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Communications Regulation

Irish Communications Market

Quarterly Key Data Report

Data as of Q2 2017

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An Coimisiún um Rialáil Cumarsáide

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Corrigendum to Q1 2017 Report

Five operators informed ComReg about incorrect historically provided information. ComReg also identified an error in historically provided information. These issues are detailed below:

Note 1: Mobile retail revenues were revised from Q3 2015 to Q1 2017 inclusive following revisions by Postmobile to historically provided information with such revisions ranging from -€30K to +€235K. This impacted OAO market share by revenue for Q1 2017 from 1.9% to 2.0%.

Note 2: Fixed voice minutes (residential) were revised for Q1 2017 following a revision by Imagine with this revision totalling -169K minutes.

Note 3: Fixed subscriptions were revised for Q1 2017 following a revision due to a ComReg data transposition issue with this revision totalling +16,306.

Note 4: Mobile prepaid subscriptions (inc. mobile broadband and M2M) were revised from Q2 2015 to Q1 2017 inclusive following revisions by Vodafone to historically provided information with such revisions ranging from -51,262 to -89,491. These revisions in turn impacted mobile broadband subscriptions, mobile subscriptions by technology used, mobile voice and data subscriptions, prepaid/post-paid proportions, monthly traffic per subscription (calls, SMS messaging, data volumes), mobile penetration rate, gross additional subscriptions and market shares by subscription.

Note 5: Proportions of mobile subscriptions by technology used were revised from Q3 2015 to Q1 2017 following revisions by Postmobile to historically provided information.

Note 6: Mobile data volumes were revised for Q3 2016 and Q4 2016 following revisions by Meteor to historically provided information with such revisions ranging from -1,033 terabytes to -1,502 terabytes. These revisions in turn impacted average monthly data volumes per subscription and average monthly data volumes by mobile network technology used.

Note 7: Fixed residential and non-residential broadband proportions were revised Q1 2015 to Q1 2017 by BT and for Q4 2016 by Vodafone following revisions to historically provided information with such revisions ranging from -22 to -161 for DSL subscriptions and 3,323 for VSDL subscriptions. Aggregate DSL subscriptions were unaffected but market shares for fixed broadband (Q4 2016) were affected.

Note 8: Leased line retail revenues for historically provided information from Vodafone (Q2 2015 to Q1 2017) are in the process of being examined by Vodafone and may be revised in the next QKDR.

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The information and statistics contained within this document are derived from a variety of sources, but are mostly reliant on data obtained from authorised operators.

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Summary

Comparing Q1 2017 to Q2 2017 overall industry retail revenues increased by 0.8%. Total retail revenues in the twelve months to June 2017 at €3.092 billion were up from €3.056 billion over the 12 months previous. There were 1,379,049 fixed broadband subscriptions this quarter which was an increase of 0.4% from Q1 2017 and an increase of 3.6% compared to Q2 2016. Overall voice traffic volumes decreased by 0.7% this quarter. Presented below is a tabular summary of the data presented throughout this Quarterly Key Data Report (QKDR).

Irish Quarterly Communications Market Data Q2 2017				
	Q2 2017	Q1 2017	Quarterly Change	Annual Change
Total Retail Market Revenues ¹	€770,103,395	€763,633,858	0.8%	0.2%
Fixed Line Retail Revenues	€349,940,274	€353,671,465	-1.1%	0.7%
Mobile Retail Revenues ²	€387,944,826	€377,586,328	2.7%	0.5%
Broadcasting Retail Revenues	€32,218,296	€32,376,065	-0.5%	-7.5%
Fixed Line Wholesale Revenues	€137,454,335	€138,002,015	-0.4%	-9.5%
Mobile Wholesale Revenues	€45,604,847	€46,864,956	-2.7%	-41.6%
Total Voice Traffic (Minutes)	4,027,995,954	4,054,711,465	-0.7%	-3.3%
Fixed Voice Traffic (Minutes) ³	912,627,484	971,025,391	-6.0%	-9.8%
Mobile Voice Traffic (Minutes)	3,115,368,470	3,083,686,074	1.0%	-1.3%
Fixed Broadband Subscriptions	1,379,049	1,372,898	0.4%	3.6%
Fixed Subscriptions ⁴	1,802,318	1,811,446	-0.5%	-0.1%
Fixed Voice Subscriptions	1,471,837	1,479,132	-0.5%	0.1%
Total Mobile Subscriptions (inc. Mobile broadband and M2M) ⁵	5,900,909	5,881,609	0.3%	2.5%
Machine to Machine Subscriptions	746,803	707,598	5.5%	23.1%
Mobile Broadband Subscriptions ⁵	306,320	339,157	-9.7%	-12.5%
Mobile Subscriptions (exc. Mobile broadband and M2M)	4,847,786	4,834,854	0.3%	0.9%

