Commission for
Communications Regulation

Irish Communications Market

Quarterly Market Commentary

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LEGAL DISCLAIMER

1 Foreword

This report updates information on the Irish Communications Sector for the period 1st October 2003 to 31st December 2003. In this report we publish the results of our consumer survey of January / February 2004. We also publish a survey on Internet related activity.

Mobile penetration stands at 87% with 3.4m mobile subscribers. 837m SMS messages were sent during the quarter while over 80,000 subscribers have ported their mobile number since the introduction of Mobile Number Portability. Vodafone and O_2's market share has remained relatively stable for the past three years.

Overall revenues for the fixed, mobile and broadcasting sectors have stabilised, while OAO (Other Authorised Operators) market share stands at 20% for the period. In the quarter Internet minutes continued to exceed those of local and national calls. The number of subscribers to digital television has reached 425,000 this period, representing 50% of all Pay TV households and 31% of all households with a television. One in four of all digital subscribers now subscribe via cable/MMDS.

We carried out our fourth Consumer survey, conducted by TNS, in Jan / Feb 2004, the results of which are included in section three of the report. Consumer awareness of choice in the telecoms market, via initiatives such as CPS, has increased since last year's survey. There is evidence of healthy competition too, particularly in the reseller segment, with 61% of those sampled indicating that they have been approached by an alternative supplier. This is an increase of 7% on last year's survey. This is supported by an increase of 11% in CPS lines since last quarter.

The main issue on the postal side was that ComReg set out the new procedures for the authorisation of Postal Service providers which came into effect on 1 January 2004. In addition, ComReg issued a consultation paper which invited all interested parties, including customers and operators, to make submissions on the quality of service target.

Key regulatory developments this quarter were the publication of three market analysis consultations on wholesale unbundled access, wholesale broadband access and wholesale mobile access and call origination. ComReg's notification on market analysis of the wholesale broadcasting transmission market was accepted by the European Commission. ComReg published a direction to eircom to launch a single billing product by the end of March 2004. ComReg also formally issued 38 Fixed Wireless Access Local Area (FWALA) licences to 8 successful companies.

I would like to thank all those operators and organisations who have contributed information and comments for this review and I appreciate their efforts in facilitating the publication of this document. I encourage all operators to complete the questionnaire sent to them on a quarterly basis to ensure as complete a picture as possible of the Irish market can be presented.

John Doherty,
Chairperson
Commission for Communications Regulation.

2 Market Overview

This section of the report provides analysis of the main trends and developments in the various sectors of the Irish communications market and is based on the information contained in the Key Data Report. For more detailed information on the sectors please refer to the Key Data Report. The data covers the quarter 1st October 2003 – 31st December 2003, except where otherwise stated.

Total revenues for fixed, mobile and broadcasting decreased 1% this quarter. This is mainly attributable to a decrease in fixed revenues. Since 25 July 2003 the general and basic licence regime has been replaced by General Authorisations under the new EU Regulatory Framework. To date 103 notifications have been received by ComReg, and an Electronic Register of Authorised Undertakings (ERAU) is available on the ComReg website.

Fixed
The OAO (Other Authorised Operator) market share remains stable at 20%. It has been in the 20-21% range for the last two years.

Over the last year Internet minutes[1] caught up and now slightly exceed domestic minutes as a proportion of overall fixed retail traffic, reflecting increased internet usage by SMEs and Residential customers. Internet minutes account for 40% of all fixed retail traffic.

ISDN lines increased by 6.5% since last quarter to 355,000. DSL take-up has increased rapidly over the last quarter to 25,300 up from 13,350. FRIACO – wholesale flat rate services - were launched at the end of June 2003 and there are now approximately 40,000 FRIACO subscribers.

Mobile
The mobile penetration rate now stands at 87%, an increase of 4% since our last review. Meteor now accounts for 5% of this market with Vodafone and O_2 having 55% and 40% respectively. These market shares have not changed significantly over the last three years. Each mobile subscriber sent on average 82 messages each month.

