



Office of the Director of
**Telecommunications
Regulation**

INFORMATION NOTICE

Information Notice on Measuring Licensed Operator Performance Television (MLOP TV) Programme Results for Q2, 2002

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Oifig an Stiúirthóra Rialála Teileachumarsáide

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One of the conditions attached to the approval to the applications from ntl and Chorus to increase the prices charged for basic analogue services in the Autumn of last year (ODTR 01/84, ODTR 01/80) was to “Provide data to allow the ODTR to measure performance of specified customer service related parameters.” The ODTR indicated that it would publish results on a regular basis. The objective of the MLOP (Measuring Licensed Operator Performance) TV Programme is to stimulate improvements in the quality of customer service provided by participating operators (Chorus and ntl), by collecting accurate and comparable statistics on customer service issues such as complaints, billing and other service provision issues. The comparable performance indicators measure how well the participating operators keep the commitments they have made to their customers in their codes of practice for handling consumer complaints (ODTR 01/22). It should be noted that as BSkyB is not licensed by the ODTR its data is currently not included in the programme. The Director is writing to BSkyB to invite it to participate in the MLOP TV Programme on a voluntary basis.

The Director said today (Monday, 30 September 2002) that she would not be publishing data for the second quarter as had been scheduled. Although a great deal of work has been done, some of the ntl data was found to be unreliable due to internal system and process problems. However, the Director expects these operator teething problems to be resolved in respect of the Quarter 3 data which she looks forward to publishing in December this year.