



Service Level Agreements for C&W's Retail Leased Circuits

The Regulator today (8th October 2002) published a consultation paper on the introduction of comprehensive Service Level Agreements (SLAs) for Leased Circuits sold to retail customers.

“Customers often rely on leased circuits for mission critical applications”, said Regina Finn, “ranging from a bank’s vital data upload link to its headquarters every day, to the essential telephony links between multiple retailing outlets. The reliability of these services, clarity as to the quality of service that customers can expect, and confidence in the measures to deal with failures are all crucial issues for this type of customer.”

A common way of ensuring that the needs of customers are met is to have Service Level Agreements in place, or “SLAs”. These set out the operator’s commitments to service levels it will provide to its customers and provide a set of procedures to deal with any failure as efficiently and effectively as possible giving customers a reference point from which to operate.

As competitors enter the market for this type of services, SLAs can become an important source of competitive advantage and a valuable commercial tool. However, in Guernsey, Cable & Wireless Guernsey is currently the only operator providing leased circuits directly to end customers and OUR is therefore consulting on a minimum set of requirements which might be included in SLAs for retail leased circuits provided by C&WG.

The paper proposes that SLAs should cover issues such as service delivery, repair services, minimum availability and compensation arrangements and sets out a suggested format. “The consultation will be of interest to customers who use leased circuits, including the

communications managers in large organisations, possibly IT managers and other users of retail leased circuits”, said Regina Finn. “We would particularly welcome comments from this type of respondent by the deadline of 5pm on Friday 1st November 2002.

Copies of the consultation paper are available from the OUR website on www.regutil.gg or by calling the Office on 01481 711120.

**ENDS/
8th October 2002**

For further information call the Office of Utility Regulation on 711120