



Commission for  
**Communications Regulation**



# ANNUAL REPORT 09



Encouraging  
innovation

Promoting  
competition

Protecting  
consumers

## Mission Statement

ComReg facilitates the development in Ireland of a competitive, dynamic communications sector and empowers consumers to make informed choices.

Presented to the Minister for Communications, Energy and Natural Resources in accordance with Section 32 of the Communications Regulation Act, 2002.

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## Commissioners



**Alex Chisholm**  
Chairperson



**Mike Byrne**  
Commissioner



**John Doherty**  
Commissioner

## Executive Management Team



**George Merrigan**  
Director  
Market Framework Division



**Donal Leavy**  
Director  
Wholesale Division



**Shay O'Malley**  
Director  
Retail & Consumer Services Division



**Yvonne White**  
Director  
Corporate Services Division



**Paolo Palmigiano**  
General Counsel



**Patrick Kenny**  
Senior Economic Advisor

**ComReg is the statutory body responsible for the regulation of the electronic communications (telecommunications, radio communications and broadcasting) and the postal sectors. ComReg is the national regulatory authority for these sectors in accordance with EU and Irish law.**

The Commission for Communications Regulation (ComReg) was established on December 1, 2002. ComReg is currently led by three Commissioners Alex Chisholm (Chairperson), John Doherty and Mike Byrne and operates as a collegiate body, with decisions taken collectively by the Commissioners. We see this as important in fulfilling the spirit of the Communications Regulation Act 2002, which established the Commission. ComReg consists of four Divisions supported by a General Counsel and a Senior Economic Advisor. The structure is based on cross-functional teams operating in a multi-disciplinary environment.

ComReg is responsible for promoting competition, protecting consumers and for encouraging innovation. We are aware that we deal in complex issues of law, economics and technology, and make significant efforts to ensure that our decisions are clearly explained.

As the National Regulatory Authority, ComReg has a wide range of responsibilities in electronic communications services and networks, post and spectrum management. In 2007, ComReg's responsibilities and powers, as well as available enforcement measures, were substantially increased by the Communications Regulation (Amendment) Act 2007. In particular, ComReg was granted Competition Act powers in relation to electronic communications and services.

**ComReg's remit covers telecommunications networks and services including:**

- Traditional telephone systems;
- Mobile networks providing voice and data services;
- Radio communications, including fixed wireless providing a variety of services;
- Traditional television and radio transmission;
- Cable television;
- MMDS and deflector operations providing TV services;
- Test and Trial licence schemes;
- Licensing framework for satellite services in Ireland.

In addition, under Section 10 and Section 12 of the Communications Regulation Act 2002, ComReg has a range of functions and objectives in relation to the provision of electronic communications networks, electronic communications services and associated facilities and post.

**These include:**

- Ensuring compliance with obligations;
- Promoting competition;
- Contributing to the development of the internal market;
- Promoting the interests of users within the European Community;
- Ensuring the efficient management and use of the radio frequency spectrum and numbers from the national numbering scheme;
- Promoting the development of the postal sector and, in particular, the availability of a universal service within, to and from the State, at an affordable price for the benefit of all users, including disabled users.

This Report is structured to deal with ComReg's activities in relation to all of these areas. ComReg enables competition in the communications sector by facilitating market entry through a general authorisation to provide networks and services, and by regulating access to networks so as to develop effective choice for businesses and residential

consumers. In a rapidly evolving sector, both in technological and commercial terms, ComReg provides the framework for the introduction of a range of new services including, for example, Next Generation Networks, 3G and Fixed Wireless Access Local Area (FWALA) and a Test and Trial Licence Scheme.

ComReg is responsible for the efficient management and use of the radio frequency spectrum, including promoting competition. We also process all radio equipment licence requests and ensure that licences are maintained in a manner which both maximises the efficient use of available spectrum, and makes certain that a quality of service is available to all licences.

One of ComReg's key consumer objectives is to ensure that consumers have convenient, affordable access to basic electronic communications services (Universal Service). ComReg also supports and encourages improvements in the quality of customer service and the overall consumer experience of the communications sector.

The focus of regulation for the postal service in the partly-liberalised market is the maintenance of the Universal Service Obligation (USO) and in ensuring that An Post's prices are geared to cost. ComReg is also responsible for overseeing improvements in quality of service by setting targets for the delivery of mail and to monitor quality of service performance against targets set in accordance with European standards.

Our activities focus on business & residential communications users and operators. This Annual Report covers our key activities from July 2008 to the end of June 2009.

#### The Commissioners' Office

Commissioner Alex Chisholm (Chairperson)  
Commissioner Mike Byrne  
Commissioner John Doherty

Contact: Marie Cussen,  
Executive Assistant to the Commission  
Tel: 01 8049689

Colette Andrews,  
Assistant to the Commission  
Tel: 01 8049644

## The ComReg Divisions and their Directors are:

### Market Framework - Director: George Merrigan

Market Framework is responsible for managing the radio spectrum. It also oversees the general authorisation regime for the electronic communications sector in Ireland and monitors compliance with general authorisation conditions. Furthermore, it is responsible for the regulation of the Postal sector. Market Framework manages radio spectrum and issues approximately 16,000 Wireless Telegraphy licences to various companies and individuals. In addition, Market Framework administers Ireland's National Numbering Plan, as well as providing the framework for new regulatory products for both fixed and wireless markets.

**Contact: Sinéad Devey,**  
**Divisional Assistant at 01 8049621**

### Wholesale Division - Director: Donal Leavy

The Wholesale Division handles all issues concerning the regulation of the wholesale telecommunications market including such matters as interconnection, dispute resolution, unbundling the local loop and the pricing of regulated wholesale products. This Division also has a role in relation to broadband deployment and Next Generation Networks. Wholesale has responsibility for telecoms compliance, and has responsibility for the regulatory financial aspects of the telecoms sector.

**Contact: Claire Kelly,**  
**Divisional Assistant at 01 8049710**

### Retail and Consumer Services Division – Director: Shay O'Malley

The Retail and Consumer Services Division handles policy in relation to consumers' interaction with sellers of services. This includes areas such as the universal service provision of telecoms access, consumer rights, some elements of retail pricing, and the collection and presentation of consumer and business views on the electronic communications and postal markets through surveys.

It is also responsible for ComReg's interaction with EU institutions, including the European Regulators' Group. The Retail and Consumer Services Division is responsible for the monitoring of the quality of service Emergency Call Answering Service (ECAS) which involves monitoring the quality of service provided by the ECAS provider.

**Contact: Michelle Townshend,**  
**Divisional Assistant at 01 8049654**

### Corporate Affairs Division - Director: Yvonne White

This Division develops and implements leading-edge corporate affairs and communications strategies designed to enhance organisational performance and effectiveness. It is responsible for the human resources, finance, information systems, freedom of information, public relations, and general facilities management functions and strategic management for the organisation.

**Contact: Sharon Ward,**  
**Divisional Assistant at 01 8049751**

### General Counsel: Paolo Palmigiano

The General Counsel advises on all major legal matters and on the legal implications of communications policies in Ireland and the EU.

**Contact: Colette Andrews,**  
**Assistant to the Commission at 01 8049644**

### Senior Economic Advisor: Patrick Kenny

Reporting directly to the Commissioners, the role of the Senior Economic Advisor (SEA) is to provide advice to the organisation on all strategic economic issues and to present top-level economic expertise and guidelines on all ComReg's projects and deliberations.

**Contact: Colette Andrews,**  
**Assistant to the Commission at 01 8049644**



Alex Chisholm Chairperson

2009 has been one of the most challenging and testing years for the communications sector in recent times. The severity of the recession has forced businesses and households to cut back on costs, including by reducing spend on communications services.

The year was marked by a significant amount of consolidation affecting both the fixed and mobile sectors.

During 2009, there were a number of alliances and mergers between key players in the market, such as Vodafone's acquisition of BT's residential base and Digiweb's takeover of Smart Telecom's customers and assets. In addition, Eircom was acquired by Singapore Technologies Telemedia (STT).

While overall growth in the electronic communications sector has declined, there has been evidence of increased take-up of broadband and mobile services. More than ever it is clear that people believe communications services are central to their working, social and educational lives. ComReg continues to work to ensure more people have access to a wide choice of good-value communications services in a dynamic, innovative and competitive market.





## Broadband

Broadband numbers have grown during the year, albeit at a slower rate than in 2008, and there were over 1.3 million broadband subscribers at the end of this reporting period. Mobile broadband proved to be increasingly popular with users. ComReg issued a further tranche of licences for fixed wireless broadband providers. The roll-out of broadband to areas not receiving a service began under the National Broadband Scheme. It has also been encouraging to see the development of companies such as Imagine, who provide broadband over WiMax, using licences provided by ComReg.

In terms of next generation broadband, ComReg is continuing to work with Government and industry to facilitate the efficient rollout of Next Generation Broadband in Ireland.



## Local Loop Unbundling

There was further progress during 2009 in relation to Local Loop Unbundling (LLU). ComReg issued two pricing determinations which reduced Eircom's monthly charge for shared access to the local loop from €8.41 to €0.77. An Eircom charge levied on migrations from its wholesale bitstream platform to local loop unbundling was removed.

ComReg also consulted on proposals to reduce the price of full unbundling from €16.41 to €12.18 per month.



## Mobile

While the number of overall mobile phone subscriptions increased during the year, overall usage has declined. Ireland's mobile penetration rate stood at 117% at the end of June, with 68% of users choosing a pre-paid service while 32% opted for a post-paid mobile service. Vodafone had 39% of mobile subscriptions, 02 had 33%, Meteor 19.8% and 3 Ireland had an 8.2% share.



## Consumer initiatives

ComReg continued to work on behalf of consumers by dealing with their complaints and queries. We have a statutory duty to inform consumers of their rights in relation to postal and electronic communications issues. During the year, ComReg's Consumer Team received and resolved 20,724 complaints and queries from consumers in relation to their communications and postal providers.

ComReg's consumer team hosted several nationwide events to assist and advise consumers about specific communication and postal issues. These events, hosted in co-operation with public libraries, also gave consumers the chance to learn about ComReg's consumer websites [www.askcomreg.ie](http://www.askcomreg.ie) and [www.callcosts.ie](http://www.callcosts.ie). Additionally, ComReg participated in the Ideal Homes Exhibition and the Young Scientists Exhibition.

ComReg held several events as part of its Disability Forum. The purpose of these events was to increase the awareness of universal design for telecommunications equipment. The Forum also made progress with its initiative to bring a free directory enquiry service to consumers with disabilities, irrespective of provider. This initiative has resulted in the majority of fixed line and mobile providers offering a service. Details of which operators offer the service and by what means, are available from [www.callcosts.ie](http://www.callcosts.ie)



## Spectrum and Innovation

Wireless telecommunications play a vital role in our economy and ComReg strives to ensure that Ireland maximises the value of our radio spectrum which is worth approximately €3 billion to our economy.

As part of this work, ComReg has consulted with its stakeholders on the potential liberalisation of the country's GSM frequency bands. ComReg is looking at the options for relaxing restrictions on the

technology and services that can be provided in the GSM bands – 900MHz and 1800MHz. This project will have a very important bearing on the future of Ireland's mobile sector.

During the year, ComReg continued to make spectrum available to users with the release of additional FWALA spectrum in the 3.6 GHz band and with the opening of the 2.3-2.4 GHz spectrum band. ComReg also continued to promote its Test and Trial scheme through the creation of a dedicated website [www.testandtrial.ie](http://www.testandtrial.ie).



## Postal

ComReg has a statutory responsibility to promote the development of Ireland's postal sector. During the year ComReg continued with its preparations for the full liberalisation of the postal market in 2011.



## Corporate

ComReg continues to ensure that the principle of value-for-money guides our work. During the year, a number of initiatives were put in place to improve the efficiency and effectiveness of the organisation, and the services it offers customers, including the development of e-licensing arrangements and the implementation of a new purchase order scheme. External validation of our approach is important to us, so we were particularly pleased to be recognised as the best in the public sector at the Institute of Training and Development national awards this year.

## Overview

- The Irish communications market faced a challenging period in the twelve months to June 2009 as Ireland experienced a severe economic downturn. The electronic communications sector generated an estimated €4.3bn in revenue on an annualised basis to the end of June 2009, down from €4.46bn in June 2008. At the end of the period, the fixed line sector (including broadband) made up 50% of this market, while mobile revenues accounted for 45%, and the broadcasting market made up the remaining share of 5%.
- In the period under review, there were also a number of alliances and mergers between key players in the market such as Vodafone's acquisition of BT's residential and small business customer base in the summer of 2009. In addition, Eircom was acquired by STT Telemedia, as previous owners Babcock and Brown exited the market.
- Internationally, as well as in Ireland, there was an increasing focus by both policy makers and industry players on the future needs of consumers with regard to broadband and next-generation access networks. UPC announced its plans to upgrade its cable network in Ireland via its Fibre Power initiative using DOCSIS 3.0 to deliver speeds in excess of 100Mb per second. Mobile network providers saw very strong growth in take-up and usage of their mobile broadband products. 2008/2009 saw increased attention to the merits of LTE and Wimax as enablers of next-generation wireless broadband access.
- Operators continued to roll out bundled products, particularly double and triple play products of broadband access, telephony and TV services.
- Broadband penetration continued to grow, albeit not as strongly as in the previous twelve months. By June 2009, there were over 1.3 million broadband connections, up from 1 million in June 2008 - a growth rate of 23.7%. Corresponding growth in the year to June 2008 was 51.5%. Mobile broadband comprised 28% of total broadband subscriptions compared with 21% twelve months previously.
- The mobile penetration rate was at 117% by the end of June 2009, driven primarily by SIM-only offers and mobile broadband datacards and modems
- Adoption of digital TV services continued to grow strongly and by June 2009, more than 62% of all households with a TV had a digital service over cable or satellite TV networks.

## Number of Operators

Under the authorisations process, operators in Ireland notify ComReg of their intention to provide networks or services to third parties. By June 2009, 450 such notifications were registered by ComReg.

## Fixed - Market Share

Based on operator data submitted via the Quarterly Report questionnaire, Other Authorised Operators (OAOs) accounted for 32% of the total fixed line market in terms of revenue by June 2009.<sup>1</sup>

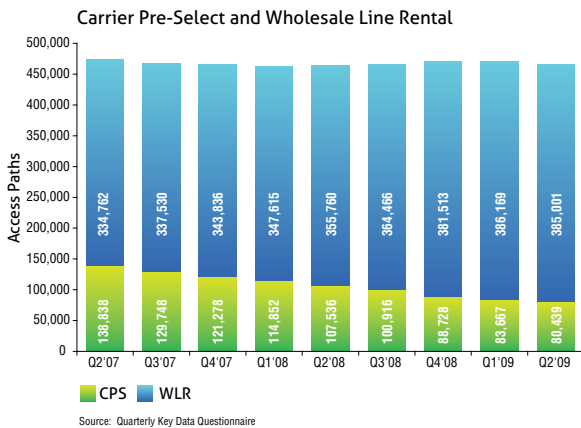
## Fixed - CPS & WLR

Indirect access to fixed line networks can be provided through Carrier Pre Selection (CPS), where the call services are provided by an operator using the incumbent operator's network. The customer pays line rental to the latter. Through Wholesale Line Rental (WLR) an operator can provide single billing to the consumer for both their fixed line rental and fixed calls. By the end of June 2009, WLR accounted for 83% of lines provided via indirect access, up from 77% at the end June 2008.

<sup>1</sup> Based on a combined share of interconnect, retail narrowband, leased lines & managed data, broadband and other fixed revenue streams.

Overall, indirect access paths increased from 463,000 in June 2008 to 465,000 in June 2009. According to a residential survey<sup>2</sup> commissioned by ComReg in May-June 2009, the average bi-monthly spend on fixed line telephony was €95.24, down from €95.36 twelve months previously.

**Figure 1.1: Indirect Access: CPS and WLR**



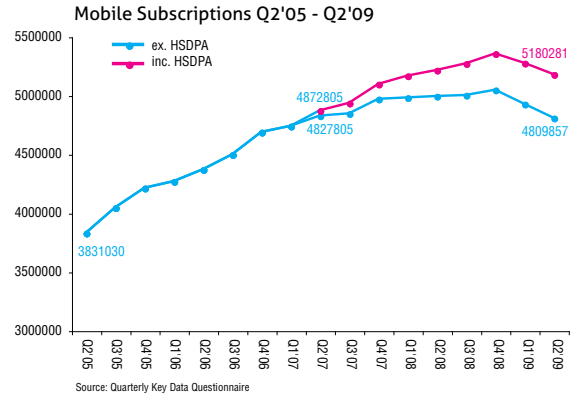
## Fixed Telecom Access Paths

There were circa two million direct and indirect PSTN (Public Switched Telephone Network) and ISDN (Integrated Services Digital Network) access paths in the Irish market in the second quarter of 2009. Indirect access using Wholesale Line Rental or CPS accounts for 23.4% of all access paths in the fixed market. The number of unbundled access paths was 23,630 by the end of June 2009.

## Mobile

At the end of June 2009, there were 5.18 million subscriptions to mobile communications services in Ireland, which translates to a penetration rate of 117%.<sup>3</sup> The EU average for the same period was 125%.

**Figure 1.2: Mobile Penetration Rate, 2005-2009**



Text messaging continued to be a popular application of mobile services. In the last quarter to the end of June 2009, the average Irish mobile subscriber sent an average of 194 messages per month compared with an average of 157 messages per month in the second quarter of 2008. ComReg also found that the Average Minutes of Use per mobile subscriber in Ireland is 232 minutes per month. This figure excludes usage of data services such as text messaging.

The Yankee Group estimates that in Ireland Average Revenue Per User (ARPU) was €39.30 in June 2009, down from €40.87 in June 2008. ComReg also carried out residential surveys during the course of the year and findings show that the average monthly spend on mobile services by residential consumers was around €40.68 down from €45 in 2008.<sup>4</sup>

## Mobile Market Share

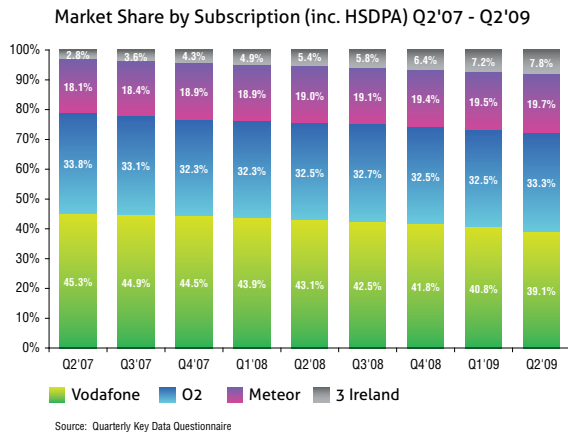
Meteor Ireland and 3 Ireland increased their market share of subscriptions (including mobile broadband subscriptions) to 19.7% and 7.8% by the end of June 2009. Vodafone Ireland and O2 continued to retain the largest share of the mobile market. It should also be noted that while Tesco Mobile and Eircom Mobile entered the market in 2007, their market shares are not included for this period.

2 Millward Brown Lansdowne survey available at [http://www.comreg.ie/\\_fileupload/publications/ComReg0960.pdf](http://www.comreg.ie/_fileupload/publications/ComReg0960.pdf)

3 At the end of June 2009, mobile penetration, based on a population of 4,422,100 (using a CSO April 2008 estimate), was 117.1%.

4 Millward Brown IMS survey available at [http://www.comreg.ie/\\_fileupload/publications/ComReg0960.pdf](http://www.comreg.ie/_fileupload/publications/ComReg0960.pdf)

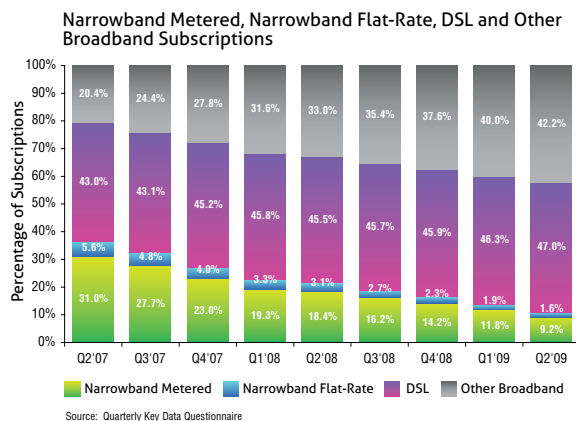
**Figure 1.3: Mobile Subscriptions Market Share, 2007-2009**



## Internet

The number of narrowband internet users (as a proportion of the total number of internet users in Ireland) continued to decline as users migrated from dial-up services to broadband services such as ADSL. Narrowband subscribers, both flat-rate and pay-as-you go (metered) services, made up only 10.8% of the total internet market by June 2009, compared with 21.5% twelve months previously.