Internet
The results of the Amárach residential Internet research show that 49% of adults have Internet access at home,[2] a 5% increase on the previous quarter. PC ownership at home has also increased with 51% now having a home PC. PSTN remains the predominant access technology for residential users followed by ISDN. There were encouraging signs in this quarter of increased consumer usage of the Internet, almost 1 in 5 (19%, representing an increase of 4% since the previous quarter) use it daily or almost every day; while more than 1 in 3 use it several times a week (39%, representing an increase of 7% since the previous quarter). E-commerce has increased by 6% this quarter, with 44% of adults with a PC having made a purchase on the Internet in the last three months (this may be due to seasonal factors as the survey was carried out shortly after the Christmas period).
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Cable/MMDS & Satellite
At 425,000, total digital subscribers in Ireland now represent 50% of all Pay TV households and 31% of all households with a television, up from 29% in 2002. Increases in

[1] Dial up / ISDN / FRIACO

[2] Adults ages 15 – 74 with a fixed line phone.

both cable/MMDS and satellite digital subscribers have contributed equally to this annual growth. Total cable/MMDS revenues have increased by 7% since last quarter.

Tariffs

While there was an increase in eircom line rental charge during the quarter, to €24.18 (incl. VAT), Ireland's position improved by two places in the national residential basket while it decreased by one place in the national business basket. In both the international PSTN baskets Ireland's position improved by one place. The leased lines baskets have remained unchanged while Ireland's position fell by one place in both ADSL baskets. Ireland's position in the ISDN and mobile baskets remained relatively static.

3 Consumer survey

3.1 Summary

ComReg commissioned TNS MRBI to examine, by means of a telephone survey, the usage, attitudes and satisfaction levels of Irish consumers with respect to telecommunications services in the Irish market. The survey is conducted on an annual basis and the latest survey was carried out between January and February 2004 with more than 500 consumers.

3.2 Overview

In terms of value for money provided by different telecommunications services, home telephony is still considered to provide excellent/good value for money by the majority (61%). However, this is 10% lower than in previous years (71% in 2003 and 72% in 2002) and the decline may be due to consumer perceptions of the recent increase in line rental. A third of consumers considers the mobile telephone to be good value for money, the same as last year's survey (34% vs. 32% in 2003) while around one third of the sample considers the Internet to provide excellent/good value, a level similar to last year (35% vs. 36% in 2003). Mobile telephony is still ranked lowest of the three services for its value for money.

Although the level of satisfaction with home telecoms suppliers has declined (37% in 2004 vs. 38% in 2003 and 50% in 2002), a greater number of respondents (46%) recognises the savings to be made by changing suppliers (40% in 2003).

Almost two thirds of those surveyed (61%) believe that the Irish telecoms market is more competitive than it was in 2003, although this is a slight decrease on the 2003 survey (63%). Almost half of the respondents believe that their bill has increased in the past 2 years.

Almost nine in ten consumers sampled (87%) indicate that they are aware of mobile number portability and more than half indicate that they would be more willing to change their operator with full mobile number portability.

More detailed results are outlined below.

3.3 Fixed line suppliers

Consumer awareness of carrier pre-select (CPS) has increased by 7% since 2004. Operators have been working closely with ComReg to increase consumer awareness of CPS by means of enhanced advertising and resources such as ComReg's consumer information guides.[3]

There has been a big increase (7%) in those consumers who have been approached by an alternative telecoms supplier since last year and almost 20% more since 2002. This may be due to more aggressive competition and strong marketing campaigns by alternative suppliers. Eighteen percent of consumers use a supplier other than *eircom* for landline

[3] These guides are available on the ComReg web site at:http://www.comreg.ie/consumer/default.asp?s=3&navid=33

calls, up substantially on 2003 (7%). Of those using a provider other than *eircom*, the main reason given for doing so is the cheaper cost of calls overall (62%).

eircom continued to win back customers in this quarter. Almost 1 in 4 (24%) consumers (up 8% on 2003) switched back to *eircom*. Twenty three% of these consumers (up 5% on the 2003 survey) cited the lack of single billing as their main reason for switching back. More than 50% of consumers sampled indicated they would consider switching their supplier if single billing were made available. This is consistent with other surveys carried out last year by ComReg as part of its review of CPS. ComReg is working with industry to implement a wholesale line rental product which will offer single billing to the consumer.

