countries. It provides a range of network, Internet and systems integration services to the Irish market. Network services include Frame Relay, ATM, IP-VPN and IP-LAN. Internet services include Internet Access and Web Hosting. Cable & Wireless holds a unique position in terms of global coverage and services to business customers based on its advanced IP networks and value-added service offering in the US, Europe and the Asia-Pacific region. For further information please visit <http://www.cw.com>.

Chorus

Chorus has TV service franchises (cable and MMDS) in almost every area of the country. Chorus also has “wireless in the local loop” telephony and broadband licences. The Chorus network is becoming one of the largest and most advanced in the country. In areas where direct telephony is not available, Chorus offers indirect telephony through a Carrier Pre-Selection (CPS) service. Chorus customers will have an unrivalled package of digital TV services, broadband, telephony and Internet services when the network is complete. Chorus digital offers a basic TV package (with 36 basic channels) and includes a telephone service with competitive call charges.

Eircom Ltd

eircom is Ireland’s leading communications company, providing a comprehensive range of advanced voice, data and Internet services. The company, which was formerly known as Telecom Eireann, was established in 1984 when it became a semi-state company.

Since 1984, eircom has continually invested in its infrastructure, giving Ireland one of the most advanced networks in Europe. eircom continues to invest in the development of the services, thereby increasing value and benefit to customers.

eircom also offers comprehensive nation-wide pay-phone services and a directory enquiry service to all customers. Finally, *eircom* offers services to Other Licensed Operators to carry telecommunications traffic for their customers. For further information visit our website at eircom.ie

Energis

Since its formation in May 1999, Energis Ireland, formerly known as nevada tele.com, has positioned itself as Ireland’s most innovative business communications provider. Focusing solely on the business market in Ireland, north and south, Energis Ireland offers a complete portfolio of contact centre, voice, data and internet solutions. This is founded on the opportunity created by Ireland’s strategically important geographical position - on one side is the second largest IT and telecoms market in the world, Europe, and on the other side is the biggest market, North America. A key advantage is the cultural affinity Ireland shares with both markets, and it can therefore act as a bridge between the US and Europe. Energis acquired nevada from Viridian Group

plc on 1st November 2002. Viridian previously owned 50% of the shares in a joint venture with Energis. The acquisition ensures continuity of service to all customers in Ireland whilst also providing access to leading edge technological developments. Energis is a leading provider of high-value telecoms and internet services to major UK and Irish companies and public institutions, with a high profile customer list that includes Betdaq, Bank of Ireland, Phonovation, UTVi and BskyB. For further information, please contact Energis on 1800 885885 or visit our website at www.energis.com

Esat BT

Esat BT is a wholly owned subsidiary of BT plc. Esat BT is a fully integrated part of BT's international broadband network business, focused primarily on providing services and solutions to multi-site corporates. Esat BT also operates in the residential and Internet portal markets. With over 900 employees, the company is headquartered in Dublin with offices in Cork, Limerick, Galway and Waterford. Esat BT offers a full range of services to business customers, including broadband data, corporate Internet, web hosting, web development, e-business and systems integration. Esat BT offers a full range of services to the residential market from home phone services, Internet access, international call cards and Internet Cafes. Internet access is provided through iol and oceanfree.net portals.

ntl

NTL is a world leader in the development of digital networks and broadcast systems. Following the successful launch of Go Digital our dtv product, we have launched interactive services during the latter part of 2002. We believe low price broadband access to the internet is possible. This has already been achieved in West Dublin with our cable modem service, where we have reached almost 20% penetration. We are currently testing other technologies to provide similar access across our network. As technologies converge NTL is leading the way into an era of integrated communications. For business customers we provide an unrivalled range of competitive voice, data, television and internet solutions. Using our own network we are the only company in Ireland to operate across all key communication technologies - fibre optic, broadband coax & copper, broadcast, satellite and radio.

MCI

WorldCom, Inc. (WCOEQ, MCWEQ), which currently conducts business under the MCI brand name, is a leading global communications provider, delivering innovative, cost-effective, advanced communications connectivity to businesses, governments and consumers. With the industry's most expansive global IP backbone and wholly-owned data networks, MCI develops the converged communications products and services that are the foundation for commerce and communications in today's market. MCI Ireland currently employs over 111 people based in four offices across the country: Dublin, Cork, Limerick and Galway. MCI has invested over \$140 million in the Irish marketplace, in the network capacity servicing Ireland and in a large-scale international data centre. MCI Ireland currently operates a fibre network in Dublin with fibre loops located in key business parks around Ireland. The company has also invested heavily in rolling out a broad range of Voice, Data, Hosting and Internet services to its Irish customer base.

