



Media Release- 15th January 2004

Businesses will benefit following ComReg Direction to eircom on leased line transfer

The Commission for Communications Regulation (ComReg) today issued a direction to eircom requiring it to develop new processes and lower prices to enable businesses to switch leased line service providers without any interruption to their leased lines.

Until this direction, delivery times, consequent service outages and costs of connection were problems for businesses changing suppliers.

Now both small and large businesses will benefit from the ability to change the supplier of their leased lines without any service interruption as operators will be able to re-use the existing leased lines. Not only is this process more customer friendly but it is more efficient and can be done at a lower cost than the existing process.

This decision should stimulate greater competition in the leased line market, an area which is vital to the development of the economy. ComReg is requiring eircom to put this facility in place by the 31st January 2004.

Commenting on the direction, John Doherty, ComReg Chairperson said: "This direction to eircom will enable more effective and efficient competition in the leased line market. The previous process was not customer friendly and could dissuade customers from availing of lower prices for leased lines. This new approach will enable businesses to reduce costs and increase competitiveness which is a key issue for the economy".

The full direction ComReg04/03 is available on the ComReg website www.comreg.ie

ENDS

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