¹ Mobile and fixed line wholesale revenues are excluded from this figure.

² Mobile retail revenues were revised from Q3 2015 to Q1 2017. See note 1 within the corrigendum.

³ Fixed voice minutes were revised for Q1 2017. See note 2 within the corrigendum.

⁴ Fixed subscriptions were revised for Q1 2017. See note 3 within the corrigendum.

⁵ Mobile subscriptions including mobile broadband were revised from Q2 2015 to Q1 2017. See note 4 within the corrigendum.

- Overall electronic communications network and service retail revenues at the end of June 2017 were over €770 million for the quarter. Industry retail revenues increased by 0.8% this quarter and increased by 0.2% compared to Q2 2016.
- At the end of June 2017 there were 1,471,837 fixed voice subscriptions in Ireland, an increase of 0.3% since last quarter and an increase of 0.1% since Q2 2016.
- Total voice traffic minutes decreased by 0.7% this quarter and were 3.3% lower than in Q2 2016. Mobile minutes form the majority of voice minutes at 77.3%, with fixed minutes representing the remaining 22.7%. Mobile voice minutes increased by 1.0% while fixed voice minutes decreased by 6.0% this quarter.
- Fixed broadband subscriptions increased by 0.4% this quarter and were up by 3.6% compared to Q2 2016. VDSL⁶ (up by 3.1%), cable (up by 0.5%) and FTTP⁷ subscriptions (up by 58.4%) increased this quarter while FWA (down by 1.8%), DSL⁸ (down by 4.3%), satellite (down by 2.4%) and mobile broadband (down by 9.7%) all fell this quarter.
- The estimated fixed broadband household penetration rate⁹ was 70.9% in Q2 2017. The fixed broadband per capita penetration rate was 29.3%. The broadband per capita penetration rate (including mobile broadband) was 35.8%.
- Average fixed broadband speeds continue to increase. In Q2 2017 approximately 80.3% of all fixed broadband subscriptions were equal to or greater than 10Mbps up from 75.1% in Q2 2016¹⁰. 68.7% of all fixed broadband subscriptions were equal to or greater than 30Mbps, up from 60.1% in Q2 2016.
- At the end of June 2017 there were 5,900,909 mobile subscriptions (including mobile broadband and M2M) in Ireland, an increase of 0.3% since the last quarter. The mobile penetration rate was 125.2% including mobile broadband and M2M subscriptions and 102.9% excluding mobile broadband and M2M subscriptions.

⁶ VDSL refers to very-high-bit-rate digital subscriber line. These lines are typically utilised in the provision of next generation broadband services.

⁷ FTTP (fibre to the premises) refers to a range of fibre access installations such as fibre to the home (FTTH), fibre to the premises (FTTP) and fibre to the curb.

⁸ DSL refers to a digital subscriber line, the means by which broadband speeds (i.e. in excess of 144k downstream) are delivered over the copper telecoms network.

⁹ This estimate excludes business subscriptions and mobile broadband subscriptions.

¹⁰ Note: The method employed for calculating broadband speeds changed in Q2 2016 and applied retrospectively.

