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ComReg consults on options for developing Carrier Pre Selection

ComReg today issued a consultation on its review of Carrier Pre Selection (CPS) in Ireland. CPS is a service whereby other operators can offer telephone services to customers using eircom's network and has been available in Ireland since January 2000.

In this paper ComReg provides an update on its review of CPS, which commenced last April, and suggests ways in which the current CPS Framework can be enhanced. The consultation process will be open until 12th August 2003.

Carrier Pre Selection is one of the key measures of competition among service and network providers in Ireland, offering Irish consumers a choice of provider for voice telephone calls.

ComReg is concerned about the general instability of CPS at this time. In summary the following key issues are evident:

- Absolute levels of CPS in Ireland are well below the EU average;
- Churn levels are unsustainable and are seriously threatening the business case for CPS;
- Both consumer and operator dissatisfaction with CPS is increasing.

Launching this Consultation, ComReg's Chairperson, Etain Doyle, said: 'ComReg regards CPS as a critical means of ensuring the development of competition in Ireland. The current level of instability which is caused by very high levels of churn is damaging the business case for CPS. This is not in the interests of the consumer or the industry and we are therefore making proposals which will help to restore stability and growth.'

In this consultation ComReg presents three options to amend the current win back process in the CPS Code of Practice in eircom's RIO (Reference Interconnect Offer) and seeks views and preferences from interested parties.

Option 1: A twelve month moratorium on all win back activities for all operators to be reviewed by ComReg at the end of the twelve month period;

Option 2: A shorter moratorium of four months, plus a four month 'no contact' period going forward. This will apply to all operators;

Option 3: A four month 'no contact' period for all operators.

Each option will be reviewed by ComReg after a defined period of time.

A copy of the consultation paper is available on ComReg's website www.comreg.ie ComReg 03/76 "Carrier Pre Selection in Ireland 2003, ComReg's 2003 Review- Consultation Paper".

ENDS

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Note for Editors

In April this year, ComReg issued an Information Notice informing the industry and the general public that it would undertake a thorough review of all elements of the CPS framework, associated processes and costs.

A 'moratorium' refers to a standstill on all win-back activity. A 'no contact' period refers to stopping win-back for new losses for a specific period starting from the date the customer is lost.

Churn is the number of lines lost in a period as a percentage of customers gained in that period.