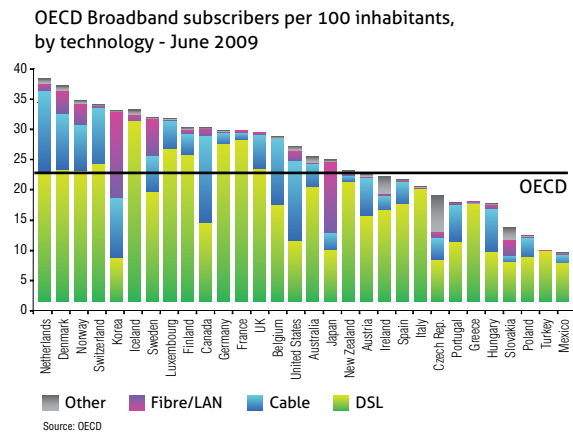
**Figure 1.4: Narrowband and Broadband Internet subscriptions, 2007-2009**



## Broadband

By the end of June 2009, over 1.3 million internet subscribers were using broadband technologies. Digital Subscriber Lines (DSL) still account for the bulk of these subscriptions with almost 690,000 subscriptions via this technology at the end of the period. However, alternative broadband platforms (particularly cable and mobile broadband) grew strongly over the last twelve months and, by the end of the period, cable subscriptions totalled nearly 125,000. There were over 370,000 mobile broadband subscribers by the end of June 2009 and, in total, wireless and/or mobile broadband represented around 37% of the total broadband market in Ireland. DSL represented 53% of all broadband subscriptions. Comparative data benchmarking Irish broadband penetration against OECD countries is included below.<sup>5</sup> In addition to broadband subscriptions noted, there are 3,160 WiFi<sup>6</sup> access points in Ireland providing nomadic broadband access.

**Figure 1.5: Broadband Penetration in the OECD – June 2009**



5 Please note these figures do not include mobile broadband.  
6 A person with a Wi-Fi device, such as a computer, telephone, or personal digital assistant (PDA) can connect to the Internet when close to an access point.

**Figure 1.6: Broadband subscriptions and growth rates by platform**

Platform	Q2 09 Subscriptions	Quarterly Growth Q109-Q209	Year-on-Year Growth Q208- Q209
DSL	687,870	+1.2%	+12.5%
Cable	124,309	+10%	+35.9%
FWA	115,417	-3%	-6.1%
Other <sup>1</sup>	8,486	+11.8%	+2.7%
Sub-Total	936,082	+2%	+12.5%
Mobile Broadband	370,424	+6.4%	+66.6%
Total	1,305,035	+3.1%	+24%

## Broadcasting

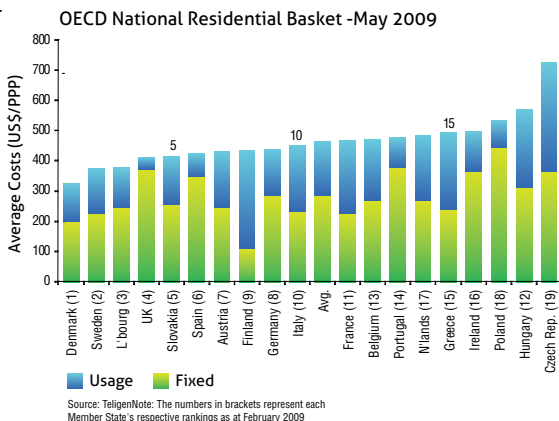
By the end of June 2009, there were 504,680 cable/MMDS subscribers in Ireland. Overall, there were more than 1.09 million pay TV subscribers, 76% of which subscribed to digital television services. There is continued migration from analogue to digital TV, with digital households representing approximately 62% of all households with a television.

## Tariffs

Ireland's PSTN and mobile tariffs remained relatively constant in this period as measured by a set of OECD-approved price baskets.

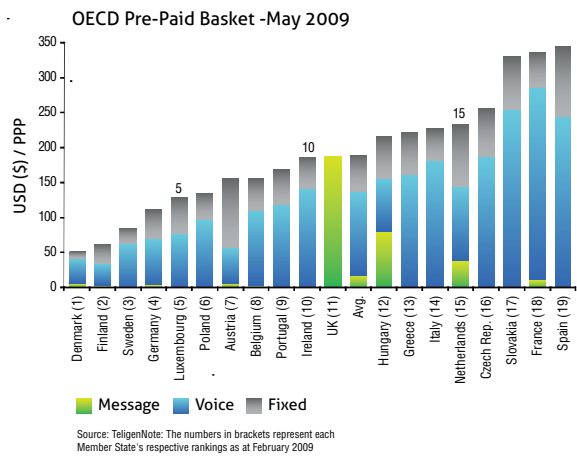
In May 2009, Ireland was ranked at 16<sup>th</sup> position, which was six places behind the EU average in terms of price for a basket of residential calls and line rental.

**Figure 1.7: PSTN Residential Basket, May 2009**



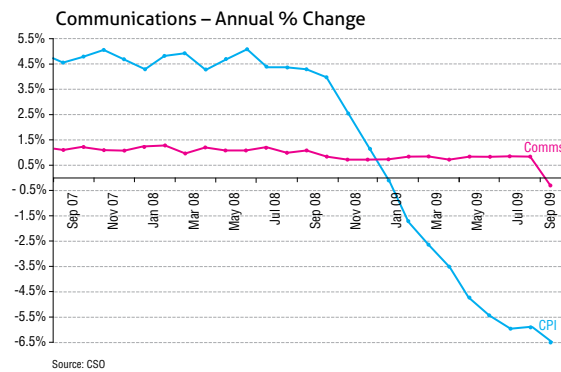
ComReg also collects comparative tariff data on a number of mobile baskets, including low, medium and high-user post-paid baskets and a prepaid basket. As more than two-thirds of mobile subscriptions in Ireland are prepaid, this basket is presented below for comparative analysis of mobile tariffs across the EU. In May 2009, Ireland was ranked in tenth position in this basket, two places better than the EU average.

**Figure 1.8: Mobile Prepaid Basket**



In overall terms, telecoms prices have been declining over the last few years. Overall communication costs (i.e. post and telecoms) decreased by 0.3% in the year to September 2009. This compares to a 1% increase for the year to September 2008.

**Figure 1.9: Communications Price Index relative to Total Price Index in Ireland**



## Introduction

The year in question saw very significant developments in the sector. In the fixed line sector, Eircom's ownership and financial position came under increasing scrutiny as its parent, Babcock and Brown, suffered severe financial stress. Eircom's own financial position, with net debt of just under €4bn, was also a source of concern. By year end, it was apparent that a change of ownership of Eircom was likely.

On the mobile side, Mobile Network Operators (MNOs) became increasingly active as providers of mobile broadband, while the first serious attempts were made to enter the fixed market and provide converged services. In July 2009, BT Ireland and Vodafone Ireland announced a partnership whereby Vodafone took over BT's residential business and a plan to roll out Local Loop Unbundling (LLU) was announced.

## Broadband and Next Generation Networks

The market for broadband developed considerably during the year despite the very difficult economic climate. Growth in broadband penetration continued, although in the case of fixed broadband platforms at a lower rate than previously. In the year to June 2009, circa 6,500 new fixed broadband subscribers were added per month (over DSL, satellite, fibre, fixed wireless and cable platforms). This compares with monthly net additions of over 11,000 per month on these platforms in the year to June 2008. Mobile broadband on the other hand grew dramatically from 222,330 in June 2008 to 370,424 in June 2009.

A striking feature of the market in fixed line broadband was the increasing tendency to sell it as part of a bundle of services. This makes price comparisons difficult.

However, evidence to hand indicates that fixed line broadband is competitive by international standards at lower bandwidths. Evidence from the OECD Communications Outlook 2009 report also suggests that mobile broadband prices are generally among the lowest in the developed world.<sup>7</sup>

Broadband speeds have increased over the last year. Between June 2008 and June 2009, the proportion of subscriptions with less than 1Mbps fell from 4% to just over 1%; the proportion on 1-1.99Mbps fell from 34% to 26%; the proportion on 2-9.99Mbps rose from 61% to 68% and finally, the proportion on greater than 10Mbps rose from 1% to over 4%.

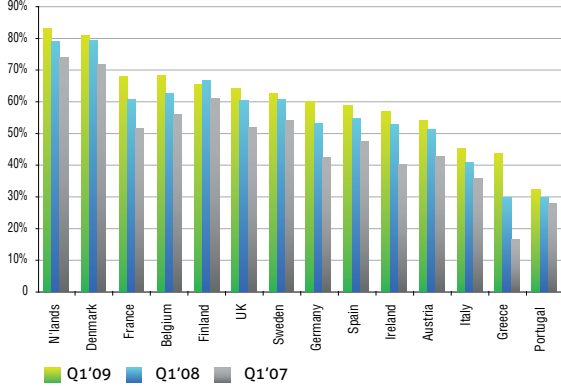
Overall broadband penetration (excluding mobile), as a percentage of population, increased from approximately 15.1% in June 2007 to 21.2% in June 2009. If mobile broadband is included, Ireland's penetration rate increased from approximately 16.5% to 29.5% between June 2007 and June 2009. Including mobile broadband, the total number of broadband subscribers increased from 697,946 to 1,306,506 over the period. In the diagram illustrating broadband subscriptions, mobile broadband is excluded in the statistics. International comparisons do not include mobile broadband at this time as comparisons between product offers across different jurisdictions have not yet been standardised.

## Market Structure

In June 2009, broadband provided over copper loops using DSL accounted for 52.6% of total broadband (including mobile) compared to 58% in June 2008. Eircom's retail market share of total broadband fell from 40% in June 2008 to 36.5% in June 2009. Together, mobile broadband and fixed wireless accounted for 37.2% of the total broadband market. Eircom's share of the DSL retail market was 69.3% in June 2009, approximately the same as in June 2008. Of the remainder, most (27.3%) was supplied over Eircom's wholesale broadband product. The remainder (3.4%) was provided over LLU. The relatively low take up of LLU continues to be a source of concern to ComReg,

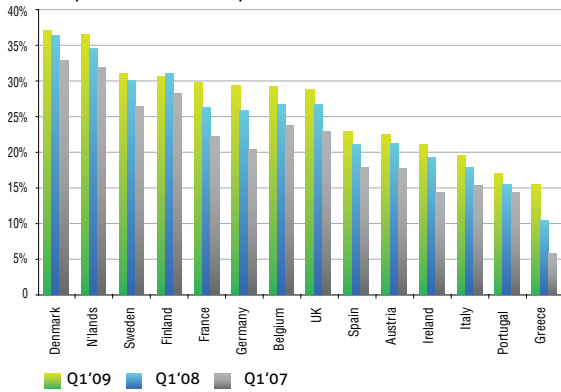
<sup>7</sup> OECD, Communications Outlook, 2009.

European Broadband Household Penetration, Q1'07 - Q1'09



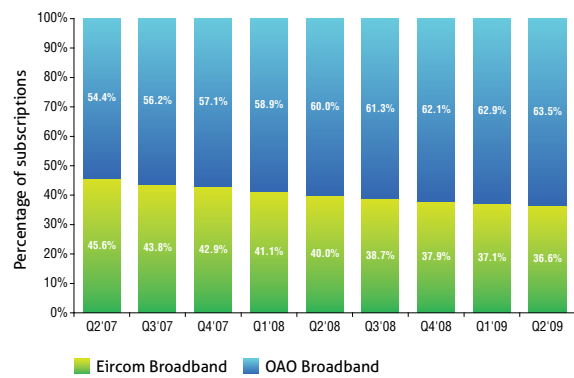
Source: Informa WBIS 2009

European Broadband Population Penetration, Q1'07 - Q1'09



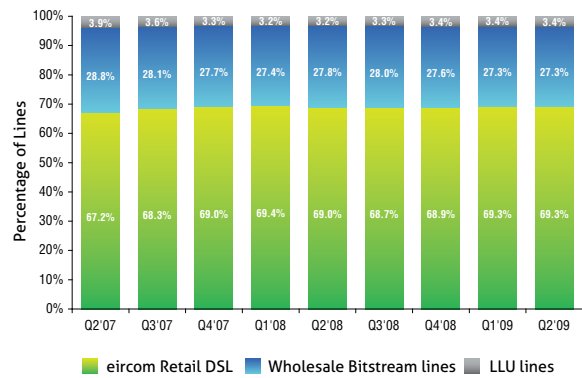
Source: Informa WBIS 2009

Market Share of Total Broadband Market, Q2'07 - Q2'09



Source: Quarterly Key Data Questionnaire

Provision of DSL Access, Q2'07 - Q2'09



Source: Quarterly Key Data Questionnaire

## Availability

In May 2007, the Minister for Communications, Energy and Natural Resources announced plans to introduce a National Broadband Scheme (NBS) which is aimed at bringing broadband services to areas of the country where there is no service. In general, such areas are unserved because service providers do not see them as being commercially viable due to the lower and more spatially distributed population levels. The contract was awarded to Hutchinson 3G in December 2008 and roll out was underway by June 2009. Roll out is scheduled to be completed by September 2010.

## Next Generation Access

There was much discussion during the year regarding Ireland's transition to Next Generation Networks (NGNs).

ComReg issued its proposals for regulation of the market for Wholesale Physical Network Infrastructure Access (WPNIA) in December 2008 (ComReg Document 08/104). In this document, ComReg proposed that wholesale physical access be defined to include fibre optic cable as well as copper and indicated that it believed that Next Generation Access should be subject to regulation. However, it established that the form of this regulation would be different to that prevailing for copper loops.

Regarding core transmission, Eircom had commenced its rollout of core network upgrade to NGN technologies which was hoped would benefit end-users in terms of bandwidth availability and contention. During the year, the Minister for Communications, Energy and Natural Resources issued a report on Next Generation Broadband (NGB) in which he stated that the key elements of government strategy were:



- Promotion of private sector investment in NGB.
- An optimal regulatory framework, facilitating collaborative models of engagement among operators.
- An innovative radio spectrum policy.
- Targeted government actions, where necessary.

ComReg published its discussion document "Next Generation Broadband in Ireland" (ComReg Document 09/56) in July 2009 which aimed to provide perspectives on the range of policy, technical and regulatory issues which can support a timely and efficient move towards the increased availability of Next Generation Broadband services in the market.

## Wholesale Markets

### Wholesale Unbundled Access (Local Loop Unbundling)

Local Loop Unbundling (LLU) is the process whereby an alternative operator rents a local loop (the copper cable that connects a premises or home to a local exchange) from Eircom and, using its own equipment, provides broadband or voice services to customers. Take up remained low, possibly in anticipation of ComReg's price reviews which were ongoing during the period.

### Line Share

LLU Line share is the process whereby an alternative operator rents the high capacity frequencies only in a local loop in order to provide broadband.

In the previous period, ComReg had directed a reduction in the price of line share to €2.94 from €8.41. Eircom appealed this decision in July 2008. ComReg later set aside this decision (which was intended to be interim, based on a benchmark) and re-consulted in December 2008 (ComReg Document 08/106). The price proposed was now based on cost and amounted to €0.75 per month. A determination of €0.77 was issued in August 2009 (ComReg Document 09/66).

### Full Unbundling

Full unbundling is also referred to as Unbundled Local Metallic Path (ULMP). Processes have been in place for this service since 2007. Services such as number portability are fully integrated, while migration paths from other wholesale services are in situ. ComReg oversaw a number of refinements and improvements during the year, particularly with respect to lines which failed immediately, or soon after, unbundling. An important advance was to provide alternative operators with access to the Eircom address database which considerably simplified and improved the accuracy of the ordering process.

ComReg consulted on principles to underpin the price of ULMP (ComReg Document 08/56). A response to consultation was issued in May 2009 and proposed a price of €12.18 per month.

### Wholesale Broadband

This product, also known as bitstream, allows alternative operators to rent broadband capacity from Eircom. This is provided using DSL technology usually over copper local loops (the copper cables that connect an exchange to a home or premises). Under this option, Eircom provides the broadband equipment (known as a DSLAM) access to the end-user over the local loop and also usually some element of backhaul to a convenient point of handover. While important, bitstream suffers from the disadvantage that it is difficult for an operator to configure it to be able to offer differentiated products and services. This is the reason behind ComReg's policy of also ensuring that operators have access to Local Loop Unbundling.

### Leased Lines

A leased line is a service which provides dedicated point-to-point connectivity between two locations. In the wholesale market, retail leased lines are mirrored by Eircom's wholesale leased line product and by Partial Private Circuits (PPC). A PPC is a partial circuit which an alternative operator can use to supplement its own infrastructure in order to reach locations to which where its own network does not extend.

During the year, ComReg issued an important determination with respect to leased lines (ComReg Document 09/103 - Leased Lines Market Review). This was the outcome of a market analysis of markets for wholesale and retail leased lines and introduced some important changes. ComReg de-regulated retail leased lines entirely (based on the presence of wholesale regulation). At the wholesale level, ComReg decided that there were two wholesale markets - one for trunk segments and one for terminating segments. Trunk segments were defined as high capacity connectivity between major urban centres and ComReg listed in an annex 15 towns and cities as guidance. All other circuits were defined as terminating segments. In essence, terminating segments provide connectivity between end-users at low capacity and points of handover generally.

ComReg also defined these markets on a technology-neutral basis which meant that new technologies such as ethernet became part of the market for the first time. Eircom appealed the decision but later withdrew the appeal. A number of technical improvements were made. The proportion of non-standard orders was reduced substantially. At the end of the period, several wholesale ethernet products were under development.

### Number Portability

Number portability is the facility whereby an end-user can switch between different fixed platforms or to local loop unbundling and retain their number, or alternatively, switch between mobile operators while retaining their number. One significant technical development under way at period end with respect to Fixed Number Portability was to improve the process of switching from fixed line to cable where there had been excessively high failure rates.

The price of mobile number portability at the wholesale level fell substantially during the period for €20 per port to €2.05 per port as a result of ComReg Decision 09/04. The price of fixed portability at the wholesale level was also reduced.

## Voice Products

ComReg regulates both wholesale voice markets and wholesale narrowband access markets.

### Data services

ComReg made two findings on non-compliance with obligations in these markets during the year – both against Eircom. The first, described in ComReg Document 08/55, and later in ComReg Document 09/26, concerned a breach of Eircom's transparency obligation in the markets for Wholesale Voice Origination, Termination and Transit.

The second breach occurred, in ComReg's opinion, in the market for retail narrowband access where ComReg determined that Eircom had breached its obligation not to unreasonably bundle. The bundle in question contained access calls and broadband and included, in particular, 500 minutes of calls to Eircom's mobile subsidiary, Meteor. Later, Eircom attempted to launch a modified but similar bundle but ComReg issued an interim direction in April 2009 preventing the launch for three months, and later extended that direction in July 2009. Eircom claimed that ComReg's finding of a breach was appealable and lodged an appeal to the High Court. It also appealed both Directions. A hearing was scheduled for October 2009. This was later settled on the terms that Eircom agreed to adhere to ComReg's test in respect of these bundles pending consultation by ComReg and also to modify the non compliant bundles.

### Mobile

During the year, ComReg announced further reductions in Mobile Termination Rates (MTRs) by mobile operators. All operators (Vodafone, O2, Meteor and Hutchinson 3G) agreed to reduce their MTRs to €0.05 per minute during 2012.

Previously, Hutchinson 3G had appealed ComReg's determination that it has Significant Market Power in the market for Mobile Termination (ComReg Document 08/92). This appeal was later withdrawn.

ComReg's statutory functions and objectives, as set out in the Communications Regulation Act 2002, include the provision of information and investigation of complaints regarding the supply of, and access to, electronic communications services, networks and associated facilities and promotion of the interests of users. ComReg's consumer policy seeks to ensure that all consumers are appropriately informed and protected and have easy access to a wide range of competitively priced quality products and services.