- The number of voice and data subscribers using 3G/4G networks increased to 4,522,656 this quarter, up by 2.2% from Q1 2017 and up by 6.7% compared to Q2 2016.
- There were 554,636 gross additions in the number of mobile subscriptions at Q2 2017. Of these, 119,125 were subscriptions with ported phone numbers. On average, there were 99,555 numbers ported and 543,583 total gross additions per quarter over the last 12 months.
- In Q2 2017 prepaid mobile ARPU (exc. mobile broadband and M2M) was €14.14 per month while post-paid mobile voice ARPU was €42.10 per month.

Notes to data:

- As of Q2 2017 mobile ARPU is split into three mobile services (phone services, mobile broadband and M2M).
- Cable broadband traffic reported from Q3 2015 to Q2 2017 is based on an estimates from Virgin Media Ireland Limited due to issues with reporting accurate data for this metric.
- As of Q4 2016 FTTP and satellite subscriptions have been broken out from the previously reported 'Other' category. Additional subscriptions for FTTP (fibre to the premises, including fibre to the home (FTTH) and fibre to the curb) are included from Q3 2016.
- As of Q2 2016 two new mobile operators have been included, ID and Virgin Media.
- As of Q3 2015 additional leased line revenue information is available from three operators. One operator also provided additional information on Wi-Fi services. Hence, information since that quarter is not strictly comparable with data published in previous periods.
- As of Q2 2015 mobile to mobile voice traffic between O2 and Three is treated as on-net traffic for Three Group.
- As of Q4 2014 a more precise breakdown of business versus residential fixed subscriptions (fixed voice and fixed broadband subscriptions) is available following an operator upgrade of its reporting systems.
- Following the completion of the Three's acquisition of O2, Three, O2 and 48 brands are reported under the umbrella of the Three Group as of Q2 2014.

- Both Meteor and Eir mobile brands are reported under the umbrella of Eir Group Mobile.
- Sky Ireland's TV subscriptions and TV revenues are not included in this report. Sky Ireland's distribution of subscriptions by type (single play, double play or triple play) is instead estimated using the percentage distribution of Sky Ireland's subscriptions as obtained from market survey data conducted by Behaviour & Attitudes Ltd on behalf of ComReg. For more details on survey method, see the Appendix on page 82.
- Irish population estimates of 4,712,200 and an estimated household number of 1,720,500 are used in this report. These statistics are obtained from the Central Statistics Office (CSO) Quarterly National Household Survey (QNHS) Q1 2017¹¹.
- A number of external sources are used for international comparisons. These include the CSO, Analysys Mason, and Strategy Analytics (Teligen).
- In most cases data has been rounded to one decimal place in this report.
- Not all charts in this report may sum exactly to 100% due to rounding.
- While quarter on quarter comparisons are made in the report, definitive conclusions with regard to trends cannot be drawn from this and year on year comparisons are used to improve the reliability of the analysis.
- Further explanations and descriptions of data supplied in this report can be found in the accompanying explanatory memorandum 17/75a.
- Extracts of data used in this report can be downloaded at <http://www.comreg.ie/industry/electronic-communications/data-portal>
- Data previously published may have been amended since publication. Any such amendments are noted in the corrigendum notice on page 5 of this report.

¹¹ Latest available data.