Appendix B - Explanation of this Programme

Background

Since 1999, ComReg has been working with fixed telephony operators to agree a framework for measuring the quality of service performance. In order to achieve this, ComReg (then the Office of the Director of Telecommunications Regulation) established the Measuring Licensed Operator Performance (MLOP) Industry Forum, which has been meeting on a regular basis since the beginning of 2000 and has defined the measures used in this report and the process by which the measures are collected and published.

The current MLOP publication incorporates quality of service performance data collected for the two measurement periods from July to September and October to December 2002. Each operator has collected service performance against the defined MLOP Industry Forum measures (see ComReg website www.comreg.ie³).

All operators are required to collect data on complaint handling performance. Operators who exceed the following MLOP agreed thresholds collect information for management of order and fault categories.

Service Offered	Threshold for reporting
Direct Access Telephony	2,500 channels in specific market (business or residential)
Indirect Access Telephony	From first year where annual revenues exceed €1,269,738 from indirect access services
National Leased lines	500 digital leased lines

Audit and Comparability Review Process

Once the operators have collected the data for the relevant collection period, it is subject to a two step audit and comparability review process, before publication.

Step 1 Accuracy Audit

After the data is collected, independent auditors, chosen by each operator, ensure that the data is complete, accurate and in compliance with the defined MLOP Industry Forum measures.

Step 2 Comparability Review

After the Accuracy Audit, the data is then passed to the independent Comparability Assessor who is chosen by the MLOP Industry Forum. The Comparability Assessor's function is to evaluate the accuracy audit reports from all of the participating operators and to make a judgement on the comparability of that data using information, which describes:

- How the data was captured

³ The MLOP definitions (v3.2) document is available on the ComReg website

- How the data was processed
- How the measure has been calculated by the operator
- How the measure has been reported.

Publication of MLOP Results

On successful completion of the comparability assessment, comparable data may be submitted for publication.

Why is certain data excluded from this report?

In certain instances data for an operator does not appear in this publication. This occurs if data is categorised as non compliant. There may be many different reasons for non-compliance for example

- The operator failed to submit the required data for that measure
- The data was not audited
- The accuracy audit concluded that the data was inaccurate
- The comparability review concluded that data was not comparable with data from other operators

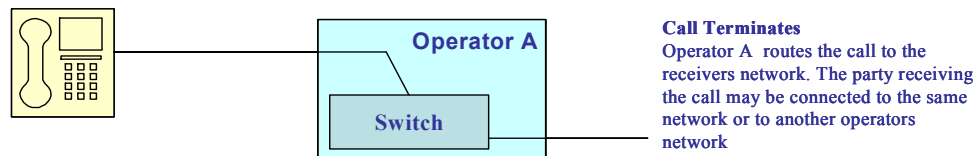
In certain cases, results may still be included in this report. This may be subject to a caveat e.g. an exceptional event has distorted an operators results in a way that is not representative of the operator's overall performance.

The types of telecommunications services measured in this report

This report presents measures for the most common services provided by fixed telephony operators in Ireland. These services include

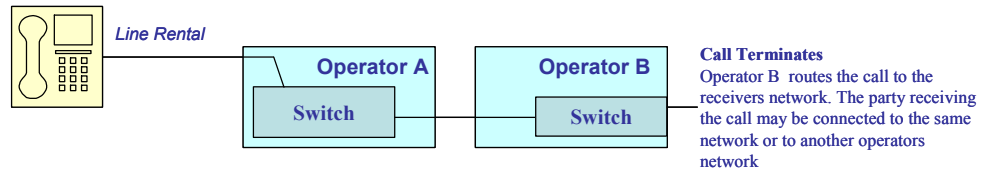
Direct Access

This is where the customer has a single agreement with one operator for both line rental and call conveyance services



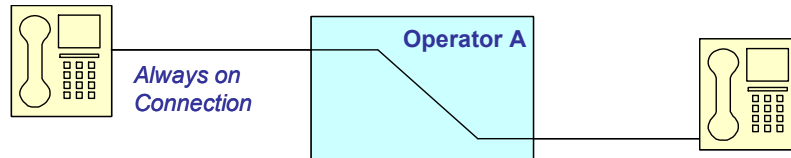
Indirect Access

This is where the customer has a single telecommunications contract with Operator A for line rental and Operator B for call conveyance. The most common example of this type of service is the carrier pre-selection CPS service.



