



Media Release – 10 June 2009

ComReg issues Survey of ICT needs of Businesses

The Commission for Communications Regulation (ComReg) today published its first business survey of 2009. The survey is based on research conducted by Millward Brown IMS during March and April on a nationally representative sample of 502 Small to Medium Enterprises (SMEs) - defined as less than 100 employees - and 53 Corporates - defined as more than 100 employees. The key findings from the business survey show:

- Over the last 12 months, total telecommunication costs have decreased for 57% of Corporates surveyed and 25% of SMEs.
- Corporates are more likely to cut spending due to the downturn, although nearly half overall (49%) share this view.
- 70% of those companies surveyed believe the telecommunications market is more competitive than it was 12 months ago, while 62% believe that savings could be made by switching telecommunications supplier.
- Overall, 92% of businesses have internet access. There has been an increase in access among SMEs.
- Eircom continues to be the main Internet Service Provider (ISP) in the market used by businesses in Ireland, although nearly two in five companies overall now claim to use other providers as their primary ISP.
- Nearly half of all companies are unaware of download speeds provided by their ISP. Awareness of contracted upload speeds is even lower.
- However, of those aware of speeds, the majority (63%) feel that their ISPs are delivering on their contracted package.
- Speed and reliability of broadband connection are of most importance to Corporates, while reliability and cost are key for SMEs.
- 81% of all businesses surveyed provide their employees with company mobile phones.

- Average monthly expenditure by businesses now stands at €81, a drop from €1,213 at the end of 2006. 32% of SMEs and 39% of Corporates stated that their mobile spend had decreased in the last 12 months.
- Nearly 6 in 10 businesses (57%) spend less than €500 on mobile phone services. 27% of Corporates claim to spend over €5,000 monthly on mobile bills, compared to 2% of SMEs.
- Just less than a third (30%) of those businesses with a fixed line claim to have experienced a network related fault with their fixed line in the past 12 months.
- At an overall level, 13% of businesses in Ireland claim to use Voice over Internet Protocol (VoIP). Corporate business use of VoIP has increased by 4 percentage points to 44%.
- 81% of businesses use VoIP as a complement to an existing PSTN service. This is higher among SMEs (86%).

The full set of published results - ComReg 09/48 - is available in the publications section of the ComReg website www.comreg.ie.

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