3.4 Operator services

Only 1 in 6 consumers (17%) has lodged a complaint with their operator. Poor service quality is cited as the main reason for the complaint (60%), followed by incorrect billing (21%).

3.5 Mobile services

Eleven percent of consumers have switched their mobile phone operator in the past year. Of that percentage less than a third (30%) retained their number. All were happy with the process involved to retain their number.

Forty two percent of mobile users are unaware of the significant cost differences between calls made to the same network and calls made to another network.

3.6 Payphone services

Less than a quarter (23%, 5% down on 2003) of respondents used a payphone in the previous three months. On-street is the most popular location for using payphones (68%), followed by shopping malls (15%). The main reason cited for using a payphone was lack of credit on the user's mobile phone (33%).

3.7 Directory Enquiry Services

Fifty percent of respondents indicate that they are aware of the existence of more than one directory enquiry service provider; this is up 4% on 2003. Nearly three quarters (72% vs. 77% in 2003) have used directory enquiry services at some point in the past, with 1 in 4 using the service at least once a week.

This decline may be due to increased awareness among consumers of the costs of using such services.

In January 2004 ComReg issued a consumer guide to directory enquiry services which is available on the ComReg web site.[4]

[4] Consumer Guide to Directory Enquiry Services, http://www.comreg.ie/_fileupload/publications/ComRegCG04.pdf

4 Regulatory Developments

The following publications and developments relate to the period 4th December 2003 to 16th March 2004:

4.1 EU Framework

4.1.1 Market Analysis

As part of its series of market reviews under the new EU regulatory framework ComReg launched three consultations seeking the views of interested parties on its analysis of the markets for:

1. Wholesale Unbundled Access (including shared access) to metallic loops and sub loops[5]
2. Wholesale Mobile Access and Call Origination[6]
3. Wholesale Broadband Access[7]

Also published under the new EU regulatory framework was ComReg's response to consultation and notification on the market for Wholesale Broadcasting Transmission Services[8] which was subsequently accepted by the European Commission. This document sets out the relevant markets defined by ComReg appropriate to national circumstances.

4.2 Fixed

4.2.1 Number Translation Code (NTC) Services

This quarter ComReg published an information notice setting out the Interim Rates for Number Translation Code Services effective from 1st January 2004.[9] Also published this quarter was a decision notice based on the submissions received in response to ComReg consultation on the current regime of calculating retention rates in the Number Translation Code market.[10]

4.2.2 Carrier Pre-Selection (CPS)

This quarter an information notice was published containing details of a complaint made against *eircom*, and the findings of ComReg, in respect of a breach by *eircom* of an obligation under the CPS Code of Practice.[11]

4.2.3 Interconnection

This quarter a consultation document proposing that ComReg direct *eircom* to update the Reference Interconnect Offer (RIO) in relation to interim interconnect conveyance rates for

[5] ComReg Document No. 03/146: Market Analysis – Wholesale Unbundled Access (including shared access) to metallic loops and sub loops

[6] ComReg Document No. 04/05: Market Analysis – Wholesale Mobile Access and Call Origination

[7] ComReg Document No. 04/25: Market Analysis – Wholesale Broadband Access

[8] ComReg Document No. 04/06: Response to Consultation: Market Analysis – Wholesale Broadcasting Transmission Services

[9] ComReg Document No. 04/13: Interim Rates for NTC Services effective from 1st January 2004

[10] ComReg Document No. 04/19: Decision Notice in relation to the application of retention rates in the Number Translation Code Market

[11] ComReg Document No. 04/04: CPS Code of Practice Breach *eircom* pricing comparison breach

2003/04 was published.[12] The subsequent response to consultation sets out extracts from the responses received.[13] Since the draft direction was issued an error was noted in *eircom*'s submission and as a result the direction to *eircom* to update the RIO will not proceed.