Leased Lines

This is a single dedicated connection between two (or more) customer sites. Leased lines are also purchased by operators to connect their network points of presence to a customer's site.



Other data on quality of service performance

A separate report which is available on the ComReg website provides additional performance data on:

Payphone Services

These are the public payphone services that are operated by eircom who has been designated as having universal service obligation.

SMP to OLO

These are the regulated services provided by eircom to Other Licensed Operators. eircom has been designated as having Significant Market Power (SMP) in the fixed services and network markets

Glossary

Access Line	An access line is the connection from the Network Termination Point to the entry point to the local switch or remote concentrator, whichever is the nearer. In many cases this is the main distribution frame.
Calling Line Identity (CLI)	A registered CLI is a recognised Calling Line Identity (CLI) enabled by the service provider to allow network access, i.e. CLIs that are registered as billable on the operator's network.
Carrier Service Circuits	Carrier services circuits are wholesale circuits negotiated between the SMP operator and OLOs, which are specified in eircom document - "Statement of Service Levels for the provision of Specified Services to Other Licensed Operators".
Complaint	A complaint is defined as an expression of dissatisfaction with the operator or the service it provides, received from a user or a member or the public.
Complaint Processed	Complaints are considered processed when: <ul style="list-style-type: none"> • a complainant agrees that all issues have been satisfactorily dealt with and has been completed and closed • the complaint is withdrawn • or the operator has completed all stages of its internal complaint handling procedures, and has informed the complainant accordingly and the operator considers the complaint completed • or the complaint is gone to dispute resolution or litigation.
CPS – Carrier Preselection	CPS is the facility that permits a consumer to decide in advance to use an alternative operator to carry certain pre-defined classes of call (e.g. all international calls). The consumer does not have to dial a routing prefix or follow any other procedure to evoke such routing.
Customer Reported Fault	A customer reported fault is a report of a disrupted or degraded service that is made by a customer and is attributable to the network of the service provider or an interconnected public network.
Direct Service	A Direct Service is one for which the operator provides a direct link from exchange equipment to a customer's premises (switched).
Fault cleared	Fault Clearance is defined as being when all items are available for use by the customer as confirmed by the operator.
General Telecommunications Licence	This category of licence permits the holder to provide telecommunications networks and services involving the provision of one or more of the following to the public; a Public Telecommunications Network, voice telephony and/or any other network or service which requires the allocation to users of numbers from the national numbering scheme.

Indirect Service	An Indirect Service is a telephony service provided to an end user by an operator via another licensed operator's switched access network.
Interconnect Circuit	An interconnect circuit is a single 2 Mbit/s circuit as specified in the SMP's Reference Interconnect Offer (RIO).
Leased Line	A Leased Line is a single dedicated connection between two (or more) customer sites. Leased lines are also purchased to connect their network points of presence to a customer's site.
MLOP	The Measuring Licensed Operator Performance (MLOP) programme is an initiative led ComReg co-operation with the leading fixed line telecommunications operators in the Irish market. This regular publication will present quality of service performance results that have been provided by the major fixed line telecommunications operators, relating to measurement periods of 3 to 6 months.
OLO	OLOs are the Other Licensed Operators that purchase Carrier Services or Interconnect Circuits from the SMP operator.
Order	An order is defined as a contractual commitment made to a customer to provide a product or service, or a change to an existing service.
Order Completed	Order Completion is defined as the point when all items are available for use by the customer as confirmed by the operator.
Significant Market Power (SMP).	The Open Network Provision (ONP) framework requires National Regulatory Authorities (NRAs) to designate certain operators as having Significant Market Power Operators with SMP face additional obligations aimed, inter alia, at control of significant market power. eircom has been designated as having Significant Market Power (SMP) in the fixed services and network markets.