**The specific objectives relating to consumers, as set out in ComReg's Strategy Statement (2008-2010), are as follows:**

- 1. Provide accessible, appropriate information to electronic communications consumers.** The aim is to ensure that information regarding communications consumers' choices and rights, is made available to consumers in a manner which is appropriate for those who seek to use it.
- 2. Ensure consumers have convenient, affordable access to basic electronic communications services (Universal Service)**  
The aim is to put in place measures under the Universal Service regime to establish performance targets for delivery of universal services including fixed line provisioning, fault occurrence and fault repair.

- 3. Support and encourage improvements in the quality of customer service and the overall consumer experience of the communications sector**  
The aim is to monitor consumer satisfaction and identify key issues in relation to the communications sector and to put in place requirements and initiatives, as appropriate, to address the issues identified.
- 4. Deal efficiently with operator non-compliance**  
The aim is to efficiently manage consumer contacts to ComReg's consumer line and, through compliance and enforcement, address serious issues reported to ComReg in relation to communications consumers.

## Objectives outlined:

- 1. Provide accessible, appropriate information to electronic communications consumers**

### Consumer Information

Proactive production of consumer information by ComReg is key to ensuring that consumers are informed when making and acting upon decisions relating to their communications services. This is achieved in a number of ways as detailed below.

### Consumer Guides

These guides, which are made available in print and softcopy format (on [www.askcomreg.ie](http://www.askcomreg.ie)), provide a reference for communications consumers to ensure that:-

- Consumers are kept informed on various areas of interest in relation to communications.
- All the relevant information about a specific topic is available to consumers at a single point.
- The information provided is easy to understand. For this reason, ComReg has

continued to work with NALA (National Adult Literacy Agency) and have achieved the 'Plain English' mark for its guides.

**The following new consumer guides were published during the year:**

- a) Callcosts Guide – advising consumers on how to benefit from ComReg's award-winning price comparison website [www.callcosts.ie](http://www.callcosts.ie).
- b) Residential and Business Postal Guides – advising consumers what they should expect from the Universal Service Provider along with details of the opening of the postal market.
- c) Complaints Guides – informing consumers of their rights when making a complaint about a telecommunications and/or postal service.

**The other consumer guides available to consumers in printed and soft copy are:**

- Calling Northern Ireland - Use the '048' code to call fixed-line numbers.
- Cold Calls - A quick guide to preventing unwanted calls from direct marketing companies.
- Inadvertent Roaming.
- Modem Hijacking Scam using Dialler Programs.
- Phone and Broadband Contracts.
- Prepaid Phone Cards.
- Switching - Fixed Telephony (Landlines) - Exercise your Choice.
- Understanding VOIP – Voice Over Internet Protocol.
- Universal Service Obligation.

ComReg's guide to Directory Enquiry Services is available in soft copy only, as the guide contains pricing information and this needs to be updated regularly.

## Consumer Websites

ComReg is committed to ensuring that consumers are fully informed about the range of communications choices available to them. ComReg's W-Mark accredited sites [www.callcosts.ie](http://www.callcosts.ie) and [www.askcomreg.ie](http://www.askcomreg.ie) provide consumers with the facility to get timely and relevant information as well as the ability to compare prices of telecommunications services available from operators in the market.

The W-Mark is an independent standards programme that evaluates and audits published websites to globally recognised standards. The W-Mark is assessed and audited under the following six criteria:

- Accessibility.
- Commitment to Customer Service.
- Consistency and Appearance.
- Data and Information Security Management.
- Navigation.
- Privacy Compliance Management.

This award gives both ComReg and consumers independent assurance that [www.callcosts.ie](http://www.callcosts.ie) and [www.askcomreg.ie](http://www.askcomreg.ie) are high quality, consumer-oriented information resources.

The number of visits to both these sites continues to be in excess of 600,000 visits per year.

ComReg continued to update and enhance its consumer website, [www.askcomreg.ie](http://www.askcomreg.ie), which provides a wide range of information relevant to consumers on telecommunications and postal matters during the period under review.

## Pricing Transparency

### Interactive Price Guide

**www.callcosts.ie** continues to facilitate pricing transparency for Irish communications consumers, by providing comparative pricing and other information based on individual consumer usage.

A number of modifications were made to the functionality of the site to ensure that it remained aligned with new pricing mechanisms launched by operators during the period.

A new roaming calculator was developed to allow consumers to estimate the cost of using their mobile phone while abroad. The **www.callcosts.ie** mobile roaming calculator asks consumers to estimate the number of calls they will make and the number of texts that they will send while abroad. Based on this planned roaming usage, consumers are presented with the costs of using their mobile phone while abroad, in accordance with their current package.

This roaming calculator assists consumers in tailoring their usage while abroad to match their budget and it also helps to ascertain if the consumer would benefit from availing of a special roaming plan offered by their operator.

### Mobile Roaming

High roaming charges have been an ongoing concern for consumers.

National Regulatory Authorities (NRAs), through the European Regulators' Group, highlighted the fact that the 2002 Regulatory Framework prevented regulators from addressing this issue. The Roaming Regulation - (EC) No 717/2007 came into effect on 30 June, 2007.

The Regulation requires mobile telephony service providers within the EU to offer their customers a "Eurotariff" for voice calls made

and received which complies with price caps specified in the Regulation. The Regulation also places a price cap on the wholesale price that operators can charge another for the provision of roaming calls at a wholesale level.

The "Eurotariff" was implemented by all Irish mobile operators on or before 1 September, 2007 as set out in the Roaming Regulation.

The price ceiling was reduced at twelve monthly intervals in accordance with the details outlined in the table below:-

	1 July 2008		1 July 2008		1 July 2009	
	VAT Excl.	VAT @ 21% Incl.	VAT Excl.	VAT @ 21% Incl.	VAT Excl.	VAT @ 21% Incl.
"Eurotariff" limit for calls made within EU per minute	49 cent	59 cent	46 cent	56 cent	43 cent	52 cent
"Eurotariff" limit for calls received within EU per minute	24 cent	29 cent	22 cent	27 cent	19 cent	23 cent
"Eurotariff" limit for texts sent within the EU					11 cent	13 cent

The Roaming Regulation requires that a roaming price information text message must be delivered to consumer's mobile phones when they enter an EU country. The text must contain pricing information for voice, sending text messages and data roaming. It must also contain a free-phone number to contact your operator if you require further pricing information and the European emergency services number (112).

From March 2010, operators will be required to provide a facility to help consumers to monitor and control data roaming expenditure.

### Outreach Programme

ComReg's Consumer Team continued its outreach programme during the year. As part of an ongoing initiative, ComReg, in conjunction with An Chomhairle Leabharlanna (Library Council) and Limerick, Westmeath, Wexford and South County Dublin library services organised "information clinics" for consumers. The Consumer Team visited libraries in Watch House Cross, Athlone, Wexford Town, Tallaght, Limerick and Malahide.

In February 2009, as part of our continued efforts to reach out to consumers and, with the assistance of the Library Council, we provided our top three guides for display at thirty libraries nationwide.

Alongside the launch of the scheme, ComReg, in co-operation with the selected libraries, has arranged free internet access to its consumer websites, [www.callcosts.ie](http://www.callcosts.ie) and [www.askcomreg.ie](http://www.askcomreg.ie).

ComReg hosted a consumer stand at the Ideal Homes Exhibition which was attended by over 29,000 members of the public. In addition, in October 2008, ComReg held a one day programme in the Houses of the Oireachtas demonstrating [www.callcosts.ie](http://www.callcosts.ie) and showing members and staff how to evaluate their communications costs and compare packages for their needs. As part of its outreach programme ComReg's Consumer Care and Spectrum Compliance teams hosted a stand at the BT Young Scientist Exhibition. The event attracted in excess of 37,000 visitors over the three days.

In November 2008, ComReg, working with the Citizens Information Centres, commenced an initiative providing sets of ComReg's consumer guides to over 70 Citizen Information Centres.

## Objectives Continued

2. **Ensure consumers have convenient, affordable access to basic electronic communications services (Universal Service)**

### Universal Service

The provision of Universal Service is a key component in terms of consumer welfare. Eircom is the designated Universal Service Provider (USP) in respect of all relevant services for the period to end June 2010. In the last quarter of 2007, ComReg conducted a consultation to review Eircom's then guidelines for performance and to establish updated targets.

A Response to Consultation on USO Quality of Service Performance Targets, (ComReg Decision No D02/08, ComReg Document No 08/37), was published on 28 May, 2008 setting legally binding performance targets for the provisioning of connections, the rate of fault occurrence and fault repair timescales. ComReg expects that these binding targets will act as an incentive for Eircom to improve its quality of service performance for the benefit of its consumers.

The targets established are detailed below:-

### Connections

Eircom shall achieve and fully comply with the following performance targets for in-situ connections:

### Connections<sup>1</sup>

#### In Situ

- 80% of all in-situ connections within 24 hours of request
- 99.8% of all in-situ connections within 2 weeks of request
- 100% of all in-situ connections to be completed within 2 months of request

#### All Other Connections

- 80% of all requests to be met within 2 weeks of request
- 85% of all requests to be met within 4 weeks of request
- 90% of all requests to be met within 8 weeks of request
- 95% of all requests to be met within 13 weeks of request
- 100% of all requests to be met within 26 weeks of request

- 95% of connections to be completed by the agreed date

### Fault Rate Occurrence

- A maximum fault rate of 15.5 line faults per 100 lines to be achieved by end June 2009
- A maximum fault rate of 14.5 line faults per 100 lines to be achieved by end June 2010
- A maximum fault rate of 13.5 line faults per 100 lines to be achieved by the end June 2011
- A maximum fault rate of 12.5 line faults per 100 lines to be achieved by the end June 2012

### Fault Repairs<sup>2</sup>

- 80% of fault repairs to be completed within 2 working days
- 95% of fault repairs to be completed within 4 working days
- 99.8% of fault repairs to be completed within 5 working days
- 100% of all fault repairs to be completed within 10 working days
- 95% of fault repairs to be completed by agreed date

1. Section 3 of Appendix A of D02/08

2. Section 5 of Appendix A of D02/08

These legally binding targets took effect for Eircom, as designated Universal Service Provider, from 1 July, 2008. During the period, ComReg published Eircom's USO performance data on a quarterly basis.

### Performance in other Areas

The guideline set out for Functional Internet Access requires that at least 94% of lines are capable of speeds of 28kbps or more. Eircom continued to achieve this guideline during the period.

There were 2,536 USO payphones available at the end of June 2009 with just over 92.5% being in full working order. Under procedures

established in 2006, Eircom decreased the number of payphones due to reduced usage. Most of the removals were carried out between the first and second quarter of 2009.

### 3. Support and encourage improvements in the quality of customer service and the overall consumer experience of the communications sector

#### Accessibility

Under the 2002 Communications Act, ComReg takes special measures to ensure that all users, including people with disabilities, derive maximum benefit in terms of choice, price and quality.

In addition to the Communications Act, ComReg contributed to the Department of Communications, Marine and Natural Resources' Sectoral Plan 2006 – 2009, under the Disability Act of 2005, by setting out the following action points:

- To work with the industry, including those not covered by the USO, to promote and encourage service providers to ensure that services are accessible for people with disabilities.
- To ensure that information on the availability of accessible services will be widely available.
- To work with service providers on developing effective billing arrangements for people with disabilities.

### Forum on Services for People with Disabilities

In light of the action points set out by ComReg, a forum on "Services for People with Disabilities" was set up in October 2006. The forum's current membership includes representatives of major telecommunications companies and disability organisations.

During the period, a number of initiatives were progressed.

Two events were held to ensure the promotion of good practice by service providers in relation to the accessibility of their products and services. ComReg and the National Disability Authority (NDA) hosted a CEO breakfast briefing October 2008 and a follow-on workshop in November 2008. These events were entitled "Inclusive/Universal design for all telecommunications users". Universal design means designing products and services that can be used by people of any ability, age or size, without the need for special adaptations. Delegates had the opportunity to experience for themselves the disabling factors that can occur as a result of inefficient product design

through a number of exercises and simulations deployed at the workshop.

Eircom provides a free directory enquiry service to its customers under its Universal Service obligations. In September 2008, the Forum identified as a priority an initiative that would enable other operators' customers, fixed and mobile, to avail of a free directory enquiry service. Within the period, a number of operators agreed to provide a free directory enquiry service to their customers who have a disability. It was agreed that those operators providing a free directory enquiry service for their disabled customers would be noted on [www.callcosts.ie](http://www.callcosts.ie)

### Unsolicited Marketing Calls

The National Directory Database (NDD) lists all telephone numbers printed in public directories or available through directory enquiries. It is also used to list the preference of subscribers not to receive unsolicited marketing calls or faxes. This facility is open to both residential and business phone subscribers and it is a free service. In December 2007, ComReg issued guidance to Voice Over Internet Protocol (VOIP) operators regarding their regulatory obligations for directory services and the opt-out register.

At the end of the period, the total subscriber number on the direct marketing opt-out database was over one million.

### Bill Presentation Standard

Following a tender process, Excellence Ireland Quality Association (EIQA) was appointed to develop a quality standard for bill presentation and an associated audit service. This standard was published<sup>8</sup> and launched in the fourth quarter of 2008 and audits of operator bills commenced through a pilot programme.



The standard covers six main areas including billing information, bill content, bill layout and format, bill charges and accessibility.

The objective of the standard is to promote informed customer choice and to encourage service providers to provide bills that present charges clearly and comprehensively, in language and in a format that is unambiguous and easy to understand.

ComReg expects that operators will now apply to be accredited in accordance with the standard. Operators meeting the standard will be eligible for an award from EIQA and their achievement will be noted on [www.callcosts.ie](http://www.callcosts.ie)

### Proposed Amendments to the General Authorisation

ComReg has a strategy to put in place appropriate minimum service requirements for authorised operators and to ensure that consumers are adequately protected if operators exit the market. For this reason, ComReg published amendments to the General Authorisation in November 2008 (ComReg Document 08/87).

## 4. Deal efficiently with operator non-compliance

### Complaint handling by quarter

During the period July 2008 to June 2009, ComReg dealt with 20,724 issues of which 4,943 were complaints with respect to service providers.

The main issues concerning consumers who contacted ComReg's Consumer Line related to:

- Billing & Charges – issues with customers disputing the charges on their bill.
- Contractual issues – mainly cancellation penalties and understanding the contract terms and conditions.

- Services repair issues - loss of service and ongoing problems with service quality not resolved.

The average ratio of complaints to queries was 24:76.

ComReg has established processes for monthly reviews of trends, operator meetings and enforcement escalation processes, as relevant, to address any issues that emerge or are ongoing.

### Compliance and Enforcement

ComReg's Compliance Team is responsible for monitoring, in the telecommunications market, ongoing compliance with regulatory obligations, enforcing existing regulatory obligations, and handling formal disputes between communications providers. This is in line with ComReg's objectives which are:

- a) to promote competition.
- b) to contribute to the development of the internal market.
- c) to promote the interests of users within the community.

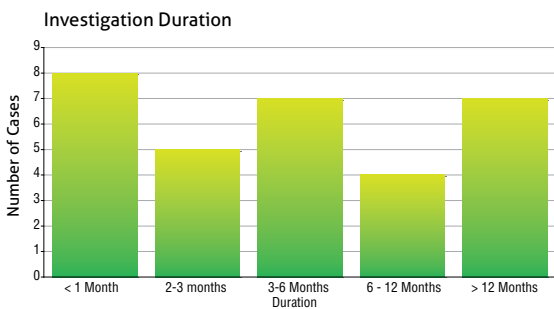
The compliance action carried out is an ongoing programme of work undertaken to promote, monitor and investigate compliance with existing regulatory obligations in the telecommunications market.

**Figure 1: Compliance Action Stages**

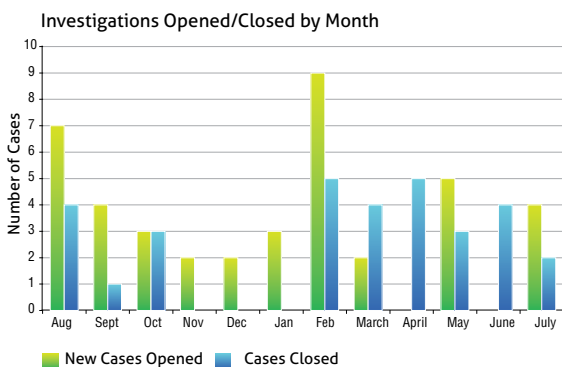


There were 41 investigations opened by Wholesale Compliance in the year from 1 August, 2008 to 31 July, 2009, and 31 investigations were closed in that same period.

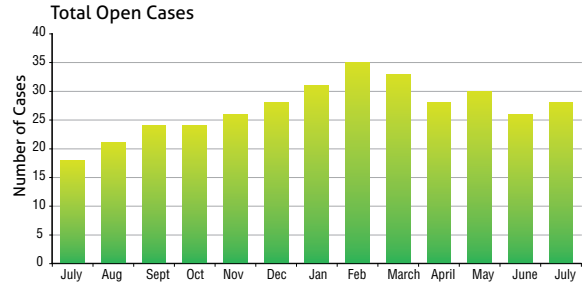
**Figure 2: Investigation Duration**



**Figure 3: Wholesale Compliance cases Opened/Closed by Month**



**Figure 4: Wholesale Compliance Total Open Cases**



During the period 1 August, 2008 to 31 July, 2009, Wholesale Compliance took the following formal compliance action:

- Four notifications of non-compliance were issued where a communications provider was found to be in breach of its regulatory obligations.
- Two opinions of non-compliance were issued<sup>9</sup> where, following notification of non-compliance, a communications provider was found to still be in breach of its regulatory obligations.
- One High Court Order of compliance was sought<sup>10</sup>.
- Three determinations were issued to resolve regulatory disputes.

In addition to formal compliance action, six potential regulatory breaches were remedied by the respective operators as a direct result of the Wholesale Compliance Team’s investigations.

**Consumer Advisory Panel**

The Consumer Advisory Panel (CAP) was established by the Commission to enable it to gain insight into emerging developments from key representatives of industry and consumers. The CAP met during the year to examine and discuss a wide and varied range of topics relating to telecommunications consumers in Ireland.

9 One Opinion of Non-Compliance was appealed by the operator and the outcome of this appeal was pending during the timeframe of this report.  
 10 The outcome of this was pending during the timeframe of this report.

### Premium Rate Services

In May 2008, the Minister for Communications, Energy and Natural Resources announced his intention to introduce new legislation to strengthen regulation in the premium rate telecommunications sector. Regulation of the sector is currently on a co-regulation basis and regulatory responsibility lies with the Regulator of Premium Rate Telecommunications Services (RegTel).

On June 30, 2009, the Minister published the Communications Regulation (Premium Rate Services) Bill 2009,<sup>11</sup> which, when enacted, will place regulation of the Premium Rate sector on a statutory footing and will see the transfer of responsibility from RegTel to ComReg. The Bill also provides for the transfer of RegTel staff to ComReg. ComReg engaged with officials in the Department of Communications and industry stakeholders in relation to the content of the Bill.

### Emergency Call Answering Service (ECAS)

Following the additional responsibilities provided for by the Communications Regulation (Amendment) Act 2007 with respect to ECAS, ComReg has been supporting the Department of Communications, Energy and Natural Resources (DCENR) during the tender process to find a new ECAS provider. Following the appointment of BT Ireland as DCENR's preferred supplier, ComReg was active in assisting the DCENR to bring the contractual negotiations with BT Ireland to a successful conclusion. The Minister of Communications, Energy and Natural Resources, Eamon Ryan T.D., signed the contract and appointed BT Ireland as the new ECAS provider on 12 February, 2009.

Since that time, ComReg has been participating in the migration phase of the new ECAS

and has been engaged with all of the major stakeholders in ensuring a smooth deployment of the new infrastructure. It is envisaged that BT Ireland will begin testing traffic, both live and non-live, in the autumn of 2009 and will handle all of the live traffic in 2010.

ComReg has also been keen to make Irish consumers more aware of the single European emergency number, 112, and issued press information to coincide with the European Commission-sponsored 112 day on 11 February, 2009<sup>12</sup>. ComReg intends to continue to increase the awareness of 112 among Irish citizens during 2010 and beyond.

11 The Communications Regulation (Premium Rate Services) Act 2009 was subsequently passed by the Dáil in March 2010. <http://www.irishstatutebook.ie/2010/en/act/pub/0002/index.html>

12 [http://www.comreg.ie/\\_fileupload/publications/PR110209.pdf](http://www.comreg.ie/_fileupload/publications/PR110209.pdf)

The radio frequency spectrum is a unique and finite natural resource which greatly benefits society. The pace of global development in wireless technologies and services increases demands on the spectrum resource and the associated regulatory framework. As the trend in communications is towards mobility, these demands are set to increase. The social benefits arising from use of the radio spectrum are also considerable. Efficient functioning of the Gardaí, fire and ambulance services, for example, depends on reliable mobile communications. Radio plays a major role in enabling the Irish Defence Forces to carry out their duties.