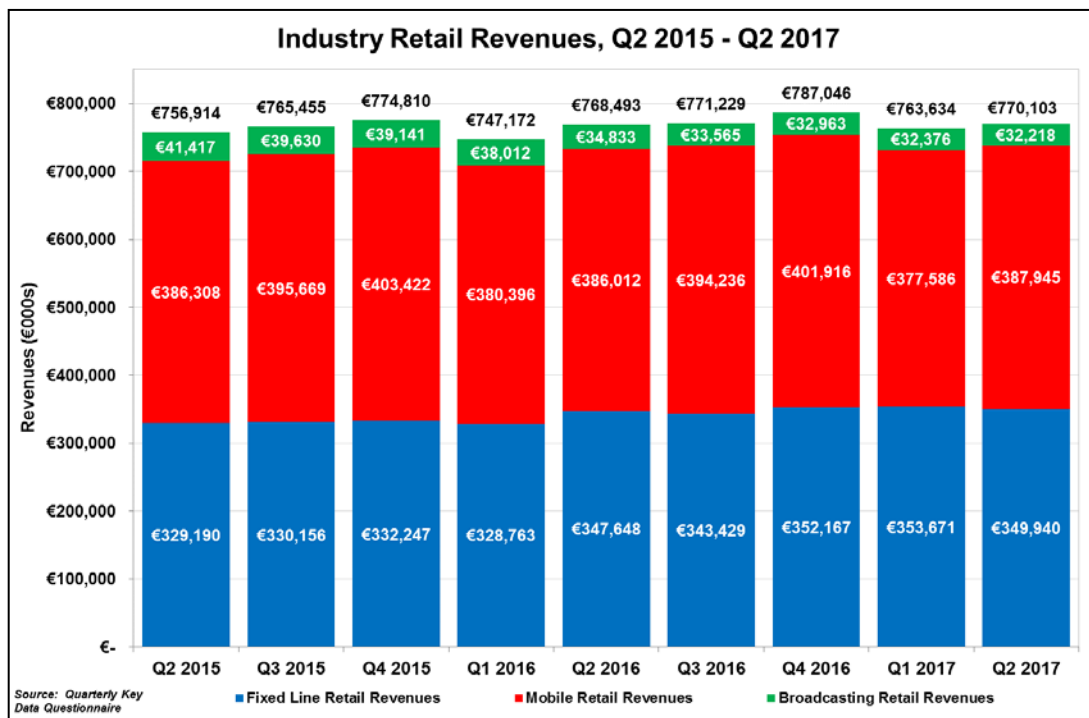
1. Overall Market Data

Data presented in this Quarterly Key Data Report is based on questionnaires completed by certain authorised operators¹² for the period from 1 April to 30 June 2017. The report is based on submissions from 41 active operators¹³.

1.1 Overall Electronic Communications Revenues¹⁴

Figure 1.1.1 shows the developments in revenues attributable to the provision of fixed line, mobile and certain TV broadcasting services. Total industry retail revenues increased by 0.8% this quarter and increased by 0.2% compared to Q2 2016. The quarterly increase in retail revenues was driven by increases in mobile retail revenues. Mobile revenues accounted for 50.4% of total industry retail revenues followed by fixed line (45.4%) and broadcasting (4.2%) revenues. Over the twelve months to June 2017, total retail revenues were over €3.092 billion.

Figure 1.1.1 – Fixed, Mobile & Broadcasting Retail Revenues



According to the CSO, Ireland’s Gross National Product for Q1 2017¹⁵ was approximately €57.8 billion. Based on the Q1 2017 retail revenue data reported to ComReg by operators in the Irish communications sector, these revenues were approximately 1.3% of GNP in that quarter.

¹² Operators who generate in excess of €500,000 in retail and/or wholesale revenues from electronic communications networks and services per annum.

¹³ See table A2 in the Appendix on page 84 for the list of respondents who submitted data to ComReg.

¹⁴ Further detail on terms and definitions - ComReg Doc. 17/75a Explanatory Memorandum.

¹⁵ Q1 2017 is the latest period for which GNP data is available.

This quarter, mobile retail revenues increased by 2.7% and increased by 0.5% compared to Q2 2016. Fixed line retail revenues decreased by 1.1% this quarter but increased by 0.7% compared to Q2 2016. Broadcasting (Cable/IPTV) retail revenues decreased by 0.5% this quarter and declined by 7.5% compared to Q2 2016. The broadcasting network retail revenues in this report only capture Cable/IPTV revenues and thus, exclude Sky Ireland’s satellite TV revenues and all content-related revenues.¹⁶

