

Department of Communications,
Marine and Natural Resources

An Roinn Cumarsáide,
Mara agus Acmhainní Náúúrtha

Office of the Minister

Oifig an Aire

Our Ref: NG-2006202

09 November 2006

[REDACTED]

Dear [REDACTED]

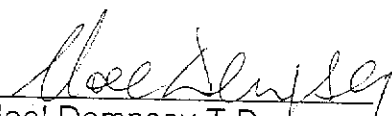
Thank you for your recent e-mail regarding the problems you are experiencing with Eircom and Smart Telecom.

I can confirm that I have been working with ComReg to try to get the service restored and that progress is being made, we will continue with our efforts however, primary responsibility for the regulation of electronic communication service providers rests with the independent regulator, the Commission for Communications Regulation (ComReg), in accordance with the requirements of the Communications Regulation Act 2002 and the Regulations, which transpose the EU Regulatory Framework for Electronic Communications.

I propose to introduce a bill to the Dáil (Communications Miscellaneous Provisions Bill) which will include provisions for the granting of greater powers to ComReg to investigate overcharging and ensure greater compliance of regulatory obligations by operators by giving improved enforcement powers to ComReg. This Bill is the subject of a public consultation process at present.

Given the above position I have forwarded your letter to ComReg and asked it to reply directly to you regarding the matter.

Yours sincerely


Noel Dempsey T.D.
Minister for Communications, Marine and Natural Resources

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Dublin 2
Baile Átha Cliath 2

Tel +353 1 678 9807
LoCall 1890 44 99 00
Fax +353 1 678 2029
Email: minister.dempsey@dcmnr.gov.ie
www.dcmnr.gov.ie



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[REDACTED]
Commission for Communications Regulation
Abbey Court
Irish Life Centre
Lower Abbey Street
Dublin 1

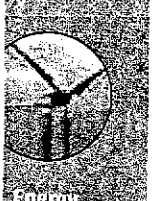
[REDACTED]
Please find attached correspondence from [REDACTED]
[REDACTED]
regarding the current position of Smart Telecom.

As this is an area more appropriate to your Office, I now forward you the details of the query and would be grateful if you could respond to [REDACTED] directly.

Yours sincerely

Noel Dempsey

Noel Dempsey T.D.
Minister for Communications, Marine and Natural Resources



Maurice O'Connell

From: Minister Dempsey
Sent: Thursday, October 05, 2006 9:04 AM
To: [REDACTED]
Subject: RE: Comreg

Dear [REDACTED]

I wish to acknowledge your email of the 4 October 2006, the contents of which will be brought to the Minister's attention.

Yours sincerely

Carina O'Donoghue
Private Secretary to Mr Noel Dempsey T.D.
Minister for Communications, Marine and Natural Resources

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, October 04, 2006 4:54 PM
To: Minister Dempsey
Subject: Comreg

Dear Mr. Noel Demspey,

I am writing to you with regards to the recent Smart Telecom incidents. I am a Smart Telecom customer for the past 8 months, and they have provided a reliable, fast service at a significant saving when compared to Eircom. When making the move to Smart, Eircom placed several obstacles in my way and delayed the process for over 8 weeks until I threatened to take an official complaint to Comreg. It amazes me that it took Eircom over eight weeks to unbundled my line but they can cut off 40,000 users in a matter of days.

Eircom then continued to bill me for service that I had not received after I left them for Smart Telecom. This issue was only resolved when I requested that my case be reviewed by their Head of Customer Care Marketing. I belief that the delay in resolving this billing issue was directly as a result of my decision to switch provider.

I am not asking you to intervene on behalf of Smart Telecom; I simply ask that you review the remit of Comreg and their ability to deal with similar disputes more efficiently in the future. Secondly, I ask that you and your department give serious consideration to ending the obvious monopoly Eircom has over the fixed line telephone network in Ireland.

Yours sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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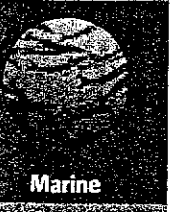
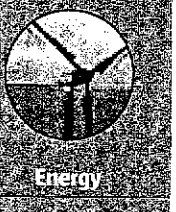
Our Ref: GK-2006 263

13 November 2006



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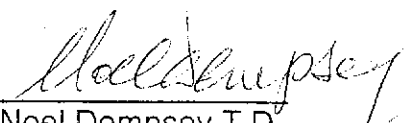
Thank you for your recent e-mail regarding problems you are experiencing with Eircom and Smart Telecom.

I can confirm that I have been working with ComReg to try to get the service restored and that progress is being made, we will continue with our efforts however, primary responsibility for the regulation of electronic communication service providers rests with the independent regulator, the Commission for Communications Regulation (ComReg), in accordance with the requirements of the Communications Regulation Act 2002 and the Regulations, which transpose the EU Regulatory Framework for Electronic Communications.

As Minister for Communications with responsibility for policy in the sector, I am concerned about the disruption and inconvenience caused to so many customers and I have asked ComReg to examine how, in light of the recent situation regarding Smart Telecom, this could best be prevented from happening in the future.