Radio is fundamental to the safe operation of air, sea and land transport. Ireland plays a critical role in managing international radio traffic in the aeronautical sector, dealing with all flights between Europe and North America. Thus it is clear that the contributions of the defence, public safety, transport and broadcasting sectors to society and the economy are heavily dependent on access to interference-free radio spectrum.

ComReg is responsible for ensuring the efficient management and use of this key resource, including the promotion of competition.

The following provides some brief examples of the areas in which ComReg has been active during the past year:

## Spectrum Development Programme

Ireland's geographic position on the western edge of Europe and its low population density provides a key natural advantage - namely a relative abundance of unused spectrum. Coupled with ComReg's Test & Trial licensing programme, Test & Trial Ireland, this natural advantage allows researchers and developers to test or trial wireless technologies on a wide variety of frequency bands, including parts of the mobile and broadcasting bands.

During the year, ComReg issued 31 Test & Trial licences to various licensees including universities, research centres, telecommunications manufacturers and telecommunications service providers. A wide variety of technologies were tested under this licensing programme including tests of mobile broadband technologies such as WiMAX and UMTS 900. These trial licences facilitate the commercial trialling of new services that can garner consumer feedback before committing to a launch. During the year, services such as digital terrestrial radio and mobile TV availed of Test & Trial Ireland.

The [www.testandtrial.ie](http://www.testandtrial.ie) website is dedicated to promoting Ireland as an ideal location for the testing and trialling of new radio spectrum products and services and, among other items, it contains information on the benefits of the programme to users as well as a list of previous users. Interested parties may apply directly to ComReg for a licence or request further information via the [info@testandtrial.ie](mailto:info@testandtrial.ie) e-mail address.

At the end of May 2009, ComReg promoted Test & Trial Ireland at the first joint Forum between Japan and Ireland on ubiquitous innovation. This joint Forum had a particular focus on wireless technology and innovation and examined how, at a private and public level, Ireland and Japan can work together to facilitate and enable the development of ubiquitous services. Such joint co-operation could lead to a framework of collaboration between Japan and Ireland's industries, institutes and governments.

## Spectrum Strategy

On the 1 July, 2008, following a public consultation, ComReg published its spectrum management Strategy Statement. The statement details the key tasks facing ComReg in the next two years which include:

- The liberalisation of the GSM Spectrum bands to facilitate the growth of the public mobile services and innovation through the use of 3G and other technologies in these bands.
- The licensing of Digital Terrestrial Television (DTT) across Ireland and facilitating access to the ensuing Digital Dividend once all relevant legislative obligations have been achieved.
- The provision of spectrum for public safety and emergency services in support of a government tender for a modern digital radiocommunications network.
- The release of substantial additional spectrum below 4 GHz to meet market demand and to support the expected requirement for additional spectrum to facilitate broadband and multimedia mobile services.
- Responding to the introduction of a modified European regulatory structure for electronic communications services and networks.

The Strategy Statement details a number of objectives for ComReg over the two year period (2008 - 2010).

### GSM Liberalisation

In July 2008, ComReg published its first consultation on the liberalisation process for the 900 MHz and 1800 MHz GSM bands. This consultation document set out ComReg's proposed policies on the future of the spectrum bands used to provide GSM mobile services and sought views from interested parties on their future use.

Two events influenced the timing of this consultation. The first is the approaching expiry of the existing GSM licences, in 2011 and 2015, and the desire to provide stakeholders with visibility of the market

after those licences expire. The second event is the forthcoming adoption of the draft European Commission Decision on harmonisation of these bands, which will facilitate widespread deployment of third generation (3G) services in these bands (or "liberalisation").

The introduction of other technologies into these bands promises many benefits for consumers and society. ComReg also plans to make additional spectrum available in the 900 MHz band. This will facilitate migration to newer innovative technologies and create opportunities for new players to enter the market, thereby facilitating greater consumer choice.

A response to this first consultation and a second consultation were published simultaneously in March 2009 which dealt with a number of new issues raised in the first consultation. To assist in this, and in light of the importance of this consultation process, the number and complex nature of the issues involved, ComReg provided an opportunity for respondents to clarify views as already submitted in writing in the form of bilateral meetings held in June/July 2009.

The outcome of this process will be reported on in the next period.

### Release of the band 2300 – 2400 MHz

In June 2009, ComReg consulted on the release of the band 2300 – 2400 MHz. While this band is not currently harmonised in Europe, ComReg is of the view that there are significant benefits to be gained by both Irish consumers and service providers in making this spectrum available in a timely manner.

The consultation proposals look at possible channel bandwidth sizes as well as various options on how best to make the spectrum available i.e. national, regional or local area licences. In addition, ComReg outlines its proposals to implement a block edge mask as well as making the spectrum available via an auction. Other technical parameters relating to usage of the spectrum (e.g. power limits, out of band emissions limits) are discussed. This consultation also

addresses the need to consider legacy services that are currently licensed in this band. ComReg outlines the various legacy issues and current users of the spectrum and the geographical location of where these services are currently deployed.

The outcome of this consultation will be reported on in the next period.

## New Short Range Devices

Short Range Devices (SRDs) are radio transmitters which provide unidirectional or bidirectional communication and which, in general, have low capability of causing interference to other radio equipment. In Ireland, such devices are generally permitted to operate on a non-interference, non-protected basis. On 24 July, 2008, ComReg announced the licence exemption of a number of devices in the following categories:

- Non-specific SRDs.
- Tracking, tracing and data acquisition devices.
- Railway applications.
- Equipment for detecting movement and alert.
- Inductive applications.
- Radio microphones and assistive hearing devices.
- Wireless applications in healthcare.
- Ultra-wideband applications.

This action removes the requirement of individual licences for these mass market devices, thereby facilitating their deployment and utility.

## Update of the National Radio Frequency Plan

ComReg is obliged by law to publish a National Radio Frequency Plan detailing the radio frequency allocations in Ireland. The publication is seen as a vital source of information for consumers, licensees, manufacturers and operators.

A number of changes in use of the radio spectrum have occurred on a national and international level

and, following an update in July 2008, ComReg published a completely new and updated version in November 2008. The latest edition of the Plan reflects all changes up to late 2008 and details the use of the different frequency bands together with the uses of those bands in Europe. It also references national and European legislation together with CEPT (European Conference on Postal and Telecommunications) decisions and recommendations of relevance to the various frequency bands.

## Spectrum Compliance

It is the responsibility of ComReg to ensure that Ireland's finite radio spectrum is utilised in the most efficient way possible. The spectrum is regulated through licence conditions and regulations and, in cases where no licence is applicable, through technical conditions imposed on the manufacturer of radio equipment.

ComReg's Spectrum Compliance Programme ensures that all users of the radio spectrum adhere to the relevant licence conditions or regulations so as to prevent interference to other radio users. When interference does occur, ComReg is responsible for investigating the matter on behalf of the licensee. 66 complaints were received during the period July 2008 – June 2009, five of which involved serious interference to Air Traffic Control or Emergency Services. Periodic inspections of radio equipment in use in the State are also undertaken to ensure that the radio spectrum is fit for use by all users.

ComReg is also responsible for taking action against unlicensed broadcasters under the various wireless telegraphy acts. Other areas such as the R&TTE (Radio & Telecommunications Terminal) Directive and the EMC (Electromagnetic Compatibility) Directive, which both ensure that all electronic and radio equipment that is put on the market in Ireland complies with the relevant EU standards and bears the CE mark, also fall within ComReg's remit. ComReg completed a number of investigations in this area during the year in review.

## Programme of Measurement of Non-Ionising Radiation Emissions

The use of radio technology has played, and will continue to play, a significant role in the development of the Irish economy. The benefits and convenience of mobile communications and other wireless technologies for business and consumers alike are well recognised by the public.

Non-ionising radiation (NIR) emissions from transmitter sites are also a matter of interest to the public. The Department of the Environment, Heritage and Local Government is responsible for assessing the health effects of NIR<sup>13</sup>. ComReg requires (as a condition of wireless transmission licences) that operators of transmitting stations must ensure that their installations comply with the NIR emission limits. Those limits are specified in the latest guidelines published by the International Commission on Non-Ionizing Radiation Protection (ICNIRP). ICNIRP is a body of independent scientific experts whose partner organisations include the World Health Organisation.

ComReg carries out annual audits of compliance by operators with the ICNIRP emission limits. Each annual audit involves surveying a sample number of sites and transmitter types (broadcast, mobile telephony, wireless broadband etc.) countrywide.

Results of the 84 site surveys conducted during this reporting period (July 2008 – June 2009) were summarised and published in four quarterly interim reports (ComReg Documents 08/84, 09/05, 09/33 and 09/61). Copies of the individual site survey reports are available on the ComReg website as well as via [www.siteviewer.ie](http://www.siteviewer.ie), an on-line facility provided by ComReg, which allows the public to view details of GSM and 3G mobile telephony base stations throughout Ireland.

At all of the sites surveyed during this reporting period, measurements of NIR emissions were found to be significantly below the ICNIRP guideline limits.

13 <http://www.environ.ie/en/Environment/EnvironmentalRadiation/ElectromagneticFieldsFAQ/>

## Digital Broadcasting

ComReg is aware of the critical importance of managing the radio spectrum efficiently. Providing access to spectrum so that consumers, industry and the economy can benefit from the convergence and digitalisation of electronic communications services and networks is essential.

In the course of the reporting year, RTÉ continued with the development of its digital television network under the licence granted to it by ComReg in 2007. Additionally, following a consultation process which commenced in September 2008, RTÉ was granted a licence in respect of a multiplex which will enable it to provide digital radio services nationally.

The transition from analogue to digital broadcasting in Ireland has the potential to free up significant amounts of valuable spectrum in the Ultra High Frequency (UHF) band. This can be used, as a digital dividend, to provide additional and upgraded broadcasting services such as High Definition television, as well as other electronic communications services.

ComReg initiated its review of the future availability of digital dividend spectrum in the UHF band and its potential uses at its annual conference in October 2008 and published a consultation paper entitled 'Digital Dividend in Ireland' in March 2009 (ComReg Document 09/15).

The outcome of this consultation will be reported on in the next period.

At a European level, ComReg is leading a project under the auspices of the Radio Spectrum Policy Group to provide strategic advice to the European Commission on developing a roadmap for implementation of the digital dividend on a Europe-wide basis. The aim is optimising the benefits of the dividend for European consumers and industry. Commissioner Mike Byrne is Chairman of the project team which consists of representatives from Member States.

## Personal Locator Beacons (PLBs)

Personal Locator Beacons (PLBs) are portable radio transmitters which aid the Search & Rescue (SAR) emergency services in the detection and location of persons in distress. Recently, technological advances have enabled the construction of light-weight, hand-portable distress transmitters facilitating the relatively recent emergence of PLBs onto the market. To ascertain the demand for PLBs, and in order to regularise the use and registration of PLBs, ComReg published a consultation in November 2008 and a response to consultation in April 2009. The document outlines the decision to progress the licence exemption of PLBs under the Wireless Telegraphy Act to establish a mandatory PLB registration database, and to make this database available to the Coast Guard.



To use radio equipment in Ireland, an authorisation from ComReg is required. This authorisation may take the form of either a licence or a licence exemption. A licence may be issued under the Wireless Telegraphy Act 1926, or under the Broadcasting Authority Act 1960, as amended (in the case of the RTÉ Authority), or under a Radio and Television Act, 1988 (in the case of the Broadcasting Commission of Ireland) or under the Broadcasting (Amendment) Act 2007 for Digital Broadcasting.

ComReg processes all such licence requests and ensures that licences are maintained in a manner which both maximises the efficient use of available spectrum, and ensures that a quality service is available to all licensees. As of June 30, 2009, the total number of live radio licences on our database was 16,371. This is a 2% increase on the previous year. This modest increase suggests that individuals, businesses and electronic communications providers, even in these difficult economic times, are maintaining their use of radio technology. This is particularly true for certain radio licence types such as radio links, Fixed Wireless Access Local Area (FWALA) and aircraft radio. In excess of 2,000 applications, both for new licences or changes to existing systems, are received and processed annually.

During the year in review, ComReg continued to improve the service it offers to its licensees through web enhancements and also introduced a number of new radio licence types to meet the increasing demand for radio spectrum.

## Amateur Station Licensing

On 1 June, 2009, ComReg introduced a new licensing scheme for the Radio Amateur community. This new scheme introduced lifetime licences for all radio amateurs.

## FWALA

There continued to be demand for FWALA spectrum resulting in ComReg issuing 20 new or amended licences. In addition, and due to the continued demand for spectrum from Fixed Wireless Access Local Area (FWALA) operators, ComReg made an additional 118 MHz of spectrum available for licensing in the 3.4 – 3.8 GHz band. ComReg has also indicated its intention to release an additional 28 – 56 MHz of spectrum in the 10.5 GHz band.

## Aircraft Radio

On June 1 2009, ComReg introduced a new licensing scheme for Aircraft Radio. All Aircraft licences are now issued for the lifetime of the aircraft. During the year, 252 new licences were issued compared with 247 in 2007 – 2008.

## Business Radio

Business Radio licences are issued to companies where a private mobile communications system is required e.g. where companies require radios for direct two-way communications between a base and mobile personnel. Such systems would typically be used by taxi companies and transport companies, as well as by government, semi-state organisations and the emergency services. During the year, 269 new or amended licences were issued compared to 384 in 2007/2008 - the decrease reflecting the growing preference for GSM and 3G services in this area.

## Radio Links

Where a dedicated radio transmission path is required between fixed locations, a radio link licence is required. Many telecommunications operators use microwave radio to link their mobile phone

transmission sites together. During the reporting period, 1,491 new/amended radio link licences were issued compared to 1,826 in the previous period. The continued network expansion and roll-out of the 2G and 3G networks by the network operators and the introduction of fixed wireless broadband providers to the market are the main reasons for the continued high level of demand for radio link licences.

### Satellite

Satellites are used for numerous purposes including television broadcasts, meteorology, surveying and telecommunications. Satellite networks provide a flexible alternative to land-based fixed line and fixed radio link networks. Three categories of satellite earth stations require licences: Large Earth Stations (LES), Transportable Earth Station (TES) and Very Small Aperture Terminals (VSAT). In the year under review, 21 new licences were issued compared to 68 the previous year. This low level of activity in satellite licensing is attributable to the new satellite licence exemption regulations that ComReg introduced over the last number of years and does not reflect any decrease in the use of the technology in Ireland.

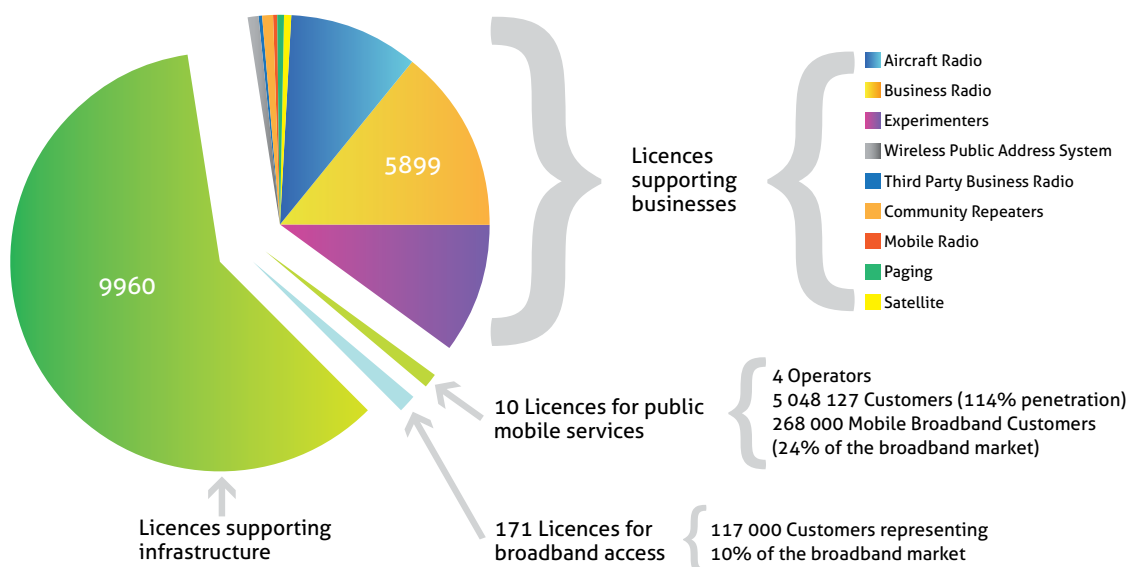
### Volvo Ocean Race

In June 2009, the Volvo Ocean Race came to Galway. ComReg was active in issuing temporary licences for several different communications systems for the duration of the Galway stopover. This included satellites for broadcasting and news gathering purposes as well as wireless cameras and microphones.

### Ongoing Issuing of Radio Licences

The chart below outlines the number of active licences managed by ComReg and the different types of radio licences issued in proportion to each other.

ComReg has in excess of 16,000 active licences of which 2,173 new licences were issued in this reporting period. Licensing Operations generated in excess of €45 million in revenue for the year ending June 2009 from these licences.



## Numbering, Naming & Addressing

ComReg is responsible for the efficient management of all telephone numbering resources in accordance with a clear and published strategy and relevant legislation. This entails the designation of suitable numbering ranges for various purposes and their assignment to operators and users according to their needs. Key requirements are to ensure no numbering resource reaches exhaustion and new telephone numbers become operational promptly on all national and international networks.

Apart from the well-known geographic and mobile numbers, ComReg also holds responsibility for a wide range of non-geographic numbers (Freefone, Premium Rate numbers, etc.), for all telephony short codes (such as 118 directory enquiry numbers), for network routing numbers and codes and for codes for harmonised European services. ComReg is also responsible for regulating the '.ie' internet domain and it provides support to the Department of Communications, Energy and Natural Resources (DCENR) in respect of the operation of the '.eu' domain.

## National Number Changes

In order to tackle imminent numbering shortages in certain geographical areas, ComReg undertook a major number-change exercise that ran from the Summer of 2007 through to May 2009. The STD areas affected were Bandon (023), Longford / Granard (043), Clonmel / Cahir / Killenaule (052) and Killarney / Rathmore (064).

After extensive public announcements of the changes during 2007 and 2008, parallel working (where both the old 5-digit numbers and the new 7-digit numbers were operational) commenced in November 2008. This parallel working continued until May 2009 after which a 12-month period of recorded announcements commenced.

Other matters which were addressed in the context of these changes included updates to all telephone

directories and the National Directory Database, changeover procedures for Calling Line Identification and extensive website changes. This was one of the most successful number change operations carried out over the years, with no significant consumer complaints recorded.

## Harmonised Services of Social Value

The European Commission Decision 2007/116/EC (as amended) introduced a series of "Harmonised Services of Social Value", to be implemented across the European Community. The basic concept is that the same 6-digit telephone number commencing with '116' should be reserved for the same socially-important service in each of the Member States, with the European Commission ensuring a co-ordinated approach. These harmonised services are opened only when at least five Member States in the Community express an interest in their development. So far, the following services have been introduced:

- 116000 – Hotline for missing children.
- 116111 – Child helplines.
- 116123 – Emotional support helplines.

The 116000 number is available for use by any suitable organisation and ComReg has advertised this nationally but has received no application for the code, although interest has been expressed. The other two numbers are already taken up, 116111 by Childline and 116123 by the Samaritans. The former commenced service in March 2009 and the latter is temporarily held in abeyance by the Samaritans while they seek funding to support it.

ComReg reports on the progress of these services from time to time to the European Commission's Communications Committee (COCOM). It is anticipated that the European Commission might initiate the opening of additional harmonised services by the end of 2009.

## Regulation of '.ie' Domain Names

The Communications Regulation (Amendment) Act 2007 assigned responsibility for regulation of all '.ie' internet domain names to ComReg. The '.ie' domain is currently administered by a body called the "ie Domain Registry Limited" (IEDR).