1.2 Overall Call Volumes

Figure 1.2.1 – Fixed and Mobile Voice Call Volumes (Minutes)¹⁷

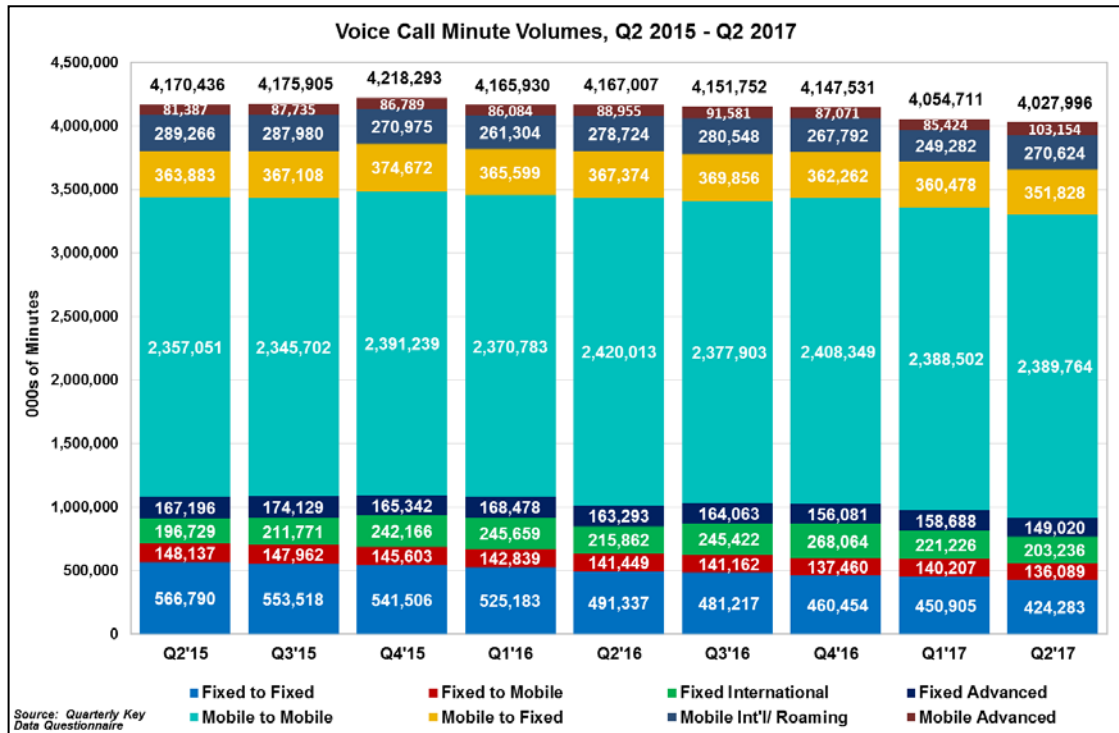


Figure 1.2.1 profiles volumes of originating voice calls by call type on both fixed and mobile networks on a quarterly basis. There was a decrease in total voice minutes this quarter. Voice minutes for Q2 2017 totalled 4.028 billion minutes, there were 16.382 billion minutes in the twelve months to the end of June 2017. Total voice minutes decreased by 0.7% from the previous quarter and decreased by 3.3% since Q2 2016.

It should be noted that managed VoB minutes are included with calls originating from fixed networks in figure 1.2.1, and are split according to the same call categorisations (i.e. domestic, international, mobile, other).

¹⁶ ComReg captures Cable/IPTV revenues from a number of TV providers for publication in the Quarterly Key Data Report under broadcasting revenues. The collection and publication of licence fee and/or television advertising revenues does not fall within ComReg’s remit and therefore, is not included in the broadcasting revenue figure.

¹⁷ Fixed advanced minutes include premium rate services minutes, freephone minutes, payphone minutes, operator services minutes, national and international virtual private network minutes. Mobile advanced minutes include premium rate services minutes and other mobile minutes such as voicemail, DQ, call completion minutes etc.

Mobile originating voice minutes (down 1.3% on Q2 2016) accounted for 77.3% of all voice minutes in Q2 2017 (compared to 75.7% in Q2 2016) while traffic originating on fixed line networks (down 9.8% on Q2 2016) accounted for the remaining 22.7% of all voice minutes (compared to 24.3% in Q2 2016). Figure 1.2.2 shows total voice traffic in Ireland at the end of Q2 2017.

