

February 2008

## **Phone Line Fault Repairs**

### **Consumer Information Notice from ComReg**

The Commission for Communications Regulation (ComReg) is responsible for regulating telecommunications, and wants to ensure that consumers are aware of their rights in relation to phone line fault repairs. The information below outlines what to do if you experience a fault on your line and what your rights are if this occurs.

#### **Reporting a Line Fault:**

You should report the fault to your operator (the company you pay line rental to). You should be able to find the contact details of your operator on your last bill.

Your operator may need to do some testing on the line itself in order to obtain more information on the reported fault before organising the repair of the fault for you.

#### **Repairing the fault:**

Eircom currently owns the majority of telephone lines in the country. When you pay your line rental to another operator, that operator may rent the line from Eircom.

Eircom is responsible for the maintenance and fault repair of its entire network including the portion rented to other operators. Eircom is not allowed to prioritise the fixing of line faults of Eircom customers over the line faults of other operators' customers. Eircom must ensure that it provides facilities to other operators' customers of the same quality as Eircom provides to its own customers.

If your operator rents its line from Eircom then it will contact Eircom on your behalf to organise the repair of the fault for you. You do not need to contact Eircom directly to report your fault. Your operator should be able to confirm to you when your fault will be reported to Eircom.

If your operator has its own phone lines, it is responsible for carrying out its own line repairs.

#### **Managing your complaint:**

Your operator is responsible for managing the fault resolution with you, including communicating with you regarding the status of the fault.

If you are not satisfied with the way your operator handles your fault repair or any other issues, then you may complain to your operator.

Your operator is obliged to have a code of practice for complaint handling. If you are not aware of your operator's code of practice for complaint handling you should request a copy of the code from your operator.

#### **Complaining to ComReg:**

If your line fault repair was not carried out in the manner outlined above, then you can contact the ComReg Consumer Line, (Phone Locall 1890 229668 from 9:00 to 17:30 Monday to Friday), who will take the details of the specific issue. These details may be able to assist ComReg with any investigations or regulatory actions.