



ComReg Business Survey shows no increase in telecoms costs for majority of Businesses

The Commission for Communications Regulation (ComReg) today published its first business survey of 2010. The survey is based on research conducted by Millward Brown Lansdowne during February and March on a nationally representative sample of 497 SMEs (defined as less than 100 employees) and 53 Corporates (defined as more than 100 employees). The key findings from the business survey show:

- Overall, 92% of businesses have internet access.
- Average monthly spend on mobile services (among those businesses aware of what they spend) has decreased to €38 from €81 in the same period last year (a 15% fall).
- Eircom continues to be the main Internet Service Provider (ISP) in the market used by businesses in Ireland; however, the use of other providers continues to grow with just over 4 in 10 businesses now using a provider other than Eircom.
- Nearly half of Corporates claim download speeds of over 10Mb and nearly a quarter of Corporates (23%) have a broadband connection with speeds of between 10Mb and 20Mb.
- Over 6 in 10 (63%) of all businesses with Internet believe that their ISP is delivering the speeds stated in their Internet package terms and conditions.
- Businesses rate their satisfaction with the speeds they receive from their ISPs very highly – three quarters say they are satisfied.
- 56% of broadband users consider the reliability of their broadband connection to be the most important aspect of their broadband service. Factors such as upload and download speeds, mobility and cost of broadband services do not appear to be significant considerations for businesses with broadband access.
- 8 in 10 of all businesses surveyed provide their employees with company mobile phones.

- 42% of SMEs and 49% of Corporates indicated their mobile phone spend has decreased in the last 12 months.
- 4 in 10 businesses have switched mobile provider in the last 12 months. It is a likely indicator of businesses shopping around for better deals during tougher economic times.
- Average monthly spend by businesses (who are aware of their exact spend) on their fixed line service is €1,190.
- A quarter of businesses experienced a network related fault with their fixed line in the last 12 months. Of those who reported a fault, 6 in 10 had the fault repaired within 2 days.
- 1 in 10 VoIP users use it as a complete replacement for PSTN – with the use of VoIP for international calls being the main use of the service.
- 84% of businesses state that their company's overall telecommunications costs have either decreased or stayed the same in the last 12 months.
- About half of businesses said they foresee a reduction in future ICT spend.

The full set of published results - **ComReg 10/33** - is available in the publications section of the ComReg website www.comreg.ie.

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