An information notice was published confirming ComReg's review and approval of the proposed text changes to *eircom*'s RIO as per Decision Notice D10/02.[14]

4.2.4 Fixed Wireless Access/Broadband

A draft direction was published requiring *eircom* to implement a bitstream port transfer product.[15] This was followed by the publication of Direction D1/04[16] ensuring the implementation of the bitstream port transfer product feature by the end of January 2004.

ComReg also formally issued 38 Fixed Wireless Access Local Area (FWALA) licences to the CEO's of the 8 successful companies.

4.2.5 Leased Lines

A decision notice was published providing clarification of the implementation details of the 'In Situ' transfer of leased lines[17] as contained in document 03/133.[18]

An information notice was published outlining the outcome of ComReg and *eircom*'s review of the various and associated pricing of the partial private circuit product and associated processes.[19]

4.2.6 Wholesale Line Rental (WLR)

A consultation and draft direction was published proposing that ComReg direct *eircom* to update the Reference Interconnect Offer (RIO) with regard to order handling charges of Wholesale Line Rental (WLR) by replacing current charges with retail-minus charges drawn on a non-discriminatory basis from *eircom*'s retail price list.[20]

A decision notice was published detailing ComReg's direction to *eircom*, setting out dates and development required, to launch a single billing – wholesale line rental product by 31st March 2004.[21]

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[12] ComReg Document No. 03/145: Consultation and Draft Direction in Relation to *eircom* Interim Interconnect Conveyance Rates for 2003/04

[13] ComReg Document No. 04/12: Response to Consultation Paper in relation to *eircom* Interim Interconnect Conveyance Rates 2003/04

[14] ComReg Document No. 03/151: RIO Text Change, Version 3.5 to 3.6

[15] ComReg Document No. 03/148: Draft Decision: Bitstream Port Transfer

[16] ComReg Document No. 04/02: Bitstream Port Transfer – Decision Notice D1/04

[17] ComReg Document No. 04/03: 'In Situ' Transfer of Leased Lines – Decision Notice D2/04

[18] ComReg Document No. 03/133: 'In-Situ' Transfer of Leased Lines - Decision Notice D21/03

[19] ComReg Document No. 04/09: Revision of Partial Private Circuit Pricing and Bulk Migration Window

[20] ComReg Document No. 04/15: Consultation and Draft Direction in relation to order handling charges for Wholesale Line Rental 2003-2004

[21] ComReg Document No. 04/20: SB-WLR, Requirements for a 31st March 2004 Launch Date

4.2.7 Local Loop Unbundling (LLU)

A consultation was published as part of ComReg's review of *eircom*'s pricing submission for LLU products for the period from April 2004 to March 2005 and beyond.[22] This consultation is concerned with the appropriate estimation of operating expenditure.

4.3 Mobile

4.3.1 3G Licences

Following the voluntary offerings by the three 3G licensees during the 3G competition which were evaluated and inserted into their licences as binding commitments, ComReg published the schedules setting out the terms of the rights of use for each of the 3G licensees.[23]

4.3.2 Mobile Number Portability

Following on from ComReg's consultation seeking opinion on the relative merits of various approaches to tariff transparency in the context of number portability a response to consultation was published which reviews the various approaches available.[24] ComReg concluded that as current solutions meet the needs of consumers no further action is appropriate at this time; however, the situation will be monitored.[25]

4.4 Broadcasting

4.4.1 Digital Television

This quarter ComReg published an applications form for Digital Television Delivery Systems at 12GHz[26] along with guidance notes[27] and technical conditions[28] for the operation of Digital Television Delivery Systems.

