

## **eircom Statement on USO Quality of Service Settlement**

**(Issued Friday 5 December 2014):** eircom confirms that a settlement has been reached with the Commission for Communications Regulation (ComReg) on a number of issues related to the quality of service and network performance for eircom's Universal Service Obligation (USO). There are agreed quarterly performance improvement targets which relate to the provision of new service and fault repair for telephony. eircom's performance in reaching these targets was significantly impacted as a result of the severe winter storms last year.

The company has agreed to compensate end users who experienced an outage that was in excess of ten working days. Details of the compensation scheme will be announced in due course. As part of the agreement, eircom has negotiated a full and final settlement for failure to achieve its agreed performance improvement targets for 2013/2014 period and the company will pay a penalty of €2.5 million to ComReg in this regard.

**ENDS**

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