Given the above position I have forwarded your letter to ComReg and asked them to reply directly to you regarding the matter.

Yours sincerely


Noel Dempsey T.D.
Minister for Communications, Marine and Natural Resources



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GK 2006 263

13 November 2006

[Redacted]

Commission for Communications Regulation
Abbey Court
Irish Life Centre
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Dublin 1



Communications

Dear [Redacted]

Please find attached correspondence from [Redacted] regarding the current position of Smart Telecom.

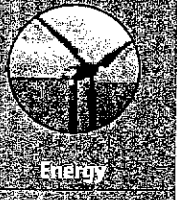


Broadcasting

As this is an area more appropriate to your Office, I now forward you the details of the query and would be grateful if you could respond to [Redacted] directly.

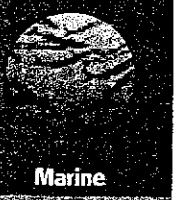
Yours sincerely

Noel Dempsey



Energy

Noel Dempsey T.D.
Minister for Communications, Marine and Natural Resources



Marine



Noel Dempsey

From: [REDACTED]
Sent: 03 October 2006 13:17
To: [REDACTED]
Subject: Get in Touch inquiry

Name:	[REDACTED]
Address:	[REDACTED]
Email:	[REDACTED]
Phone:	[REDACTED]
Comments:	Dear Minister, Just to inform you that if the issue with Smart Telecom and Eircom is not resolved by today i will have no choice but to cease trading the above company and render all the staff as uinemployed. How this can happen is quite frankly beyond belief. Regards [REDACTED]
IP Logged:	86.42.196.113

Att

Department of Communications,
Marine and Natural Resources

*An Roinn Cumarsáide,
Mara agus Acmhainní Náúúrtha*

Office of the Minister
Oifig an Aire

Our Ref: GK-2006 267

13 November 2006



Thank you for your recent e-mail regarding which members of the Dáil currently holds shares in Eircom.

The shareholding interests of sitting TDs are published in accordance with the Ethic Acts (ie Ethics in Public Office Act 1995 and the Standards in Public Offices Act 2001), which is a matter for the Oireachtas.

Information on which members of the Dáil or Seanad have declarable shareholdings in any company may be obtained from the Standard Public Office Website: <http://www.sipo.gov.ie/en/>

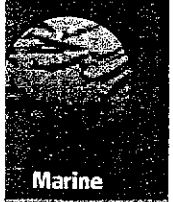
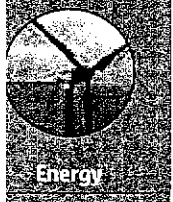
Yours sincerely

Noel Dempsey T.D.
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*Gone

Noel Dempsey

From: [Redacted]
Sent: 03 October 2006 11:38
To: info@noeldempsey.ie
Subject: Get in Touch inquiry

Name:	[Redacted]
Address:	[Redacted]
Email:	[Redacted]
Phone:	016587536
Comments:	<p>Hello Chris.</p> <p>I gave you a call a short while ago and said I would touch base with you regarding the issue. I've had an idea and I suggest that we ask questions about who owns shares in Eircom who is presently sitting in the Dail, that may go a way towards answering the question of why Smarts business is being damaged to this extent.</p> <p>[Redacted]</p> <p>Smart number so I'm not sure for how long this will be the case.</p> <p>I have sent a copy of this also to Minister Noel Dempsey through the contact on his website, it doesn't appear to have a contact email address.</p> <p>I'll try with a fianna fail address, it may work.</p> <p>--</p> <p>[Redacted]</p>
IP Logged:	62.77.168.10

~~This is~~
obviously for
Chris Andrews

[Redacted]

Received your
e-mail. It is
easy to check what
members of Dail
or Seanad have
delectable shares in
in any Co. by
checking the Standa
Public Offices Website

Regards

Department of Communications,
Marine and Natural Resources

*An Roinn Cumarsáide,
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Office of the Minister

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[Redacted]

Dear [Redacted]

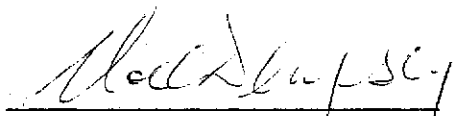
Thank you for your recent e-mail regarding the recent problems between Eircom and Smart Telecom.

While I acknowledge your concerns, I have no function in the matter. Responsibility for the regulation of electronic communication service providers rests with the independent regulator, the Commission for Communications Regulation (ComReg), in accordance with the requirements of the Communications Regulation Act 2002 and the Regulations, which transpose the EU Regulatory Framework for Electronic Communications.

As Minister for Communications with responsibility for policy in the sector, I am concerned about the disruption and inconvenience caused to so many customers and I have asked ComReg to examine how, in light of the recent situation regarding Smart Telecom, this could best be prevented from happening in the future.

Given the above position I have forwarded your letter to ComReg and asked it to reply directly to you regarding the matter.

Yours sincerely



Noel Dempsey T.D.
Minister for Communications, Marine and Natural Resources

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