Figure 1.2.2 – Total Voice Traffic

	Q2 2017 Mins	Q1'17 – Q2'17 Growth	Q2'16 – Q2'17 Growth
Fixed Voice Minutes	912,627,484	-6.0%	-9.8%
Mobile Voice Minutes	3,115,368,470	-1.0%	-1.3%
Total Voice Minutes	4,027,995,954	-0.7%	-3.3%

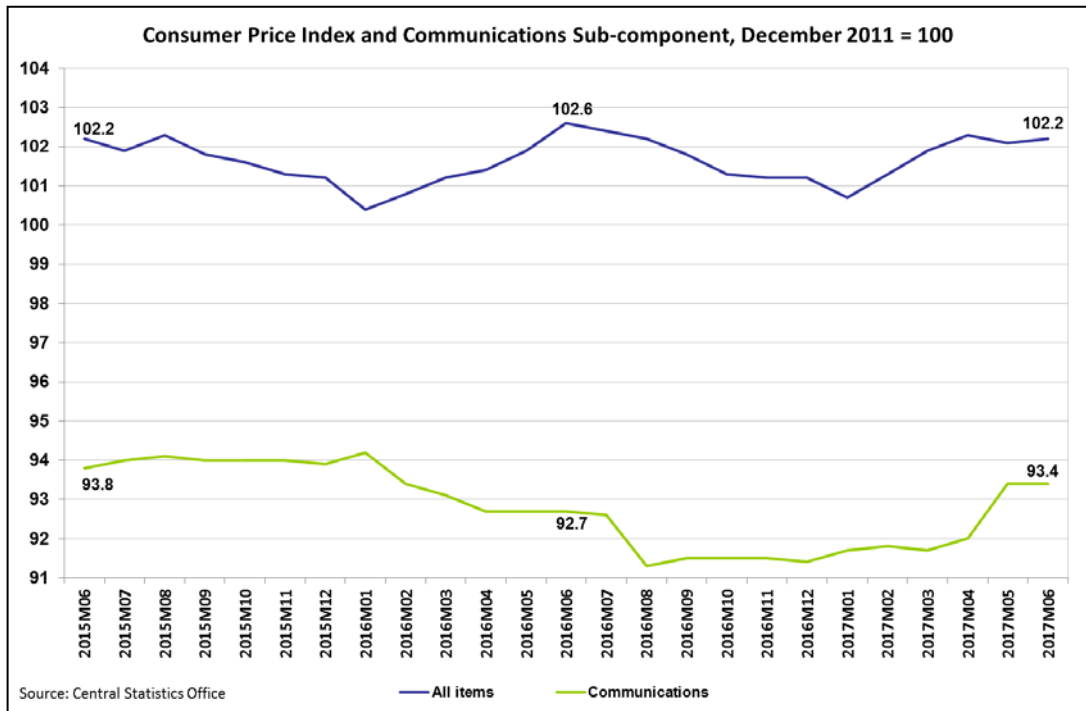
1.3 Communications and the Consumer Price Index

Figure 1.3.1 shows the monthly change in the Consumer Price Index (CPI) and the communications sub-component from June 2015 to June 2017. In January 2015, the CSO revised its weighting for the communications basket to 3.030% of the total CPI, up from 2.932% previously.¹⁸

Using December 2011 as the base period, communications prices have overall increased over the last 12 months with a further rise in Q2 2017. Communication prices have increased by 0.7 of a base point while the overall CPI decreased by 0.4 of a percentage point since June 2016.