After an initial in-depth study of IEDR and its operations, ComReg published a public consultation on regulation of the .ie domain in ComReg Document 08/48 of 27 June, 2008. The outcome of that consultation, which was aimed at guiding many of ComReg's next steps, was published as ComReg Document 09/01 in January 2009. Some key outcomes of the consultation were that:

- IEDR would set up and maintain a Policy Advisory Committee (PAC) representative of all stakeholders with a focus on more transparent policy development.
- IEDR should continue to adopt the "managed approach" to .ie registrations to ensure continued protection for .ie domain name holders and consumers.
- ComReg would implement a monitoring framework and would participate in the PAC to keep abreast of activities in the marketplace.

Finally, in order to ensure that all risk areas were thoroughly analysed, ComReg commissioned a due diligence report on the IEDR that looked in some detail into key financial and corporate governance matters and was completed in August 2008.

## Draft revisions to the EU telecoms framework legislation

The European Commission, Parliament and Council have worked hard throughout 2008 and 2009 at revising the European telecoms legislative framework and this was practically settled by the end of this reporting period.

Transposition of the new framework into Irish legislation by the deadline of 25 May, 2011 set down in the Directives, is being undertaken by the Department of Communications, Energy and Natural Resources. Transposition of the Directives will have a direct effect on ComReg as the National Regulatory Authority. Accordingly, ComReg will closely monitor the transposition process and will lend any assistance it can to the Department in this regard.

## Regulatory Framework

ComReg is the National Regulatory Authority for the postal sector in Ireland. ComReg's statutory objective is to promote the development of the postal sector and, in particular, the availability of a Universal Postal Service within, to and from the State at an affordable price for the benefit of all users.

In meeting this objective, ComReg focuses on ensuring the provision of high quality customer-centred postal services, guaranteeing for both letters and parcels daily collections and deliveries, not less than five days a week, to every address in the country, while securing the freedom to provide competitive services in this sector through the gradual liberalisation of the postal market.

Specific functions of ComReg, under the Postal Regulations, include issuing directions to An Post - the designated Universal Service Provider (USP) - regarding the accounting procedures to be adopted in the preparation of its regulatory accounts and monitoring compliance with Tariff Principles. Functions also include setting quality of service standards for An Post, monitoring performance against this standard, and ensuring that An Post complies with its obligations to provide universal service (density of access points, daily collections and deliveries, etc).

Under separate powers, An Post cannot increase prices for reserved universal services without ComReg's concurrence.

## Elimination of existing restrictions on the provision of postal services

The European Commission's third Postal Directive<sup>14</sup>, published in February 2008, requires all remaining barriers to the provision of postal service within and from Ireland to be removed no later than 31 December, 2010. The Minister for Communications, Energy and Natural Resources has confirmed his intention to bring forward a new Postal Services Act

when transposing this directive. In preparation, the Minister launched a public consultation on some key issues<sup>15</sup>. The consultation closed on 9 July, 2008 and ComReg's submission<sup>16</sup> made the following key points:

- ComReg believes that a competitive postal market will further stimulate innovation and value for the consumer, from which all consumers (businesses and individuals) should benefit. It is conscious that this will only be achieved if An Post's current dominant position does not foreclose on the emergence in Ireland of a fully competitive postal market.
- As the new Postal Directive recognises (recital 47) 'The role of national regulatory authorities is likely to remain crucial, in particular in those Member States where the transition to competition still needs to be completed.' ComReg believes that in fostering the development of a competitive postal market, it must act as an advocate for the consumer and all those interested in providing customer focused and efficient postal services, while also encouraging An Post to become more efficient and responsive to customer needs.
- ComReg has statutory responsibility for ensuring that postal operators, including An Post, comply with their obligations. To do this effectively the obligations must be precise and unambiguous, and the monitoring and enforcement procedures must ensure compliance on a timely basis by all operators.
- The directive continues the existing requirement that the tariffs for each universal service comply with the principles of affordability, cost-orientation, non-discrimination and transparency. A new requirement is that prices 'give incentives for an efficient universal service provision'.

14 Directive 2008/6/EC of the European Parliament and of the Council of 20 February 2008.

15 Department of Communications, Energy and Natural Resources 'Public Consultation Process Following the Decision to Fully Liberalise the Postal Sector EU-wide'.  
16 ComReg Document 08/47.

- A carefully designed *ex ante* type of price control is therefore probably the only way of ensuring compliance with the tariff principles while giving operators the appropriate freedom to respond to the initiatives of competitors and the incentive to improve efficiency. In the short term, however, this will need to be backed up by a detailed *ex post* review of prices and costs to ensure that such flexibility is not being used to create inappropriate cross subsidies which might foreclose on market entry because prices in these market segments are artificially low.

The European Commission published its biennial Application Report to the Council and the European Parliament on 22 December, 2008<sup>17</sup> on the work that needs to be done in preparation for Full Market Opening. To inform this report, the European Commission had engaged consultants to undertake a study on "Main developments in the postal sector (2006-2008)" which was published on the European Commission website<sup>18</sup> at the end of September 2008.

To provide transparency and to inform Irish stakeholders regarding these reports and preparations for Full Market Opening at the end of 2010, ComReg held a public briefing on 13 February, 2009 where a representative of the European Commission presented. (ComReg Documents CP55a, CP55b, and CP55c refer). The briefing was well attended by consumers, postal service providers and industry representatives.

Additionally on 19 March, 2009, ComReg hosted a virtual "Symposium on Consumer Benefits from Postal Liberalisation" which focused on the measures needed to ensure that all consumers benefit from the opening of postal markets to competition at the end of 2010. The summary report of the contributions to the discussion and the views expressed during the Symposium was published on 22 May, 2009 on the ComReg website (ComReg Document CP60).

17 [http://ec.europa.eu/internal\\_market/post/doc/reports/report\\_en.pdf](http://ec.europa.eu/internal_market/post/doc/reports/report_en.pdf)

18 [http://ec.europa.eu/internal\\_market/post/doc/studies/2008-ecorays-final\\_en.pdf](http://ec.europa.eu/internal_market/post/doc/studies/2008-ecorays-final_en.pdf)

## Quality of Service

The availability of an efficient, high-quality postal service on a par with the best in Europe is a key objective for a modern competitive economy such as Ireland's. Therefore, the quality of service afforded to mail is of particular concern to ComReg. One of the fundamental objectives of the European Postal Directives is to secure improvements in Quality of Service and ComReg is obliged by law to set a Quality of Service target for An Post.

TNS mrbi is contracted by ComReg to measure An Post's quality of service for single piece priority mail (the ordinary day-to-day correspondence posted by individuals and businesses, big and small). During the year under review, ComReg published TNS mrbi's annual report for 2008 (ComReg Document 09/19) - the performance results of the last three quarters of 2008 and the performance result for the first quarter of 2009 (ComReg Doc No. 09/47).

The 2008 annual report<sup>19</sup> shows that:

- Overall 79% of single piece priority mail – i.e. standard correspondence – was delivered within one working day throughout the State. This represents a modest 2% improvement in service quality performance over 2007. However, it still remains significantly below the 94% target set for An Post.
- Quality of Service performance for Dublin mail worsened in 2008. Only 76% of mail posted in Dublin for delivery in Dublin is reported as delivered within one working day, compared to 78% in 2007. Performance for mail posted outside Dublin for delivery within Dublin now stands at 74% compared to 75% in 2007.
- Next day delivery performance for other areas shows an improvement in performance with 80% recorded in 2008 for 'Outside Dublin County to Anywhere' against 77% in 2007, and 83% for 'Delivery within the county of posting excluding Dublin' against 79% in 2007.
- 97.5% of all mail was delivered within three working days showing that performance continues to fall short of the 99.5% target set for An Post.

19 The 2009 Quality Of Postal Service Monitor Report is available at [http://www.comreg.ie/\\_fileupload/publications/ComReg1024.pdf](http://www.comreg.ie/_fileupload/publications/ComReg1024.pdf)

### An Post -National Next Day (D+1)

	Performance of Mail - Full Year Comparisons					
	2003	2004	2005	2006	2007	2008
Anywhere to Anywhere	71%	72%	73%	72%	77%	79%
Anywhere to Local (Delivery within county of posting)	75%	75%	76%	75%	78%	79%
Anywhere to Dublin County	71%	73%	73%	72%	77%	75%
Dublin County to Anywhere	70%	69%	73%	70%	77%	77%
Dublin County to Dublin County (Local)	72%	75%	76%	73%	78%	76%
Outside Dublin County to Anywhere	73%	73%	73%	75%	77%	80%
Outside Dublin County to Local (Delivery within county of posting)	78%	76%	76%	77%	79%	83%
Outside Dublin County to Dublin County	68%	70%	68%	70%	75%	74%

### Residential and Business Surveys

ComReg published the findings of its 2008 Postal Service Business Survey (ComReg Document 08/97) and Residential Survey (ComReg Document 08/97a) in December 2008.

The key findings from the Business Survey, based on interviews conducted in September 2008 with a representative sample of 1,000 businesses, showed:

- Business mail volumes are largely unchanged in 2008.
- Faster, more reliable and cheaper postal services are seen as the main improvements that would impact positively with businesses.
- Use of alternative service providers by businesses is increasing with nearly one in seven (15%) now using the services of both An Post and other service providers - up from 9% in 2007.
- Speed of delivery, next day delivery guarantee and cost of service are the main reasons cited by businesses for using service providers other than An Post.
- While satisfaction with the overall mail service has increased, only 1 in 5 of those customers who made a formal complaint were satisfied with its handling.
- There is little awareness among business customers of the impending liberalisation of postal markets which is due by the end of 2010.

The key findings from the Residential Survey, based on a structured questionnaire to a nationally representative sample of 1,024 adults aged 18-74, showed:

- A small increase in mail items delivered (9.4 items per week to each home address).
- Households posted just over eight standard letters per month.
- 60% of respondents believe that price, reliability and service quality are the key factors that would increase usage of the postal services.
- There is a notable increase (up from 47% to 60%) in awareness of alternative Postal Service Providers.
- There is little awareness among residential respondents of the impending liberalisation of the postal market.

## Postal Service Providers

Unlike some other countries where it is necessary to secure a licence to provide services in direct competition with the designated universal service provider, it is possible to establish a competing service in Ireland (outside of the area currently reserved to An Post) with little formality. Since 1 January, 2004, only those postal service providers (other than An Post) with a relevant annual turnover of more than €500,000 for postal services, exclusive of VAT, are required to apply for a "postal service authorisation" and to put in place simple complaint and redress procedures designed to protect consumers. As at 30 June, 2009, there were 34 Postal Service providers authorised by ComReg in total.

ComReg's website [www.comreg.ie](http://www.comreg.ie) offers the facility to view an up-to-date register of authorised providers of postal services and the services each operator currently provides.



The legislation governing ComReg requires the organisation to pursue specific objectives in relation to competition, consumer protection and advocacy, and the promotion of innovation. In order to achieve these objectives, ComReg works with other statutory and non-governmental agencies. Over the course of this report, ComReg has worked with the NDA (National Disability Authority), the NCA (National Consumer Agency), ASAI (Advertising Standards Authority of Ireland), DPC (Data Protection Commissioner), Regtel (Premium Rate Services Regulator) and the CAI (Consumers' Association of Ireland).

ComReg and the NCA are continuing to work closely with respect to the implications for the communications sector of the Consumer Protection Act and aspects of its implementation. We have also worked with ASAI to monitor the use of certain contract terms, transparency and price comparable claims, as well as the advertisement of broadband speeds.

### Electronic Communications Expert Advisory Panel

The Electronic Communications Expert Advisory Panel (ECEAP) advises ComReg on strategic issues that affect ComReg as a regulator and the communications sector as a whole. Membership of the ECEAP is made up of senior-level independent advisors from industry and academia. The panel convenes three times a year and is a key element of ComReg's Forward Looking Programme which reports on emerging sector developments to assist with ComReg's strategic processes.

### Consumer Advisory Panel (CAP)

The Consumer Advisory Panel was established by ComReg in accordance with Section 12 of the Communications Act 2002. The purpose of the Consumer Panel is to advise ComReg on developments, innovations and areas of consumer concern surrounding the three main areas of ComReg's consumer policy (maximising consumer welfare, protecting consumers and raising consumer awareness). The Consumer Advisory Panel consists of six members appointed by the Commission. In appointing the members, the Commission has ensured as far as possible that the members have knowledge or experience of the telecommunications industry. The Advisory Panel meets approximately four times in one year.

### Postal Expert Advisory Group (PEAG)

The Postal Expert Advisory Group was established in 2005. The Group advises ComReg on its strategic approach to developments, innovation and regulation of the postal sector in Ireland. The members of this group have extensive experience of postal issues and of advising Governments on key economic and regulatory issues. The Group's advice to ComReg focuses particularly on strategic and development issues impacting on the postal sector both nationally and internationally. The Postal Expert Advisory Group meets ComReg on a quarterly basis.

## International Affairs

### The European Regulators Group

The European Regulators Group (ERG), established by an EU Decision in 2002, is the collective body of European National Regulatory Authorities (NRAs). 34 European NRAs participate in the work of the ERG. In addition to the 27 members from EU Member States, NRAs from the four EFTA States (Switzerland, Norway, Iceland and Liechtenstein) and from three EU Accession/Candidate States (Turkey, Croatia and FYR Macedonia) participate as observers.

The ERG provides a formal structure for European regulators and the European Commission to interact, discuss and develop the common application of the regulatory framework for electronic communications networks and services. As an advisory body to the European Commission, it provides the mechanism for reflection and debate and, with the adoption of its recommendations, acts as the driver for common approaches to regulatory intervention. ComReg is an active participant in ERG's work programme.

### The Independent Regulators Group

The Independent Regulators Group (IRG) provides national regulatory authorities with the opportunity to meet solely with other regulatory authorities to discuss implementation issues. Enjoying common membership with the European Regulators Group (ERG), the forum has proved useful as a debating ground on the application of the regulatory framework and as a means of facilitating information exchange. John Doherty, ComReg Commissioner, has been selected as Chair of both IRG and ERG for 2010.

During 2008/2009, the work of the ERG continued to be dominated by the review of the Regulatory Framework. Following preparatory work conducted by the Slovenian Council Presidency, the revision to the Regulatory Framework progressed during the French and Czech Presidencies. ERG continued to analyse the evolving proposals as they were discussed by the Council and the European Parliament and provided the results of this analysis to member NRAs. Of particular interest was the Commission proposal for a centralised European Electronic Communications

Market Authority. Throughout the debate between the institutions, ERG stressed the need to place NRAs at the heart of efforts to achieve greater consistency in the application of the framework. The institutions decided to strengthen the collaborative working between NRAs with their decision to establish Body of European Regulators for Electronic Communications (BEREC) as successor to ERG. BEREC was established early in 2010.

During the period July 2008 to June 2009, the ERG adopted a number of documents that both enhanced the clarity of regulatory approach and sought to determine agreed future regulatory action. Among the major outputs were:

### Next Generation Networks

ERG invested heavily in examining issues surrounding Next Generation Networks (NGNs). As a basic principle, ERG is committed to encourage investments in NGNs while ensuring that the conditions for competition are maintained. The ERG set out a Common Statement on regulatory principles focusing on the core network and concluded that the provisions of the regulatory framework, such as the market analysis procedure, remain fit for purpose. ERG also exchanged experiences on recent developments in the deployment of NGNs and responded to the EU Commission's public consultations on Next Generation Access.

### The Radio Spectrum Policy Group

The Radio Spectrum Policy Group (RSPG) is a high-level advisory group that assists the European Commission in the development of radio spectrum policy.

The RSPG is established under Commission Decision 2002/622/EC, which was one of the Commission initiatives following the adoption of the Radio Spectrum Decision 676/2002/EC and it adopts opinions, position papers and reports, as well as issuing statements, which are aimed at assisting and advising the Commission at strategic level on:

- radio spectrum policy issues,
- coordination of policy approaches and,
- harmonised conditions, where appropriate, with regard to the availability and efficient use of radio spectrum necessary for the establishment and functioning of the internal market.

The members of the Group are senior representatives of the Member States and the official representative of the European Commission (EC). Delegations include representatives from both the regulatory authorities and the ministries having responsibility for radio spectrum related matters in each Member State. As part of its advisory function, the RSPG consults extensively and in a forward-looking manner on a variety of technological, market and regulatory developments relating to the use of radio spectrum in the context of relevant EU policies such as electronic communications and the information society, as well as other sectors and activities such as transport, research and development, or health. Such consultations are conducted with the objective of involving all relevant stakeholders, radio spectrum users, both commercial and non-commercial, as well as any other interested party. In addition, most of the deliverables of the RSPG are subject to formal public consultations. The RSPG publishes an annual work programme and most official deliverables of the RSPG are made public.

Among the spectrum issues which was consulted on by the RSPG in the reporting year is the so-called "digital dividend", specifically the potential release of spectrum in UHF Bands IV and V (470-862 MHz) as a result of the switchover from analogue to digital terrestrial television (DTT). The RSPG Working Group on the Digital Dividend, which was led by ComReg and chaired by Commissioner Mike Byrne, developed a significant written Opinion on the 800 MHz sub-band, i.e. that part of the digital dividend which may also be used for electronic communication networks (ECN) and electronic communication services (ECS), other than broadcast.

## ERG-RSPG Co-operation

In 2008, ERG and the Radio Spectrum Policy Committee (RSPG) agreed to work closer together on issues of common responsibility. Two reports were adopted. One report focussed on the management of radio spectrum in order to ensure the promotion of competition. The second report focussed on competition issues arising from the transition towards a more flexible radio spectrum management for electronic communications networks and services.

## International Roaming

The Roaming Regulation came into force at the end of June 2007. ERG provided guidelines for mobile operators on implementation of the Regulation at the time. These guidelines were updated to take account of the revision to the Regulation which came into force on 1 July, 2009.

ERG also co-ordinates the monitoring by NRAs of compliance with the requirements of the Regulation and published two reports covering the periods April to September 2008 and October 2008 to March 2009.

## Fixed-Mobile Convergence

This report considered convergence at the network level i.e. the ability to offer a customer mobile and fixed services seamlessly and the asymmetry between the ability of fixed and mobile networks to do so. "Fixed-like" services can be provided by mobile operators who are able to use their own network and do not require convergence at network level (home zone solutions). This is not the case for fixed operators for whom it is essential to have access to a form of mobile network to provide the same solution. The ERG report presented a preliminary guidance on the different implications of convergent products and on the commercial and regulatory consequences of convergence.

## The Communications Committee (COCOM)

Established as an advisory committee to the European Commission, the Communications Committee is intended as a forum where Member States can interact with the Commission, discuss and advise on the situation and the development of regulatory activities regarding electronic communications, networks and services. Along with representatives of the Department of Communications, Energy and Natural Resources, ComReg participates as part of the Irish delegation.

## Review of Regulatory Framework

As noted above, the proposals for a revision of the Regulatory Framework were under discussion during the year. ComReg provides technical advice to the Department of Communications, Energy and Natural Resources for its input to discussions at the various fora considering the proposals.

The Corporate Services Division supports and informs the overall business by developing and implementing leading-edge strategies designed to foster and enable excellent performance. Our objectives are to develop a shared understanding of business objectives, to ensure that strategic management practices and systems support our business strategies and to position ComReg to deliver an excellent service by capable and committed people. The Corporate Services area includes the following functions: Finance and Governance, Human Resources, Training and Facilities, Information, Communications and Strategy.

### Organisational Structure

The Minister for Communications, Marine and Natural Resources announced the establishment of ComReg on December 2002. On December 1, 2008, John Doherty was appointed Chairperson of the Commission which also consists of Commissioners Mike Byrne and Alex Chisholm<sup>20</sup>. The Commission, with the Management Policy Committee (MPC), is responsible for the strategic and operational management of the organisation.

ComReg depends on the efforts of all of our staff (including lawyers, economists, accountants, engineers and administrative specialists) to deliver on our mission and meet our regulatory objectives.

### Strategic Planning Process

ComReg published its Strategy Statement for the electronic communications sector for the period 2008-2010, as required under the Communications Regulation Act, 2002. The document is available on the ComReg website at [www.comreg.ie](http://www.comreg.ie). A new Strategy Statement and Customer Charter will be developed, in consultation with our stakeholders, for publication by mid-2010.

The current strategy sets out ComReg's plan over these three years for the successful delivery of identified key priorities and is underpinned by ComReg's Annual Action Plan which sets out our detailed priorities and timeframes. These actions are reflected in individual key result areas which are the basis for our performance management process.