4.5 Radio Spectrum and Technology

4.5.1 Non-Ionising Radiation

The second interim report based on the audit of 100 antenna sites for compliance with emission limits for non-ionising radiation was published and concludes that all of the sites are significantly below the INCIRP guideline levels.[29]

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[22] ComReg Document No. 04/21 & 21a: Local Loop Unbundling Costing Consultation – Direct and Indirect Operating Expenditure Econometric Modelling

[23] ComReg Document No. 04/16: Hutchison Mobile 3G Rights of Use, 04/17: O_2 Mobile 3G Rights of Use, 04/18: Vodafone Mobile 3G Rights of Use

[24] ComReg Document No. 03/149: Response to Consultation addressing the impact of Mobile Number Portability on user awareness of calls to other networks

[25] ComReg Document No. 04/10: Addressing the impact of Mobile Number Portability on user awareness of calls to other networks

[26] ComReg Document No. 04/26: Application form for Digital Television Delivery Systems at 12GHz

[27] ComReg Document No. 02/27: Digital Television Delivery Systems at 12GHz, Guidance notes for applicants

[28] ComReg Document No. 02/28: Technical Conditions for the operation of Digital Television Delivery Systems between 11.7GHz and 12.5GHz

[29] ComReg Document No. 04/14: Programme of Measurement of Non-Ionising Radiation Emissions – Second Interim Report

4.6 Numbering

An information notice was published defining the boundaries of all 106 individual geographic areas known as Minimum Numbering Areas (MNAs) in Ireland.[30]

4.7 General

ComReg published its response to the draft ministerial policy directions issued by the Minister of Communications, Marine and Natural Resources highlighting the various procedural steps necessary to ensure implementation.[31]

4.8 Statutory Instruments – Adopted by ComReg

4.8.1 SI No. 675 of 2003

These regulations provide for the issue of licences to keep and have possession of apparatus for wireless telegraphy for the purposes of the retransmission of licensed programme services in the UHF television bands

4.8.2 S.I. No. 733 of 2003

This Order makes provision for a levy on providers of postal services for the purpose of meeting expenses properly incurred by the Commission in the discharge of its functions in respect of postal services.

4.8.3 S.I. No. 007 of 2004

This Order provides for the exemption of certain wireless telegraphy stations and apparatus from the requirement to be licensed under the Wireless Telegraphy Act, 1926.

[30] ComReg Document No. 03/147: Geographic Telecommunications Numbering Areas

[31] ComReg Document No. 04/22: Consultation on Draft Ministerial Policy Directions of 08/02/2004: ComReg response

5 Consumer Focus

5.1 Consumer Complaints

ComReg will investigate a complaint if the consumer has first exhausted an operator's complaint handling process as set out in its Code of Conduct for Complaint Handling. These Codes of Conduct are available directly from the operator concerned either by contacting the operator directly or on their website.

In Q4 2003 there was an increase of 6% on the total number of complaints received by ComReg.

Table 5.1 below illustrates the volume of complaints received this quarter compared to last quarter.

Table 5.1 Consumer Complaints

Complaints	*Q03 2003*	*Q04 2003*
Fixed Telecommunications Operators	222	282
Mobile Telecommunications Operators	81	63
Broadcasting	87	70

There has been an increase in the number of Fixed Line consumer complaints received in Q4 when compared with the previous quarter. The majority of complaints related to billing and included disputed call charges, incorrect billing (charged for services not provided) and complaints regarding application of credits to accounts.

The number of complaints in the broadcasting area has continued to decrease since the introduction of the new regulatory framework for electronic communications, in July 2003. ComReg no longer regulates retail television programme distribution and can no longer handle complaints directly but will pass them to the operator in question. The majority of complaints related to billing and included disputed charges due to lack of service, receipt of invoices for previous residents and receipt of invoices for services that were paid in full or services that were cancelled.

In the early part of Q4 there were a number of complaints received in relation to Mobile Number Portability (MNP) in the Mobile Telephony category. The majority of these complaints were specific to the customer announcement that one operator had introduced for off-network calls, this message was subsequently removed.

ComReg also receives requests for information on matters concerning a wide range of Electronic Communication Network / Electronic Communication Services (ECN/ECS). The majority of queries in Q4 related to availability of broadband, Carrier Pre Select (CPS), Directory Enquiry Services and premium rate services.

Table 5.2 below illustrates the volume of queries received this quarter compared to last quarter.