¹⁸ <http://www.cso.ie/en/releasesandpublications/er/cpi/consumerpriceindexjune2017/>

Figure 1.3.1 – Consumer Price Index and Communications Sub-Component

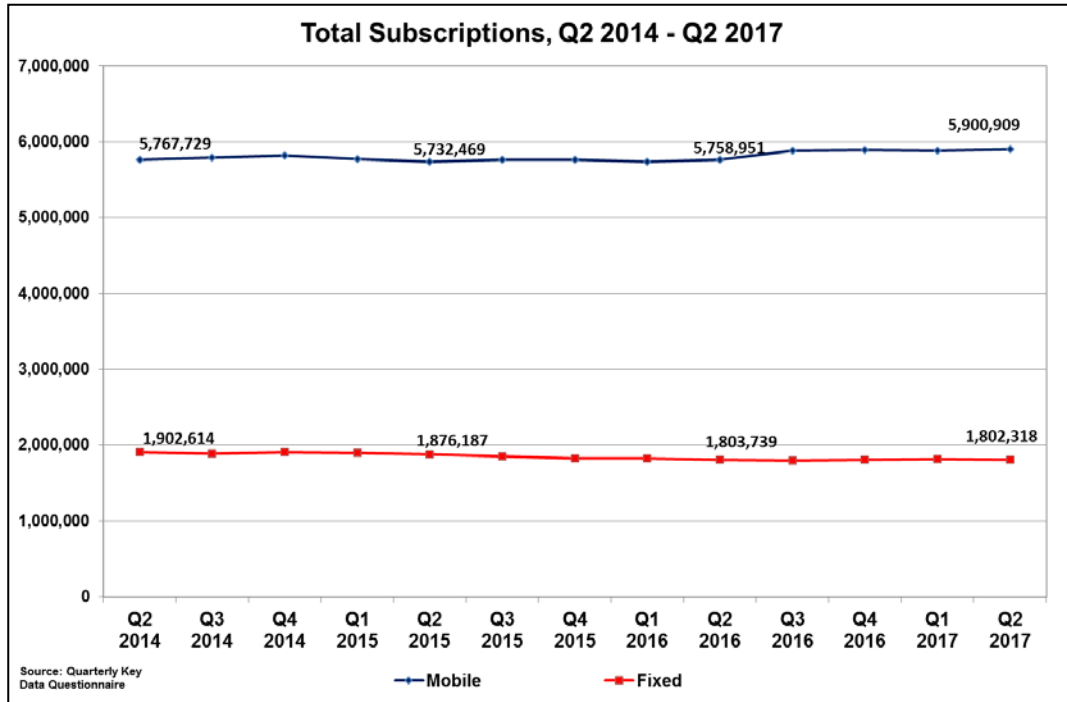


1.4 Fixed and Mobile Market Retail Voice, Internet and TV Subscriptions

Figure 1.4.1 shows the total number of mobile voice and data subscriptions (also reported in section 4.1) and the estimated number of fixed subscriptions to voice, internet and TV services (both single play and bundled subscriptions) in Ireland.

Customers purchasing either a single fixed service or more than one service (as part of a bundle) are included in the fixed subscriptions category. Total mobile subscriptions have increased by 0.3% since Q1 2017 and total fixed subscriptions decreased by 0.5% over the same period. It should be noted that it is possible that a customer may have more than one subscription, particularly where a mobile customer has more than one SIM card or in the case of a business customer with multiple fixed line subscriptions across several offices.

Figure 1.4.1 – Total Subscriptions (Fixed and Mobile)



