
For Written Answer on : 11/10/2018
Question Number(s): 183 Question Reference(s): 41734/18
Department: Communications, Climate Action and Environment
Asked by: Brendan Smith T.D.

QUESTION

[Ref No.: 41734/18]

* To ask the Minister for Communications, Climate Action and Environment if he will raise with Eir and the Commission for Communications Regulation the delays in having repairs and restoration of service on Eir landlines carried out in which difficulties arise; if there is a statutory obligation on telecommunication providers to have service restored or have repairs undertaken within an acceptable timeframe; and if he will make a statement on the matter. - Brendan Smith.

* For WRITTEN answer on Thursday, 11th October, 2018.

(688 Received on 8th October, 2018.)

REPLY

In accordance with the European Communities (Electronic Communications Networks and Services) (Universal Services and Users' Rights) Regulations 2011 (S.I. No 337 of 2011) ComReg has designated Eir as the universal service provider of basic fixed line telephone services. This includes an obligation to clear line faults within timelines set in its universal service obligation.

Any complaint that Eir is failing to repair or restore landline services, within a reasonable period, should be forwarded to ComReg, for further examination.

ComReg as the statutorily independent regulatory body for telecommunications investigates complaints as part of its remit. This is a requirement of the EU regulatory framework for the telecommunications market, which is applicable across all member states of the EU and the EEA.