### People Management

As with other public sector organisations, the period under review has been a challenging one with recruitment freezes, pay cuts and limitations on our ability to promote and reward individuals. It is more important than ever, therefore, to focus on employee engagement and ensure that we develop skills appropriately and deploy them effectively.

People perform well when they have the necessary capability and commitment and the opportunity to contribute. ComReg recognises that talent management is a key element in our continued success and that excellent performance can only be achieved through ongoing investment in, and commitment to, our staff. We are, therefore, pleased that our policies and systems are validated and recognised externally through the achievement of re-accreditation with the Fás Excellence through People (Gold Standard) and our work with the Association of Chartered Certified Accountants and Engineers Ireland. At the Irish Institute of Training and Development (IITD) CPD national awards in 2009, we received the best in the public sector award based on our investment in training, the mix of training delivered and strategic learning and development.

20 Alex Chisholm was appointed Chairperson with effect from 1 February, 2010.

These accreditations and awards acknowledge the high standards of professionalism and training and development which ComReg provides for its staff members.

We continued, during the review period, to support individuals to acquire third and fourth level qualifications, to develop their management and professional skills and to be exposed to leading thinking through regulatory economics training and through the development of a customised regulatory leadership programme open to all Irish regulatory bodies.

We have also focussed on employee engagement through enhanced internal communications processes, implemented new government initiatives such as the cycle-to-work scheme and co-ordinated organisational preparations for the possibility of a pandemic, including business continuity plans.

## Information Technology

ComReg's information technology function supports the organisation at an operational level providing tactical mobilisation of IT and information systems and deploying strategic IT initiatives.

ComReg has continued to invest in high quality software and has developed a number of systems to assist its workforce. In particular, a large number of modules have been added to ComReg's licensing system therefore enhancing the administration and technical analysis of spectrum license applications.

The Information Technology function also serves to act as a valuable business enabler for ComReg as well as to enhance the stakeholder experience. This is achieved through the provision and enhancement of on-line services and tools and back-office systems and services.

During this period, ComReg continued to enhance its online presence and improve user experience. In December 2007, ComReg launched [www.comstat.ie](http://www.comstat.ie) which was designed to act as a central portal for

the presentation of statistical data and analytical research on the electronic communications market. The site has a unique feature which enables the generation of user defined reports therefore enabling users to access information that is relevant to them. Comstat continued to develop and, shortly after its initial launch, survey data was added to the system. There are a number of additional data sources that are due to go online within the near future.

ComReg's online licensing website, [www.eLicensing.comreg.ie](http://www.eLicensing.comreg.ie), was also upgraded to act as an additional communications channel between licensees and ComReg's licensing and finance departments. This system is now configured to assist licensees with paying renewal fees, updating account information and applying for licences.

Continuing its focus on enhancing user experience ComReg upgraded a number of features on [www.callcosts.ie](http://www.callcosts.ie) and [www.askcomreg.ie](http://www.askcomreg.ie). Mobile broadband was added to the broadband calculator on [www.callcosts.ie](http://www.callcosts.ie) in addition to a more detailed break down of mobile phone package comparisons. The search engine on [www.askcomreg.ie](http://www.askcomreg.ie) was upgraded to facilitate users accessing the information that is important to them.

Other projects included server and software upgrade and consolidation to ensure platform for future delivery of IT requirements.

## Information Access

ComReg's Information Access role encompasses a number of elements, namely Freedom of Information (FOI), Data Protection, Accessibility and Records Management.

During the year, 27 FOI requests were processed by ComReg in accordance with the required FOI process.

ComReg's Data Protection Committee continued to monitor and ensure compliance by ComReg with its related legal obligations. This was achieved through regular meetings, information sessions and audits.

While some access queries and requests were processed, ComReg's Complaints Officer for access received no complaints. ComReg did not receive any request for Braille documents during the period however, it did distribute further Braille and audio copies of its 'Phone and Broadband Guide'.

ComReg has continued to ensure that its consumer guides are accessible by securing National Adult Literacy Agency's (NALA) 'Plain English' mark for all these guides. Additionally, its consumer websites **www.askcomreg.ie** and **www.callcosts.ie** maintained their accessibility standards. ComReg continued to fulfil its obligations under the Official Languages Act.

## Communications and Publications

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Our Communications Unit plays a key role in raising awareness about the work of ComReg and in promoting our information and outreach initiatives.

The Communications Unit is part of the Corporate Affairs Divisions and it works with all divisions throughout ComReg in order to publicise the work of the organisation.

The Communications Unit manages communications on behalf of ComReg with a wide and diverse range of ranges of stakeholders, including the media, consumers and industry among others.

The Unit is responsible for the following activities during the year:

- Dealing with media queries – sourcing & coordinating information, and issuing responses.
- Issuing press releases.
- Handling requests for media interviews.
- Coordinating media events, briefings and press conferences.
- Assisting ComReg's engagement with stakeholders.
- The publication of ComReg's Annual Report.
- Managing the content of ComReg's websites.
- Publishing internal and external newsletters.
- The organisation of ComReg's National Conference.



It is the objective of the Commission to ensure compliance with best practice in Corporate Governance. The Code of Practice for the Governance of State Bodies was approved by the Government in October 2001. The Code sets out principles of Corporate Governance that State Bodies are required to adopt.

The Code also states that where legislation applying to a State Body contains provisions governing matters the subject of the Code of Practice, such matters will continue to be governed by the relevant legislation. In the case of ComReg, Section 33 of the Communications Regulation Act, 2002 provides that the Commission shall adopt with the approval of the Minister and the Minister for Finance, a Code of Financial Management (which is based on the Code of Practice for the Governance of State Bodies) and shall arrange for its publication following such approval. Our Code of Financial Management has been approved by the Minister for Communications, Energy and Natural Resources, and the Minister for Finance and is published on our website. Our Code will be reviewed shortly in line with the revised code published by the Department of Finance in 2009.

In order to assist with the discharge of its responsibilities, the Commission has established a five-person Audit Committee to oversee the financial reporting process and internal control systems of ComReg. Three members of the Audit Committee are external members, including the Chair of the Committee, Mr. Dan Flinter.

# Financial Statements for the year ended 30 June 2009

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I have pleasure in submitting the annual report and audited financial statements for the Commission for Communications Regulation for the year ended 30 June 2009.

## Principal Activities

The Commission for Communications Regulation was established on 1 December 2002. The functions of the Commission are specified in the Communications Regulation Act, 2002, and the Communications Regulation (Amendment) Act, 2008. These functions relate to the regulation and licensing of the electronic communications industry (including radio and broadcasting transmission), the regulation of postal services and the regulation of the .ie domain name. The Commission is funded wholly by income received from the electronic communications and postal industries.

## Income

Levies are raised on certain providers of electronic communications and postal services which are used to fund the cost of regulation.

The commission is also responsible for the management of the radio spectrum and issues and renews a large number of Wireless Telegraphy licences to various operators, public bodies, private companies and individuals. These licences generate most of the Commission's income. Certain licences also include a requirement to pay for the right to use radio spectrum.

## Financial Results

Details of the financial results of the Commission are set out in the Financial Statements and the notes supporting the Financial Statements. The results for the year show no surplus or deficit.

## Auditor and Accounts

Under the Communications Regulation Act, 2002, the Commission shall keep in such form as may be approved by the Minister for Communications, Energy and Natural Resources, with the consent of the Minister for Finance, all proper and usual accounts of all moneys received or expended by it. The Commission shall submit accounts in respect of each year to the Comptroller and Auditor General. Within 42 days of the accounts being audited, the Commission is required to present to the Minister for Communications, Energy and Natural Resources a copy of such accounts, together with the audit report of the Comptroller and Auditor General.

## Corporate Governance

The Commission is committed to maintaining the highest standards of corporate governance. The Code of Practice for the Governance of State Bodies published by the Department of Finance is the foundation on which our corporate governance policies are based.

Section 33 of the Communications Regulation Act, 2002, requires the Commission to adopt, with the approval of the Minister for Communications, Energy and Natural Resources and the Minister for Finance, a code of financial management and to arrange for its publication following such approval. In addition the Commission is required to review periodically its code of financial management and revise and republish the code as appropriate. There is also a requirement on the Commission to comment in the annual report on adherence to the code.

Our code of financial management (which is based on the Code of Practice for the Governance of State Bodies published by the Department of Finance) has been approved by the Minister for Communications, Energy and Natural Resources and the Minister for Finance. The code is published on our website, and it is the policy of the Commission to ensure compliance with the code.

## Going Concern

The Commissioners, after making enquiries, believe that the Commission has adequate resources to continue in operation for the foreseeable future and that it is appropriate to adopt the going concern basis in preparing the financial statements.

## Prompt Payment of Accounts

The Commission acknowledges its responsibility for ensuring compliance, in all material respects, with the provisions of the European Communities (Late Payments in Commercial Transactions) Regulations, 2002 ("the Regulations"). Procedures have been put in place to identify the dates upon which invoices fall due for payment and to ensure that payments are made by such dates. Such procedures provide reasonable assurance against material non-compliance with the Regulations. The payment policy during the year under review was to comply with the requirements of the Regulations.

**Alex Chisholm**

**Chairperson**

Commission for Communications Regulation

25 May 2010

Section 32 of the Communications Regulation Act, 2002, requires the Commission to keep in such form as may be approved by the Minister for Communications, Energy and Natural Resources, with the consent of the Minister for Finance, all proper and usual accounts of moneys received or expended by it, including an income and expenditure account and a balance sheet, distinguishing between:

- a) its functions relating to electronic communications and
- b) its functions relating to postal matters.

**In preparing financial statements, the Commission is required to:**

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- follow applicable accounting standards, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Commission for Communications Regulation will continue in operation.

The Commission is responsible for keeping proper books of account which disclose with reasonable accuracy at any time the financial position of the Commission and which enable the Commission to ensure that financial statements comply with the requirements of the Act. The Commission is also responsible for safeguarding the assets of the Commission and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Alex Chisholm**  
**Chairperson**

Commission for Communications Regulation  
25 May 2010

# Statement on Internal Financial Control

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## Responsibility for Internal Financial Control

On behalf of the Commission for Communications Regulation, I acknowledge the Commission's responsibility for ensuring that an effective system of internal financial control is maintained and operated.

The system can provide only reasonable and not absolute assurance that assets are safeguarded, transactions are authorised and properly recorded, and material errors or irregularities either are prevented or would be detected in a timely period.

## Key Control Procedures

The Commission has taken steps to ensure an appropriate control environment by:

- clearly defining management responsibilities;
- establishing formal procedures for reporting significant control failures and ensuring appropriate corrective action.

The Commission has established processes to identify, evaluate and manage business risks by:

- identifying the nature, extent and financial implication of risks facing the body, including the extent and categories which it regards as acceptable;
- assessing the likelihood of identified risks occurring;
- assessing the body's ability to manage and mitigate the risks that do occur;
- assessing the costs of operating particular controls relative to the benefit obtained.

The system of internal financial control is based on a framework of regular management information, administrative procedures, including segregation of duties, and a system of delegation and accountability.

In particular it includes:

- a comprehensive budgeting system with an annual budget which is reviewed and agreed by the Commission;
- regular reviews by the Commission of periodic and annual financial reports which indicate financial performance against forecasts;

- setting targets to measure financial and other performance;
- clearly defined capital investment control guidelines;
- formal project management disciplines.

The Commission has an internal audit function, which operates in accordance with the Framework Code of Best Practice set out in the Code of Practice for the Governance of State Bodies. The work of internal audit is informed by analysis of the risk to which the Commission is exposed, and annual internal audit plans are based on this analysis. The analysis of risk is reviewed by the Audit Committee, and the internal audit plans are approved by the Audit Committee and the Commission. At least annually, the internal auditor provides the Audit Committee and the Commission with a report of internal audit activity. The report includes the internal auditor's opinion on the adequacy and effectiveness of the system of internal financial control.

The Commission's monitoring and review of the effectiveness of the system of internal financial control is informed by the work of the internal auditor, the Audit Committee, which oversees the work of the internal auditor, the executive managers within the Commission who have responsibility for the development and maintenance of the financial control framework, and comments made by the Comptroller and Auditor General in his management letter or other reports.

## Annual Review of Controls

I confirm that a review of the effectiveness of the system of internal financial control took place for the year ended 30 June 2009.

**Alex Chisholm**

**Chairperson**

Commission for Communications Regulation  
25 May 2010

## I have audited the financial statements of the Commission for Communications Regulation for the year ended 30 June 2009 under the Communications Regulation Act, 2002.

The financial statements, which have been prepared under the accounting policies set out therein, comprise the Statement of Accounting Policies, the Income and Expenditure Account, the Appropriation Account, the Statement of Total Recognised Gains and Losses, the Balance Sheet, the Cashflow Statement and the related notes.

## Respective Responsibilities of the Commission and the Comptroller and Auditor General

The Commission is responsible for preparing the financial statements in accordance with the Communications Regulation Act, 2002, and for ensuring the regularity of transactions. The Commission prepares the financial statements in accordance with Generally Accepted Accounting Practice in Ireland. The accounting responsibilities of the Members of the Commission are set out in the Statement of the Commission's Responsibilities.

My responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

I report my opinion as to whether the financial statements give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland. I also report whether in my opinion proper books of account have been kept. In addition, I state whether the financial statements are in agreement with the books of account.

I report any material instance where moneys have not been applied for the purposes intended or where

the transactions do not conform to the authorities governing them.

I also report if I have not obtained all of the information and explanations necessary for the purposes of my audit.

I review whether the Statement on Internal Financial Control reflects the Commission's compliance with the Code of Practice for the Governance of State Bodies and report any material instance where it does not do so, or if the statement is misleading or inconsistent with other information of which I am aware from my audit of the financial statements. I am not required to consider whether the Statement on Internal Financial Control covers all financial risks and controls, or to form an opinion on the effectiveness of the risk and control procedures.

I read other information contained in the Annual Report and consider whether it is consistent with the audited financial statements. I consider the implications for my report if I become aware of any apparent misstatements or material inconsistencies with the financial statements.

## Basis of Audit Opinion

In the exercise of my function as Comptroller and Auditor General, I conducted my audit of the financial statements in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board and by reference to the special considerations which attach to State bodies in relation to their management and operation. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures and regularity of the financial transactions included in the financial statements. It also includes an assessment of the significant estimates and judgements made in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Commission's circumstances, consistently applied and adequately disclosed.

I planned and performed my audit so as to obtain all of the information and explanations that I

considered necessary in order to provide me with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming my opinion, I also evaluated the overall adequacy of the presentation of information in the financial statements.

## Opinion

In my opinion, the financial statements give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland, of the state of the Commission's affairs at 30 June 2009 and of its income and expenditure for the year then ended.

In my opinion, proper books of account have been kept by the Commission. The financial statements are in agreement with the books of account.

**John Buckley**

Comptroller and Auditor General

1 June 2010



## 1. Accounting convention

The financial statements for the Commission, which are in the form approved by the Minister for Communications, Energy and Natural Resources with the consent of the Minister for Finance, are prepared on an accruals basis, except as stated below, under the historical cost convention and in accordance with Generally Accepted Accounting Practice. Financial reporting standards recommended by the recognised accountancy bodies are adopted as they become applicable. The unit of currency in which the financial statements are denominated is the euro.

## 2. Income recognition

Income from the Electronic Communications administration levy is brought to account over the period to which it relates, and any excess over the relevant administration costs, including provisions, is refunded.

Income from the Postal administration levy is brought to account over the period to which it relates, and any excess over the relevant administration costs, including provisions, is refunded.

Radio, MMDS and Deflector licence income is brought to account over the period to which the licence relates.

Spectrum Income represents fee income paid to the Commission for the right to use radio spectrum. This income is brought to account in the period when it falls due. In the year to 30 June 2009, the income derived from 3G radio spectrum.

Other Income is brought to account over the period to which it relates.

## 3. Appropriation of operating surplus

The distribution of the surplus arising in the year is set out in an Appropriation Account. Under the Communications Regulation Act,

2002, the Minister for Communications, Energy and Natural Resources may direct the Commission to pay into the Exchequer such sum as he or she may specify being a sum that represents the amount by which the aggregate sum received by the Commission in each financial year exceeds the aggregate costs incurred on administration in that year. Such sums are treated as a contribution from the retained surplus generated from operations.

## 4. Fixed assets and depreciation

The Commission adopts a minimum capitalisation threshold of €1,000. Fixed assets are stated at cost less accumulated depreciation. Depreciation is calculated in order to write off the cost of fixed assets on a straight-line basis over their estimated useful lives at the following rates:

Technical equipment	-15%
Computer equipment	-33 1/3%
Fixtures, fittings & office equipment	-15%
Motor vehicle	-20%

## 5. Capital reserve

The capital reserve represents the unamortised amount of income used to purchase fixed assets.

## 6. Foreign currencies

Transactions denominated in foreign currencies relating to revenues and costs are translated into euro at the rates of exchange ruling on the dates on which the transactions occurred. Monetary assets and liabilities denominated in foreign currencies are translated into euro at the rates of exchange ruling at the Balance Sheet date.

## 7. Pensions

The Commission is staffed by Commissioners and directly recruited employees. A defined-benefit pension scheme is in place for Commissioners and employees of the Commission. The scheme is funded by

contributions from Commissioners, employees and the Commission, which are transferred to a separate trustee administered fund.

The Commission has adopted FRS 17 Retirement Benefits. Pension scheme assets are measured at fair value. Pension scheme liabilities are measured on an actuarial basis using the projected units method. An excess of scheme liabilities over scheme assets is presented on the Balance Sheet as a liability.

The pension charge in the Income and Expenditure account comprises the current service cost plus the difference between the expected return on scheme assets and the interest cost of scheme liabilities.

Actuarial gains and losses arising from changes in actuarial assumptions and from experience surpluses and deficits are recognised in the Statement of Total Recognised Gains and Losses for the year in which they occur.

## **8. Taxation**

The Commission is not liable for Corporation Tax. Income raised by the Commission is not subject to VAT. Provision is made for taxation on deposit interest received.

## **9. Allocation of costs**

The Commission is required under Section 32 of the Communications Regulation Act, 2002, to distinguish between its functions relating to electronic communications and its functions relating to postal matters. Revenues and expenses directly related to each function are identified separately in the accounts. Shared overhead costs are allocated to each function in proportion to the staff numbers engaged in each function.

# Income and Expenditure Account

## For the year ended 30 June 2009

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				Year to 30 June	Year to 30 June	
		2009	2009	2009	2009	2008
	Notes	Electronic Communications	Post			
		Levy	Other	Levy	Total	Total
		€'000	€'000	€'000	€'000	€'000
<b>INCOME</b>						
Levy		9,963		1,545	11,508	11,257
Licensing Fees	1		27,282		27,282	25,660
Spectrum Income	1		10,100		10,100	7,600
Other Income	1		1,742		1,742	1,902
<b>GROSS INCOME</b>		<b>9,963</b>	<b>39,124</b>	<b>1,545</b>	<b>50,632</b>	<b>46,419</b>
Transfer from/(to) Capital Reserve	9		257		257	(83)
<b>NET INCOME</b>		<b>9,963</b>	<b>39,381</b>	<b>1,545</b>	<b>50,889</b>	<b>46,336</b>
<b>EXPENDITURE</b>						
Staff Costs	2	5,658	3,803	618	10,079	9,462
Pension Costs	14(b)	669	450	73	1,192	1,054
Technical Advice	3	2,524	946	574	4,044	6,143
Legal Expenses		603	1,695	54	2,352	193
Advertising		54	34	2	90	214
Administrative Expenses	4	1,690	1,122	138	2,950	3,039
Auditors' Remuneration		16	11	1	28	25
Premises and Related Expenses		737	529	56	1,322	1,437
Depreciation		376	263	29	668	567
Subscriptions to International Organisations	12	496			496	318
		<b>12,823</b>	<b>8,853</b>	<b>1,545</b>	<b>23,221</b>	<b>22,452</b>
<b>OPERATING SURPLUS / (DEFICIT)</b>		<b>(2,860)</b>	<b>30,528</b>	<b>0</b>	<b>27,668</b>	<b>23,884</b>

The Statement of Accounting Policies and Notes 1 to 19 form an integral part of these Financial Statements.