Table 5.2 Consumer Queries

	Q03 2003	*Q04 2003*
Queries	1032	1258

5.2 Consumer Guides

As part of its ongoing consumer awareness programme ComReg published a number of consumer guides in the last quarter. In January ComReg published a guide on Directory Enquiry services.[32] This guide is designed to improve consumer understanding of directory enquiry services and help consumers to use the service as efficiently as possible. It sets out how Directory Enquiry Services are priced and lists the features and additional services that are available from different Directory Enquiry service providers.

In February, ComReg published a further consumer guide on Carrier Pre Selection (CPS).[33] This guide demonstrates the increased choice for consumers for their telephone calls services and includes a list of over 25 authorised service providers offering CPS to residential and small business consumers.

5.3 Standards for Tariff Presentation

Ensuring that users' rights are protected is one of the key functions exercised by ComReg. The emergence of new technologies, products and services can lead to more sophisticated tariff packages and also contribute to users having difficulties distinguishing between the different pricing options available.

As a result, ComReg has proposed measures in the draft Code of Practice[34] to ensure that by the provision of a basic level of tariff transparency users can exercise informed choice on the selection of services provided and control their expenditure on telephone services.

[32] ComReg Document No. CG04: Consumer Guide to Directory Enquiry Services

[33] ComReg Document No: CG05: Consumer Guide – Fixed Telephony, exercise your choice

[34] ComReg Document No: 04/01: Standards for Tariff Presentation

6 Postal Regulation

6.1 Postal Service Authorisations

On 2 December 2003 ComReg set out new procedures[35] for the authorisation of Postal Service providers that came into effect on 1 January 2004. Under the Regulations introduced by the Minister at the end of 2002 a postal operator with a turnover of more than €500,000 must apply to ComReg for such an authorisation. All postal service providers who have been authorised are required to draw up procedures to deal with certain matters such as complaints and ensuring the security and confidentiality of the post. Up to the end of February, 9 applications have been approved. An announcement of the authorised service providers together with a Register on ComReg's website will be provided shortly.

6.2 Quality of Service Domestic single piece mail

On 2 March 2004, ComReg published the annual report (i.e. calendar year 2003) and fourth quarter results[36] i.e. 1 October to 31 December 2003[37], regarding quality of service performance by An Post. The results for 2003 show that, for mail posted throughout the state for delivery in the state, 71% was delivered on the next working day and 96% was delivered within three working days.

6.3 An Post's Quality of Service Target – Domestic single piece mail

On 3 February 2004, ComReg issued a consultation paper which invited all interested parties, including customers and operators, to make submissions on the quality of service target.

ComReg announced on the 3 March (ComReg 04/23) that the closing date for all interested parties, including customers and operators, to make submissions to the consultation paper[38] about the target for next day delivery in 2004 and later years has been extended to 26 March 2004.

6.4 Post Codes

Following the symposium on Postcodes significant interest was expressed and a response to the consultation paper ComReg 03/138 "Follow up on ComReg Postcode Symposium" is due to be published in March.

6.5 Postal Levy

On the 30 December 2003, ComReg exercising powers conferred on it by Section 30 of the Communications Regulation Act 2002 made the Postal Levy Order.[39] Under the European

[35] ComReg 03/139 – Decision Notice & Response to Consultation: Regulation Postal Services, Postal Authorisations reserved area controls and levy procedures

[36] Details provided by TNS mrbi in accordance with the terms of the three year contract signed with ComReg from 1st January 2003.

37 ComReg Document No 04/24 - An Post's Quality of Service Domestic single piece mail. Annual Report – January to December 2003

[38] Consultation Paper "Quality of Service Target 2004 - Single Piece Priority Mail" ComReg document 04/08, 3 February 2004

[39] S.I. No. 733 of 2003 - the "Levy Order"

Communities (Postal Services) Regulations 2002[40] from the 1st January 2004, all Authorised postal service providers who record a turnover, for postal services, in excess of €500,000 per annum, exclusive of VAT are required to pay a levy to fund ComReg's postal activities.

