



Commission for
Communications Regulation

The provision of telephony services under the Universal Service Obligation Access at a Fixed Location

Information Notice

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An Coimisiún um Rialáil Cumarsáide

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1. ComReg issued its Decision D10/14 *“The provision of telephony services under the Universal Service Obligation - Access at a Fixed Location”*¹ on 7 July 2014, which designated Eircom Limited (“Eircom”) as the Universal Service Provider for Access at a Fixed Location for an 18 month period until 31 December 2015.
2. On 1 August 2014, Eircom appealed to the High Court against ComReg Decision D10/14. The matter was entered into the Commercial List on 8 October 2014.
3. Eircom and ComReg have entered into an out-of-court settlement agreement for the purpose of resolving the matters at issue.
4. The settlement reached between the two parties involves, amongst other matters, the following:
 - Eircom has today withdrawn its Appeal in relation to D10/14.
 - Eircom will automatically provide refunds for customers (both wholesale and retail) who suffered outages for a period exceeding 10 working days during the period of 20 December 2013 – 30 April 2014 and going forward during the period of 31 October 2014 to 31 December 2015.
 - The resolution of compliance issues with respect to the Eircom’s QoS performance for 2013-2014, including the payment of a penalty by Eircom. Further details of this aspect will follow in due course, in line with ComReg’s normal practice.
 - Establishment of a Performance Improvement Program for 2015, of which further details will follow in due course, in line with ComReg’s normal practice.
 - ComReg will commence a forward looking review of the future requirement for the AFL element of the USO and publish a series of consultations during the first half of 2015.

¹ <http://www.comreg.ie/fileupload/publications/ComReg1471.pdf>