**Alex Chisholm**  
Chairperson  
Commission for Communications Regulation

# Appropriation Account

## For the year ended 30 June 2009

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		Year to 30 June	Year to 30 June
		2009	2008
		Total	Total
		€'000	€'000
<b>OPERATING SURPLUS</b>		<b>27,668</b>	<b>23,884</b>
Less: Appropriations			
Payable to Central Fund	10	(24,865)	(21,499)
Additional contribution to Pension fund	10	(2,500)	(2,500)
Pension Reserve adjustment	10	(303)	115
<b>SURPLUS CARRIED FORWARD</b>		<b>0</b>	<b>0</b>

The Statement of Accounting Policies and Notes 1 to 19 form an integral part of these Financial Statements.

**Alex Chisholm**  
 Chairperson  
 Commission for Communications Regulation

# Statement of Total Recognised Gains and Losses for the year ended 30 June 2009

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		Year to 30 June	Year to 30 June
		2009	2008
	Notes	Total	Total
		€'000	€'000
<b>SURPLUS</b>		0	0
Actual return less expected return on scheme assets	14(ciii)	(3,222)	(3,795)
Experience gains / (losses) on pension scheme liabilities	14(cii)	(810)	(99)
Changes in assumptions underlying the present value of pension scheme liabilities	14(cii)	2,516	(669)
Transfers in for prior service	14(ciii)	522	921
<b>Total Recognised (Losses)/Gains relating to the Financial Year</b>		<b>(994)</b>	<b>(3,642)</b>

The cumulative loss recognised from actuarial gains and losses arising in the last five years amounts to €5,923,000.

<b>Movement in Pension Reserve</b>			
Balance at 1 July		(4,242)	(2,985)
Total Recognised (Gain)/Loss in the year		(994)	(3,642)
Additional contribution to Pension fund	10	2,500	2,500
Pension Reserve adjustment	10	303	(115)
<b>Balance at 30 June</b>		<b>(2,433)</b>	<b>(4,242)</b>

The Statement of Accounting Policies and Notes 1 to 19 form an integral part of these Financial Statements.

**Alex Chisholm**  
Chairperson  
Commission for Communications Regulation

## Balance Sheet as at 30 June 2009

		30 June	30 June
		2009	2008
		€'000	€'000
	Notes		
<b>FIXED ASSETS</b>			
Tangible Assets	5	1,842	2,099
<b>CURRENT ASSETS</b>			
Debtors	6	8,634	11,916
Short-Term Investments	7	63,576	52,471
Cash at Bank and in hand and Short-Term Deposits		3,498	2,106
		<b>75,708</b>	<b>66,493</b>
<b>CREDITORS (Amounts falling due within one year)</b>			
Creditors	8	(75,708)	(66,493)
<b>NET CURRENT ASSETS</b>		<b>0</b>	<b>0</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>1,842</b>	<b>2,099</b>
<b>NET ASSETS EXCLUDING PENSION LIABILITY</b>		<b>1,842</b>	<b>2,099</b>
Pension Liability	14(ci)	(2,433)	(4,242)
<b>NET LIABILITIES INCLUDING PENSION LIABILITY</b>		<b>(591)</b>	<b>(2,143)</b>
<b>REPRESENTED BY</b>			
Capital Reserves	9	1,842	2,099
Pension Reserve		(2,433)	(4,242)
<b>RESERVES INCLUDING PENSION LIABILITY</b>		<b>(591)</b>	<b>(2,143)</b>

The Statement of Accounting Policies and Notes 1 to 19 form an integral part of these Financial Statements.

**Alex Chisholm**  
Chairperson  
Commission for Communications Regulation

# Cashflow Statement for the year ended 30 June 2009

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		Year to 30 June	Year to 30 June
		2009	2008
	Notes	€'000	€'000
<b>RECONCILIATION OF OPERATING SURPLUS TO NET CASH INFLOW FROM OPERATING ACTIVITIES</b>			
Operating Surplus (before Appropriations)		27,668	23,884
Difference between pension charge and contributions		(2,803)	(2,827)
Depreciation		668	567
Bank interest		(1,422)	(1,859)
Capital reserve transfer		(257)	83
Decrease / (Increase) in Debtors		3,282	(2,276)
Increase in Creditors (excluding Central Fund)		653	3,165
<b>NET CASH INFLOW FROM OPERATING ACTIVITIES</b>		<b>27,789</b>	<b>20,737</b>
<b>CASHFLOW STATEMENT</b>			
Net cash inflow from operating activities		27,789	20,737
Return on Investments			
- Bank and other interest received		1,422	1,859
Capital expenditure		(411)	(650)
Payment to Central Fund	10	(16,303)	(13,447)
Management of Liquid Resources			
- (Increase) / Decrease in Short-Term Deposits		(1,497)	1,162
- Increase in Short-Term Investments		(11,105)	(9,650)
<b>(DECREASE) / INCREASE IN CASH BALANCES</b>		<b>(105)</b>	<b>11</b>
<b>RECONCILIATION OF NET CASHFLOW TO MOVEMENT IN NET FUNDS</b>			
(Decrease) / Increase in cash in the period		(105)	11
Increase / (Decrease) in Short-Term Deposits		1,497	(1,162)
Increase in Short-Term Investments		11,105	9,650
Change in Net Funds		12,497	8,499
Opening Net Funds		54,577	46,078
Closing Net Funds		67,074	54,577

The Statement of Accounting Policies and Notes 1 to 19 form an integral part of these Financial Statements.

**Alex Chisholm**  
Chairperson  
Commission for Communications Regulation

# Notes to the Financial Statements for the year ended 30 June 2009

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				Year to 30 June	Year to 30 June
		2009	2009	2009	2008
		Electronic Communications		Post	
		Levy	Other	Levy	Total
		€'000	€'000	€'000	€'000

1. LICENSING FEES					
2G & 3G Radio Licensing Fees	-	14,640	-	14,640	14,316
Other Radio Licensing Fees	-	12,489	-	12,489	11,202
MMDS & Deflector Licensing	-	153	-	153	142
	-	27,282	-	27,282	25,660
Spectrum Income					
3G Spectrum Income	-	10,100	-	10,100	7,600
Other Income					
Bank Interest		1,422		1,422	1,859
Sundry		320		320	43
		1,742		1,742	1,902

2. STAFF COSTS					
Employee costs during the year:					
Wages and Salaries	5,161	3,469	564	9,194	8,631
Social Welfare Costs	497	334	54	885	831
	5,658	3,803	618	10,079	9,462
The average number of staff employed by the Commission during the year, analysed by category, was as follows:	67	47	5	119	113
A number of staff work across the different activities, and the staff numbers have been calculated by reference to time spent on each activity.					
				€'000	€'000
The staff costs include salaries of the Commissioners, which amounted to a total of:				563	506



# Notes to the Financial Statements for the year ended 30 June 2009

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	30 June	30 June
	2009	2008
	€'000	€'000

### 3. TECHNICAL ADVICE

Professional & Technical Advice	2,540	4,790
Contact Management	488	447
Market Research	365	239
Quality of Service Monitoring	349	296
Staff Training and Professional Development	302	371
	<b>4,044</b>	<b>6,143</b>

### 4. ADMINISTRATIVE EXPENSES

Equipment and IT Maintenance	659	698
Subscriptions to Databases/Research Reports	557	438
Travel and Subsistence	354	400
Conferences/Meetings	429	351
Postal and Telecommunications	150	194
Stationery	146	165
Publishing and Promotion	209	113
Recruitment	116	307
Light, Heat and Cleaning	96	86
Insurance	54	35
Other Administrative Costs	180	252
	<b>2,950</b>	<b>3,039</b>

### 5. TANGIBLE ASSETS

	Technical Equipment	Computer Equipment	Fixtures, Fittings & Office Equipment	Motor Vehicle	Total
	€'000	€'000	€'000	€'000	€'000
<b>Cost</b>					
At 30 June 2008	665	2,451	2,349	60	5,525
Additions	60	298	17	36	411
At 30 June 2009	725	2,749	2,366	96	5,936
<b>Accumulated Depreciation</b>					
At 30 June 2008	403	1,996	1,007	20	3,426
Charge for period	57	308	289	14	668
At 30 June 2009	460	2,304	1,296	34	4,094
<b>Net Book Value</b>					
30 June 2009	265	445	1,070	62	1,842
30 June 2008	262	455	1,342	40	2,099

# Notes to the Financial Statements for the year ended 30 June 2009

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	30 June	30 June
	2009	2008
	€'000	€'000

## 6. Debtors

### Due within one year:

Electronic Communications administration levy	906	1,570
Postal administration levy	36	20
Radio Licence Income	6,948	7,623
Accrued Income	80	1,633
Pre-payments & Recoverable expenses	664	1,070
	<b>8,634</b>	<b>11,916</b>

Recoverable expenses includes the sum of €277,000 in respect of costs incurred by ComReg as a result of its involvement in the National Postcode Project in 2005/6. The total costs incurred by ComReg in respect of this project amounted to €479,000, of which €202,000 was recovered through the Postal Levy. ComReg is in consultation with the Department of Communications, Energy and Natural Resources regarding recovery of the remaining €277,000.

## 7. Short Term Investments

Short Term Investments	63,576	52,471
	<b>63,576</b>	<b>52,471</b>

Short Term Investments comprise Exchequer Notes purchased from the National Treasury Management Agency Limited.

# Notes to the Financial Statements for the year ended 30 June 2009

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	30 June	30 June
	2009	2008
	€'000	€'000

## 8. Creditors

### Amounts falling due within one year

Trade Creditors	1,259	747
Other Creditors	7,438	7,608
PAYE / PRSI	6	6
Value-added tax	65	193
Accruals	1,659	2,356
Deferred income (see analysis below)	17,997	17,674
Payroll	920	107
Payable to Central Fund (see Note 10)	46,364	37,802
	<b>75,708</b>	<b>66,493</b>
<b>Analysis of Deferred Income</b>		
Radio Licence Income	17,519	17,623
Other	478	51
	<b>17,997</b>	<b>17,674</b>

Where licences are renewed for a period which extends beyond the end of the financial year, a proportion of that income is deferred to meet expenditure in the following year.

## 9. CAPITAL RESERVES

<b>Opening Balance</b>	<b>2,099</b>	<b>2,016</b>
Transfer (to) / from Income and Expenditure Account:		
Purchases of fixed assets	411	650
Amortisation in line with fixed asset depreciation	(668)	(567)
Net Amount from Income and Expenditure Account	(257)	83
	<b>1,842</b>	<b>2,099</b>

# Notes to the Financial Statements for the year ended 30 June 2009

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## 10. APPROPRIATION OF SURPLUS

No final determination of the amount distributable to the Central Fund has yet been made for the year to 30 June 2009. Any final determination is not expected to be greater than €24,865,000. During the year to 30 June 2009 €16,303,000 was paid to the Central Fund in respect of the year to 30 June 2007. The Appropriation Account also recognised an additional allocation of €2.5m to the Pension Fund (note 14h). The adjustment to the pension reserve in the year represents the difference between unappropriated pension contributions and pension charges.

## 11. PREMISES AND ACCOMMODATION

The Commission occupies premises at Abbey Court, Irish Life Mall, Lower Abbey Street, Dublin 1. The premises are rented from the Office of Public Works.

## 12. MEMBERSHIP OF INTERNATIONAL TELECOMMUNICATIONS ORGANISATIONS

Certain payments to International Telecommunications Organisations are met by the Department of Communications, Energy and Natural Resources out of the proceeds of the Administrative Levy. The charge to the Income and Expenditure Account includes €496,000 for that purpose.

## 13. COMMISSIONERS AND STAFF – DISCLOSURE OF INTERESTS

The Commissioners and staff complied with the requirements of Section 25 (Disclosure of Interests) of the Communications Regulation Act, 2002. There were no transactions in the year in relation to the Commission's activities in which the Commissioners had any interest.

## 14. PENSIONS

### a) Description of Scheme

The Commission for Communications Regulation is a national regulatory authority established under the Communications Regulation Act, 2002. Sections 26 and 27 of the Act provide that the Commission shall make schemes for granting of superannuation benefits to and in respect of Commissioners and staff members, subject to Ministerial approval.

A funded defined-benefit scheme is being operated for the Commissioners and employees of the Commission.

For the purposes of reporting in accordance with Financial Reporting Standard 17 – Retirement Benefits (FRS 17), an update of the actuarial review was completed as at 30 June 2009.

		30 June	30 June
		2009	2008
		€'000	€'000
<b>b)</b>	<b>Pension Costs</b>		
	Current service cost	1,480	1,375
	Interest cost	1,017	832
	Expected return on Scheme Assets	(916)	(801)
	Past service cost		
	Less: Employees' Contributions	(389)	(352)
	<b>Total</b>	<b>1,192</b>	<b>1,054</b>

# Notes to the Financial Statements for the year ended 30 June 2009

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14. PENSIONS (continued)		30 June	30 June
		2009	2008
		€'000	€'000
<b>ci)</b>	<b>Net Pension Liability</b>		
	Made up of:		
	Present Value of Funded obligations	17,260	16,523
	Fair value of Scheme Assets	14,827	12,281
	<b>Net Liability (Asset)</b>	<b>2,433</b>	<b>4,242</b>
<b>cii)</b>	<b>Present Value of Scheme Obligations at beginning of year</b>	<b>16,523</b>	<b>14,007</b>
	Current Service Cost	1,480	1,375
	Interest Cost	1,017	832
	Actuarial (Gain)/Loss	(1,706)	768
	Benefits Paid	0	(409)
	Premiums Paid	(54)	(50)
	<b>Present Value of Scheme Obligations at end of year</b>	<b>17,260</b>	<b>16,523</b>
<b>ciii)</b>	<b>Change in Scheme Assets</b>		
	Fair Value of Scheme Assets at beginning of year	12,281	10,580
	Expected return on Scheme Assets	916	801
	Actuarial Gain/(Loss)	(3,222)	(3,795)
	Employer Contributions	3,995	3,881
	Members' Contributions	389	352
	Transfers in for prior service	522	921
	Benefits paid from Scheme	0	(409)
	Premiums paid	(54)	(50)
	<b>Fair Value of Scheme Assets at end of year</b>	<b>14,827</b>	<b>12,281</b>
	The current practice of increasing pensions in line with inflation is included in the measurement of the defined benefit obligation.		

# Notes to the Financial Statements for the year ended 30 June 2009

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<b>d) Scheme Asset Composition</b>			
		<b>30 June</b>	<b>30 June</b>
		<b>2009</b>	<b>2008</b>
<b>The scheme assets at the year end were composed of:</b>			
Equities		75.8%	73.5%
Bonds		20.7%	14.2%
Property		3.5%	8.5%
Other		0.0%	3.8%
		100.0%	100.0%
Actual return less expected return on scheme assets			
Actual Return		(2,306)	(2,994)
Less: Expected Return		(916)	(801)
		(3,222)	(3,795)
To develop the expected long-term rate of return on assets assumption, the Commission considered the current level of expected returns on risk-free investments (primarily government bonds), the historical level of the risk premium associated with the other asset classes in which the portfolio is invested and the expectations for future returns of each asset class. The expected return for each asset class was then weighted based on the target asset allocation to develop the expected long-term rate of return on assets assumption for the portfolio. This resulted in the selection of the 6.94% assumption as at 30 June 2009 and 6.86% assumption as at 30 June 2008.			
<b>Weighted average assumptions used to determine benefit obligations</b>			
Discount Rate		6.00%	5.75%
Rate of compensation increase		4.00%	4.75%
<b>Weighted average assumptions used to determine pension expense</b>			
Discount Rate		5.75%	5.50%
Expected long-term return on scheme assets		6.94%	6.86%
<b>e) Financial &amp; Demographic Assumptions</b>			
The Financial Assumptions used for FRS 17 purposes were:			
Discount rate		6.00%	5.75%
Salary increases		4.00%	4.75%
Pension increases		3.50%	3.50%
Inflation increases		2.00%	2.50%
<b>The Demographic Assumptions used were as follows</b>			
	<b>2009</b>	<b>2008</b>	
Mortality Pre-Retirement*	PMA92/PFA92(c=2030)	PMA92/PFA92(c=2030)	
Mortality Post-Retirement*	PMA92/PFA92(c=2030)	PMA92/PFA92(c=2030)	
Retirements	It is assumed that all members retire at age 60	It is assumed that all members retire at age 60	
Ill Health Retirement	No allowance	No allowance	
Early Retirement	No allowance	No allowance	
Withdrawals	No allowance	No allowance	
Percentage married	It is assumed that 90% of Males and 75% of Females are married.	It is assumed that 90% of Males and 75% of Females are married.	
Age Difference between spouses	A male is assumed to be 3 years older than his spouse	A male is assumed to be 3 years older than his spouse	
*PMA92/PFA92 are both published mortality tables prepared for the Actuarial Profession in the U.K. by the Continuous Mortality Investigation Bureau. The mortality assumptions chosen are based on standard tables reflecting typical pensioner mortality and they allow for increasing life expectancy over time.			

# Notes to the Financial Statements for the year ended 30 June 2009

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14	PENSIONS (continued)	30 June	30 June	30 June	30 June	30 June
		2009	2008	2007	2006	2005
		€'000	€'000	€'000	€'000	€'000
<b>f)</b>	<b>History of defined benefit obligations, assets and experience gains and losses</b>					
	Defined benefit obligations	17,260	16,523	14,007	11,077	10,896
	Fair value of Scheme Assets	14,827	12,281	10,580	6,717	4,633
	Deficit (Surplus) for funded Scheme	2,433	4,242	3,427	4,360	6,263
	Experience (gains) / losses on Scheme Liabilities					
	amount	810	99	1,880	(716)	695
	percentage of Scheme Liabilities	4.7%	0.6%	13.4%	(6.5%)	6.4%
<b>g)</b>	<b>Prior Pensionable Service</b>					
	The assets and liabilities of the pension scheme relate to retirement benefits arising from service with the Commission and service with other public bodies prior to joining the Commission. The Commission is entitled to seek to recover the cost of funding the prior service from other public bodies under the terms of its membership of the Civil Service Transfer Network.					
	For service transferred by members prior to 30 June 2009, the total value of such payments received in the year to 30 June 2009 was €0.5m.					
	Payments in respect of transferred in service are shown in the Statement of Total Recognised Gains and Losses.					
<b>h)</b>	<b>Funding of Pensions</b>					
	The Commission carried out a review of the funding of the pension scheme. An additional €2.5m was paid into the scheme by the Commission in the year to 30 June 2009. The Contributions of €3.995m shown in Note 14(ciii) includes the additional €2.5m. The Commission expects to contribute €2.1m to its pension scheme in 2010.					
<b>15.</b>	<b>CONTINGENT LIABILITIES</b>					
	There were no contingent liabilities at 30 June 2009.					
<b>16.</b>	<b>RELATED PARTY TRANSACTIONS</b>					
	As part of the ordinary course of business, the Commission has had transactions with other government departments and other state bodies.					
<b>17.</b>	<b>PENSION LEVY</b>					
	An amount of €197,000 deducted from salaries in respect of the Pension Levy was paid to the Department of Communications, Energy and Natural Resources for the year ended 30 June 2009.					
<b>18.</b>	<b>POST BALANCE SHEET EVENT</b>					
	In 2009, the Commission was involved in a legal action in relation to a communications provider's obligation not to unnecessarily bundle its retail line rental with other services. The case was settled in October 2009, the terms of which are set out in Information notice 09/79, with both sides agreeing to meet their own costs. Legal costs incurred by the Commission to 30 June 2009 amounting to €716,000 have been charged in these accounts. Further costs of €625,000 fall to be accounted for in the 2010 financial statements.					
<b>19.</b>	<b>APPROVAL OF FINANCIAL STATEMENTS</b>					
	These financial statements were approved by Alex Chisholm, Chairperson, Commission for Communications Regulation, on 25 May 2010.					