Prior to January 2004 only An Post as the Universal Service Provider paid a levy. From 1 January 2004, An Post will be required to pay a levy based on 0.25% of its relevant turnover from postal services within the universal service area and 0.075% of its relevant turnover from postal services outside the scope of the universal service. Other postal service providers will be required to pay 0.075% of their relevant turnover from postal services. A minimum charge of €1,000 per annum will apply. ComReg estimates that this levy will yield about €1.25m in a full year.

[40] S.I. No. 616 of 2002

Appendix I: Documents Issued December 03 – March 04

Fixed

Document No.	*Title*
03/145	Consultation and Draft Direction in Relation to *eircom* Interim Interconnect Conveyance Rates for 2003/04
03/146	Market Analysis: Wholesale unbundled access (including shared access) to metallic loops and sub-loops
03/148	Draft Decision: Bitstream Port Transfer
03/151	RIO Text Change, Version 3.5 to 3.6
04/02	'In-Site' Transfer of Leased Lines – Decision Notice D2/04
04/04	CPS Code of Practice Breach *eircom* pricing comparison breach
04/09	Revision of Partial Private Circuit Pricing and Bulk Migration Window
04/12	Response to Consultation Paper in relation to *eircom* Interim Interconnect Conveyance Rates 2003/04
04/15	Consultation & Draft Direction in relation to order handling charges for Wholesale Line Rental 2003-2004
04/20	SB-WLR, Requirements for a 31st March 2004 launch date
04/21	Local Loop Unbundling Costing Consultation – Direct and Indirect Operating Expenditure
04/21a	Appendix C to ComReg 04/21 – Operating Costs for the Access Network in Ireland: An Econometric Approach

Mobile

Document No.	*Title*
03/149	Response to Consultation addressing the impact of Mobile Number Portability on user awareness of calls to other networks
04/05	Market Analysis: Wholesale Mobile Access and Call Origination
04/10	Addressing the impact of Mobile Number Portability on user awareness of calls to other networks
04/16	Hutchison Mobile 3G Rights of Use
04/17	O_2 Mobile 3G Rights of Use
04/18	Vodafone Mobile 3G Rights of Use

Consumer Issues

Document No.	*Title*
CG04	Consumer Guide to Directory Enquiry Services
CG05	Consumer Guide – Fixed Telephony, exercise your choice
04/01	Standards for Tariff Presentation

Broadcasting

Document No.	*Title*

04/06	Market Analysis – Response to Consultation: Wholesale Broadcasting Transmission Services
04/26	Application Form for Digital Television Delivery Systems at 12GHz
04/27	Digital Television Delivery Systems at 12GHz, Guidance Notes for Applicants
04/28	Technical Conditions for the operation of Digital Television Delivery Systems between 11.7GHz and 12.5GHz

Post

Document No.	*Title*
03/150	Quality of Service Standards for An Post Setting an Interim Target for 2004
04/07	Communications Regulations Act 2002 (Section 30) Postal Levy Order 2003, S.I. No. 733 of 2003
04/08	Quality of Service Target 2004 Single Piece Priority Mail
04/23	Notification of extension to deadline for comments on: Quality of Service Target 2004 Single Piece Priority Mail ComReg Document No 04/08
04/24	Quality of Service Domestic Single Piece Mail Performance of An Post. Annual Report – January to December 2003

Radio Spectrum/Technology

Document No.	*Title*
04/11	Experimenter Radio Licences (Club) Conditions
04/14	Programme of Measurement of Non-Ionising Radiation emissions – Second Interim Report
04/29	Security Issues for New and Emerging Telecommunications Technologies – Briefing Note

Numbering

Document No.	*Title*
03/147	Geographic Telecommunications Numbering Areas
04/13	Interim Rates for NTC Services effective from 1st January 2004
04/19	Decision Notice in relation to the application of retention rates in the Number Translation Code Market

General

Document No.	*Title*
03/152	Regulation, Audit and Inspection – Delivering in the Public Interest – Address by Etain Doyle to 2003 IPA/CIPFA Conference, Croke Park
ITT0401	Invitation to tender – Provision of Data Telecommunications Service for the Commission for Communications Regualtion

04/22	Consultation on Draft Ministerial Policy Directions of 08/02/2004: ComReg Response