## Appendix 1: List of documents published by ComReg during the year

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PR300609	ComReg welcomes reductions in the cost of calls and texts in the EU	09/34r	Information Notice - Reductions in mobile termination charges by Hutchison 3G (Ireland) Limited will benefit consumers
09/52	Provision of Universal Service by Eircom - Performance Data Q1 2009		
CP62	Address by Commissioner Mike Byrne at the first Japan-Ireland Forum on Ubiquitous Innovation, 27 May 2009	09/45f	Application Form - Amateur Station: Visitors Temporary Licence
		09/45e	Application Form - Amateur Station: Special Event Licence
CP61	ComReg presentation to conference on ubiquitous innovation, May 2009	09/45d	Application Form - Additional Authorisation (Frequency & Power)
09/51s	Consultation Submissions - Liberalising the use of the 900 and 1800 Mhz Spectrum Bands	09/45c	Application Form - Amateur Station: Automatic Station Licence
PR170609	ComReg quarterly report shows increased broadband take-up despite downturn	09/45b	Application Form - Amateur Station: Club Licence
09/51	Liberalising the future use of 900 MHz & 1800 Mhz Spectrum Bands and Spectrum Release Options	09/45a	Application Form - Amateur Station Licence
09/50a	Quarterly Report Q1 2009 Explanatory Memorandum	09/45	Amateur Radio Licence Guidelines
09/50	Quarterly Key Data Report	09/44R2	Guidelines and Application Form for An Aircraft Station Licence
09/49	Release of Spectrum in the 2300-2400 MHz band - Proposed options and licence conditions	(SI193of2009)	SI 193 of 2009 Wireless Telegraphy (Aircraft Station Licence) Regulations 2009
PR100609	ComReg issues Survey of ICT needs of Businesses	(SI192of2009)	SI 192 of 2009 Wireless Telegraphy (Amateur Station Licence) Regulations 2009
09/48	ComReg Business ICT Services Survey Wave 1, 2009 - Millward Brown IMS	CP60	Report by Synthetron - Consumer Benefits from Postal Liberalisation - ComReg Symposium 19 March, 2009
PR050609	ComReg reports on An Post quality of service performance between January and March 2009	09/43	Consultation and Draft Direction on extending a Direction of April 2009 requiring Eircom to refrain from launching proposed 1MB and 3MB Family free calls to meteor TalkTime bundles
09/47	Republic of Ireland Quality of Postal Service Monitor - Interim Report 2009		
09/46	Information Notice - ComReg encourages all Authorised Undertakings to engage with the new Emergency Call Answering Service Provider	CP59	ComReg Presentation to WiMax Forum, May 2009
		09/42	Consultation - Wholesale Physical Network Infrastructure Access (WPNIA) Market Review - Market Definition



09/41	Information Notice - PBX Hacking and Telephony Fraud	PR160409	ComReg secures undertakings from mobile operators to significantly reduce mobile termination rates over the next three years
PR080509	ComReg consults on Local Loop Unbundling price reduction		
09/40	Invitation to Tender: Spectrum Liberalisation in the 900MHz and 1800MHz Bands - Economic Advice	09/32	Further reductions in mobile termination charges by Vodafone, O2, and Meteor will benefit consumers
09/39s	Submissions to Consultation on Proposals for Local Loop Unbundling Pricing Methodologies	09/31	Urgent direction to Eircom to refrain from launching 1MB and 3MB 'free calls to Meteor' 'Family' TalkTime bundles pursuant to ComReg Decision D07/61
09/39	Response to Consultation and further Consultation on Local Loop Unbundling monthly rental charges	09/30	Determination in the dispute between Colt Telecom Ireland and Eircom
09/38	Provision of Universal Service by Eircom - Performance Data Q4 2008	09/29	Leased Line Market Review Update
09/37a	Submissions to Consultation Document No. 08/66 on the basis of the Appropriate Refunds Subsequent to Specification 1 of ComReg Decision No. D05/07 from 30 November, 2007	09/28	Provision of Universal Service by Eircom - Performance Data Q3 2008
09/37	Response to Consultation Document No. 08/66 on the basis of the Appropriate Refunds Subsequent to Specification 1 of ComReg Decision No. D05/07 from 30 November 2007	09/27	Notification of ComReg investigation into Eircom Wholesale Bitstream interleaving setting processes
09/36s	Submissions to Consultation 09/03 - Release of Additional Spectrum in the 10 GHz Band	09/26	Update in respect of ComReg's investigation into Eircom's breach of its transparency obligations around the sale of its White Label product
09/36	Response to Consultation 09/03 - Release of Additional Spectrum in the 10 GHz Band	09/25	Opinion of non-compliance by Eircom Limited with its obligations not to unreasonably bundle
09/35	Response to consultation - Personal Locator Beacons (PLBs)	09/24	Information Notice: Releasing Channels E and J, and making spectrum in the 3.6 GHz 3.8GHz band available for FWALA Licensing
PR240409	ComReg secures reductions in termination charges from mobile operator 3	CP58	Presentation by Commissioner Alex Chisholm at IIR Conference, London, 31 March 2009: Next Generation Networks - NRA perspective
09/33	2009 Programme of Measurement of Non-Ionising Radiation Emissions - First Interim Report	09/21s	Submissions to Consultation - FWALA licensing in the 3400-3800 MHz band: Further release of spectrum
		09/23	Quarterly Key Data Report Revision
		09/22	Invitation to tender: Spectrum Liberalisation in the 900 MHz and 1800 MHz Bands - Economic Advice

02/77R7	Part IV: Particulars of Experimenters Station	CP56d	DATA: ComReg Research Conference 2009 - Presentation by Patricia Dowling, ComReg
02/05R7	Radio Experimenters Guidelines	CP56c	DATA: ComReg Research Conference 2009 - Presentation by Seán Lyons, ESRI
(SI080of2009)	S.I. 080 of 2009, Broadcasting Amendment Act 2007 - Digital Sound Broadcasting Licence Fees Regulations, 2009	CP56b	DATA: ComReg Research Conference 2009 - Presentation by Brian Ring, Central Statistics Office
PR250309	ComReg to release additional spectrum for broadband	CP56a	DATA: ComReg Research Conference 2009 - Presentation by Esperanza Magpantay, ITU
09/21	Response to Consultation - FWALA licensing in the 3400-3800 MHz band: Further release of spectrum	CP56	DATA: ComReg Research Conference 2009 - Agenda
09/20	Information Notice - Withdrawl of Dispute Resolution Request	09/15	Digital Dividend in Ireland
PR230309	ComReg reports on An Post quality of service performance for 2008	09/14s	Submissions to Consultation - Liberalising the Use of the 900 MHz and 1800 MHz Spectrum Bands
09/19	Republic of Ireland Quality of Postal Service Monitor - Annual Report 2008	PR100309	ComReg publishes response on the future use of mobile radio spectrum
09/14a	Redacted Vilicom Report on UMTS Network Design and Cost	09/14	Response to Consultation 08/57 & Further Consultation - Liberalising the Future Use of the 900 MHz and 1800 MHz Spectrum Bands & Spectrum Release Options
09/18	Extension to Consultation 09/14: Response to Consultation 08/57 and Further Consultation - Liberalising the Future Use of the 900 MHz and 1800 MHz Spectrum Bands & Spectrum Release Options	09/13	Dispute Resolution - Final Determination in the dispute between BT Ireland and Eircom in relation to LLU collocation at Eircom Nutley Exchange
PR190309	ComReg quarterly report shows an increase in broadband take-up	09/12	Information Notice: Register of Users on the Managed Digital Radio Services Network
09/17a	Irish Communications Market: Quarterly Key Data - December 2008: Explanatory Memorandum	09/11a	Report by RGL Forensics - Review of Regulatory Asset Lives
09/17	Quarterly Key Data Report Q4 2008	09/11	Consultation & Draft Decision - Review of the Regulatory Asset Lives of Eircom Limited
09/16	Provision of Universal Service by Eircom - Performance Data Q2 2008	CP55c	ComReg Postal Briefing 13 February, 2009 - Report from the European Commission on the application of the Postal Directive
PR120309	ComReg holds consultation on the digital dividend		
CP56e	DATA: ComReg Research Conference 2009 - Presentation by Gerard O'Neill, Amárach Research		

CP55b	ComReg Postal Briefing 13 February, 2009 - Presentation by Ecorys 'Main developments in the postal sector 2006-2008' Part 2	09/04a	Submissions to Consultation - Setting a Maximum Fixed and Mobile Number Porting Charge
CP55a	ComReg Postal Briefing 13 February, 2009 - Presentation by Ecorys 'Main developments in the postal sector 2006-2008' Part 1	09/04	Response to Consultation and Decision - Setting a Maximum Fixed and Mobile Number Porting Charge [Decision No. 01/09]
09/10	ECORYS web-based customer needs survey for postal services	09/03	Consultation - Release of Additional Spectrum in the 10 GHz Band
09/09	Maritime Radio Interface Requirements	CP54	Presentation to IBEC's Telecommunications and Internet Federation, 21 January 2009: Ireland's Opportunity to Innovate using Radio Spectrum - Presentation by Commissioner Mike Byrne, ComReg
PR110209	ComReg says public should be aware of the phone number 112 for emergency services in the EU		
09/08	Information Notice - Notification of non-compliance to Eircom in relation to its obligation not to unreasonably bundle pursuant to ComReg Decision D07/61	09/02b	Information Notice - Output of the Single Billing via Wholesale Line Rental Code of Practice review: Provisions not having a legal basis
PR090209	ComReg issues survey findings of residential customer attitudes to communications and information technology	09/02a	Regulatory Guidance for Undertakings on the Provision of Single Billing via Wholesale Line Rental (SB-WLR)
09/07	ComReg Residential ICT Services Survey Q4 2008	09/02	Information Notice - Single Billing via Wholesale Line Rental Code of Practice Review
PR030209	Irish mobile companies are in compliance with EU roaming regulations	PR120109	ComReg introduces a new framework for Ireland's .ie Top Level Domain
09/06	Information Notice - Implementation of EU Roaming Regulation by Irish Mobile Companies	09/01s	Submissions to Consultation - Inputs to Consultation on Regulation of .ie
PR290109a	ComReg reduces the wholesale number porting charge for fixed and mobile operators by up to 90%	09/01	Response to Consultation - Regulation of the .ie domain
09/05	2008 - Programme of Measurement of Non-Ionising Radiation Emissions - Fourth Interim Report	CP53	Annual Review for 2008
		CP52 SF1	Science Summit 2008: Convergent Worlds. Ireland's Opportunity to Innovate using Radio Spectrum - Presentation by Commissioner Mike Byrne, ComReg
PR290109	ComReg launches consultation on the release of further spectrum for broadband	08/106a	Tera Report on Methodology for Line Share Pricing in Ireland

08/106	Rental Price for Shared Access to the Unbundled Local Loop	08/97	Postal Service Business Survey 2008
08/105a	Indecon Report on Intra Migration Premium	PR051208	ComReg Business Survey reveals high levels of fixed line, mobile and internet service switching
08/105	Intra Migration Premium: Consultation and draft decision	08/96	ComReg Business ICT Services Survey Wave 2 2008 - Millward Brown IMS
08/104	Market review: Wholesale physical network infrastructure access (Market 4) - Response to ComReg Document 08/41 and Draft Decision	08/95	Decision to find that Eircom is not in compliance with the non-discrimination obligation in its use of Sync Checker
08/103	Market Analysis - Leased Line Market Review Decision Notice and Decision Instrument	08/94	Information Notice: Update on WPC and RIO Interconnection rates
08/102	Further Update on Consultation Document 08/05 - Treatment of Regulated Services within Bundled Retail Offers	PR031208	ComReg reports on An Post Quality of Service for Q3 2008
PR151208	ComReg quarterly report shows broadband take-up still growing	08/93	Quality of Postal Service Monitor - Interim Report Q3 2008
08/101a	ComReg Quarterly Report Q3 Explanatory Memo	PR011208	ComReg imposes obligations on Hutchison 3G Ireland in relation to voice call termination on its own network
08/101	Quarterly Key Data Report Q3 2008	08/92	Decision Notice Market Analysis: Voice Call Termination on Hutchison 3G Irelands Mobile Network [Decision No. 05/08]
08/99	FWALA licensing in 3400 - 3800 mhz		
08/100s	Submissions to Consultation 08/79: Digital Sound-Broadcasting Multiplex Licence Conditions 2008	08/91s	Submissions to Consultation - Quarterly Key Data Report: Process for collecting quarterly statistical data
08/100a	Digital Sound Broadcasting Multiplex Licence - Technical Conditions	08/91	Response to Consultation - Quarterly Key Data Report: Processes for collection of quarterly statistical data
08/100	Response to consultation on the Licensing of Digital Terrestrial Radio 2008	AR0607a	Tuarascáil agus Cuntais Bhliantúla ón gCoimisiún um Rialáil Cumarsáide 2006-2007
08/98	Update on Consultation Document 08/05 Treatment of Regulated Services within Bundled Retail Offers	AR0607	Statutory Annual Report and Accounts for 2006 to 2007
PR081208	ComReg publishes 2008 Business and Residential Postal Surveys	08/90	Radio Frequency Plan for Ireland
08/97a	Postal Service Residential Survey 2008	CP51g	Telecommunications Products and Services Workshop 5 November, 2008 (Inclusive/Universal Design for all Users) - Presentation by Siobhán Pointer

CP51f	Telecommunications Products and Services Workshop 5 November, 2008 (Inclusive/Universal Design for all Users) - Presentation by Mary Doherty	08/87	Response to Consultation and Decision on the General Authorisation [Decision No. 04/08]
CP51e	Telecommunications Products and Services Workshop 5 November, 2008 (Inclusive/Universal Design for all Users) - Presentation by Michael Foley	08/27s	Submissions to Consultation 08/27 - General Authorisation: Amended proposals to attach new conditions in relation to telecommunications service disruption minimisation
CP51d	Telecommunications Products and Services Workshop 5 November, 2008 (Inclusive/Universal Design for all Users) - Presentation by John Clarkson	03/81R1 08/86	General Authorisation Notification to Hutchison 3G Ireland Limited of non-compliance regarding use of a number which has not been allocated to it
CP51c	Telecommunications Products and Services Workshop 5 November, 2008 (Inclusive/Universal Design for all Users) - Presentation by Gerry Ellis	08/85	Information Notice - Withdrawal of ComReg document 08/72R
CP51b	Telecommunications Products and Services Workshop 5 November, 2008 (Inclusive/Universal Design for all Users) - Speech by Angela Kerins, Chairperson, NDA	08/84 08/72R_	2008 Programme of Measurement of Non-Ionising Radiation Emissions: Third Interim Report Revised Information Notice - Releasing Channel E, and making spectrum in withdrawn the 3.6 GHz 3.8GHz band available for FWALA Licensing -Revision
CP51a	Telecommunications Products and Services Workshop 5 November, 2008 (Inclusive/Universal Design for all Users) - Speech by Commissioner Alex Chisholm, ComReg	08/83	Opinion of non-compliance by Eircom with its transparency obligation in relation to call origination, call termination and call transit
CP51	Telecommunications Products and Services Workshop 5 November, 2008 (Inclusive/Universal Design for all Users) - Agenda	08/82	ComReg's Response to DCENR Consultation on Next Generation Broadband
08/89	Notification to Conduit of non-compliance regarding the use of 11850 Directory Enquiry Access Codes	98/15R5	Application Form for a Point to Point Radio Link Licence
08/88	Consultation on Regularising the use of Personal Locator Beacons (PLBs)	98/14R6	Revised Guidelines to Applicants for Radio Links - Point-to-Point
PR061108	ComReg and EIQA launch quality standard in telecommunications bill presentation	08/81	Information Notice - Revised documents: ComReg 98/14R6, ComReg 98/15R5 and ComReg 02/11R2
PR051108	ComReg and NDA host workshop on inclusive/universal design in telecommunications products and services	08/80	Information Notice - Radio Experimenter Licence: Automatic Station Operation ComReg 08/80

08/58R	Radio Experimenter Licence: Automatic Station Operation	08/74	Information Notice - Clarification further to ComReg Document 08/63 - Market Analysis: Leased Lines
02/11R2	Point to Multi Point Radio Link Licence; Guidance Notes and Application Form		Markets Response to Consultation and Consultation on Draft Decision
CP50e	How Ireland can best benefit from its Digital Dividend - Consultancy Report by Europe Economics	PR040908	ComReg reports on An Post quality of service performance between April and June 2008
CP50d	How Ireland can best benefit from its Digital Dividend - Presentation by Europe Economics	08/73	Quality of Postal Service Monitor - Interim Report Quarter 2
CP50c	How Ireland can best benefit from its Digital Dividend - Presentation by Philip Rutnam, Ofcom	PR030908	ComReg makes additional Spectrum available for Fixed Wireless Broadband Services
CP50b	How Ireland can best benefit from its Digital Dividend - Presentation by Robert Pepper, Cisco	PR020908	Eircom to reduce Local Loop Unbundling Ancillary Charges following ComReg Review
CP50a	How Ireland can best benefit from its Digital Dividend - Presentation by Cathal Goan, RTE	08/71	Information Notice - Local Loop Unbundling (LLU): ComReg's Review of Ancillary Charges in Eircom's Access Reference Offer (ARO) Price List
08/79a	Digital Sound Broadcasting Multiplex Licence - Appendix A Technical Conditions	08/70	Notice in relation to ComReg Decision No. D03/08
08/79	Licensing Digital Terrestrial Radio - Digital Terrestrial Sound Broadcasting Multiplex Licence Conditions	(SI343of2008)	SI 343 of 2008 Wireless Telegraphy Act (Exemption of Low Power Earth Stations on Board Vessels) Regulations, 2008
PR150908	International roaming charges for Irish customers reduced	08/69	Provision of Universal Service by Eircom - Performance Indicators Q1 2008
08/78	Information Notice - Implementation of EU Roaming Regulation by Irish Mobile Companies	08/68R1	Revised Register of Users on the Managed Digital Radio Services Network
PR100908	ComReg's latest Quarterly Report shows over a million broadband connections in Ireland	08/67	Emergency Services Digital Radio ('ESDR') Licence - Guidance Notes & Application Form
08/75a	Quarterly Key Data Report - Explanatory Memorandum	(SI324of2008)	SI 324 of 2008 Wireless Telegraphy (Use of the Band 380-400MHz by Emergency Services) Regulations, 2008
08/75	Quarterly Key Data Report		

08/66	Consultation & Draft Direction: Appropriate Refunds Subsequent to Specification 1 of ComReg Decision No 05/07 from 30 November 2007 to date of ComReg's final decision on a maximum charge(s)	08/56	Consultation on Proposals for Local Loop Unbundling Pricing Methodologies
08/65	Consultation & Draft Direction: Setting a Maximum Fixed and Mobile Number Porting Charge	07/110s	Submissions to Consultation 07/85 - Utilisation of the 71-76 GHz and 81-86 GHz Spectrum Bands
08/64	Invitation to Tender - Bi-Annual 3G and GSM Drive Test Programme 2008 to 2011	08/55	Notification to Eircom of non compliance by Eircom with its transparency obligation in relation to call origination, call termination and call transit
08/63	Market Analysis: Leased Lines Markets Response to Consultation and Consultation on Draft Decision	08/46a	Submissions to Consultation 08/23 - Rental Price for Shared Access to the Unbundled Local Loop
08/29R	Information Notice - Revised Amendments to ComReg Document 07/81R1 'Radio Frequency Plan for Ireland'	08/54	Information Notice: Revision to ComReg Action Plan 2007/08 - Delay to Interconnection Wholesale Price Cap
07/81R2	Radio Frequency Plan for Ireland	(SI198of 2008)	SI 198 of 2008 Wireless Telegraphy (Digital Terrestrial Television Licence) Regulations, 2008
08/62	Eircom Appeal of ComReg Line Share Price Change	08/52	Invitation to Tender: Non-ionising Radiation Site Surveys 2008 - 2009
PR290708	ComReg extends deadline for responses to a consultation on the liberalisation of the GSM bands	PR010708	ComReg outlines its strategy to manage Ireland's Radio Spectrum
08/61	2008 Programme of Measurement of Non-Ionising Radiation Emissions: Second Interim Report	08/53	Transfer by Eircom Ltd of Third Generation and GSM Mobile Telephony ('3G') Licence
08/60	Draft interface requirements for new Short Range Devices in Ireland	08/51R	Programme of Measurement of Non-Ionising Radiation Emissions: Methodology for the Conduct of Surveys to Measure Non-Ionising Electromagnetic Radiation from Transmitter Sites
08/59	The introduction of New Short Range Devices into Ireland	08/50s	Submissions to Consultation 08/20 - Proposed Strategy for Managing the Radio Spectrum 2008 - 2010
02/07R2	Radio Experimenter Licence: Additional Authorisation (Powers or Frequencies)	08/50a	Ráitéis Stráitéise maidir le Bainistíocht Speictrim 2008 - 2010
PR170708	ComReg launches consultation on the future use of Mobile Radio Spectrum	08/50	Spectrum Management Strategy Statement 2008 - 2010
08/57	Consultation - Liberalising the Use of the 900 MHz and 1800 MHz Spectrum Bands	08/49	Consumer ICT Survey



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