2. Fixed Market Data

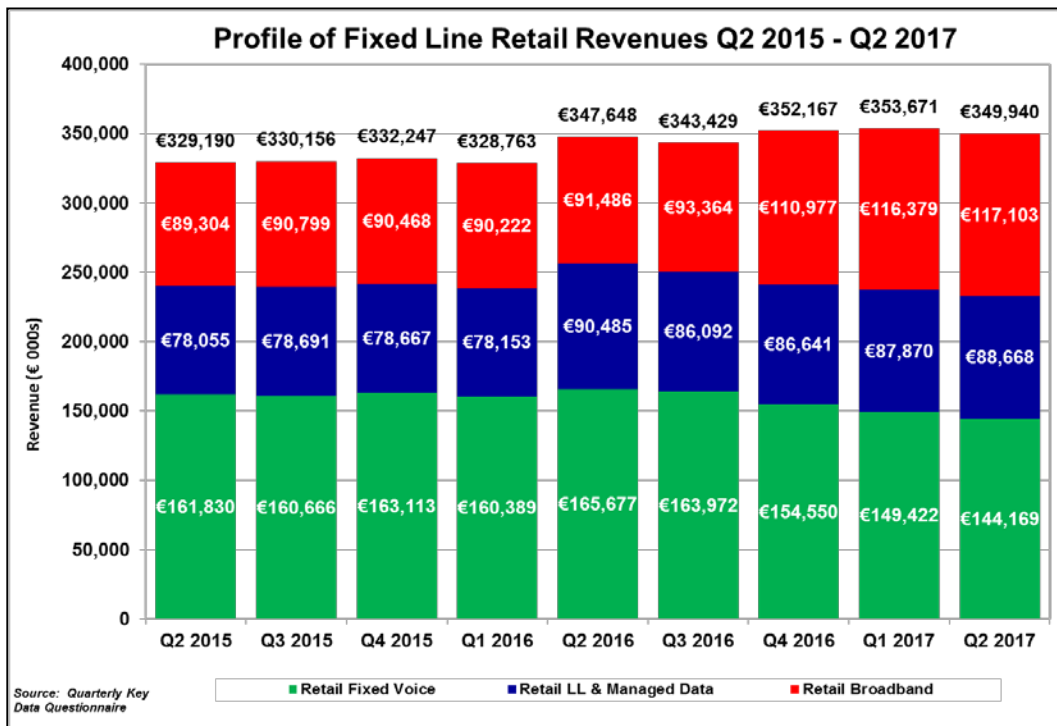
2.1 Fixed Line Revenues¹⁹

Figure 2.1.1 shows the profile of fixed line retail revenues in Ireland over the last two years. Total fixed line retail revenues for Q2 2017 were over €349 million. This was a decrease (-1.1%) on Q1 2017 revenues and a 0.7% increase on Q2 2016 revenues.

Retail broadband revenues (+28.0%) have risen since Q2 2016 while retail leased lines, managed and other data services revenues (-2.0%) while retail fixed voice revenues have fallen (-13.0%).

Comparing Q2 2016 to Q2 2017, the proportion of retail fixed line revenues attributable to retail leased lines, managed data and other advanced data services decreased by 0.7 percentage points to 25.3% while retail broadband revenue's share increased by 7.1 percentage points to 33.5%. The proportion of retail fixed voice revenues fell by 6.5 percentage points to 41.2% of overall fixed line retail revenues.

Figure 2.1.1 – Profile of Fixed Line Retail Revenues



Fixed line wholesale revenues were over €137 million in Q2 2017, the majority of which were related to interconnect and wholesale fixed narrowband access revenues, followed by wholesale leased lines, managed and other data services revenues and wholesale

¹⁹ As noted on page 8, additional leased line revenue information is available from three operators since Q3 2015. Hence, revenue and market share information in Figures 2.1.1 and 2.1.1.1 and 2.1.1.2 is not directly comparable to information in previous periods.

broadband access revenues. Wholesale revenues decreased by 0.4% compared to Q1 2017 and were down by 9.5% since Q2 2016.

2.1.1 Authorised Operators’ Share of Fixed Line Revenues

Figure 2.1.1.1 below outlines the revenue shares for the fixed retail market (comprising narrowband, broadband, leased line, managed and other data revenues) held by the incumbent fixed line operator (Eir), authorised operators having at least a 2% market share, and all other authorised operators (OAOs) with market share less than 2%.

In Q2 2017, Eir had the highest retail revenue share in the fixed retail market with 43.3% market share. Virgin Media had 14.6%, followed by Vodafone (fixed only) with 13.3%, Sky Ireland (5.4%), BT (5.3%). OAOs accounted for the remaining 18.2%.²⁰

Figure 2.1.1.1 – Fixed Retail Revenue Market Shares

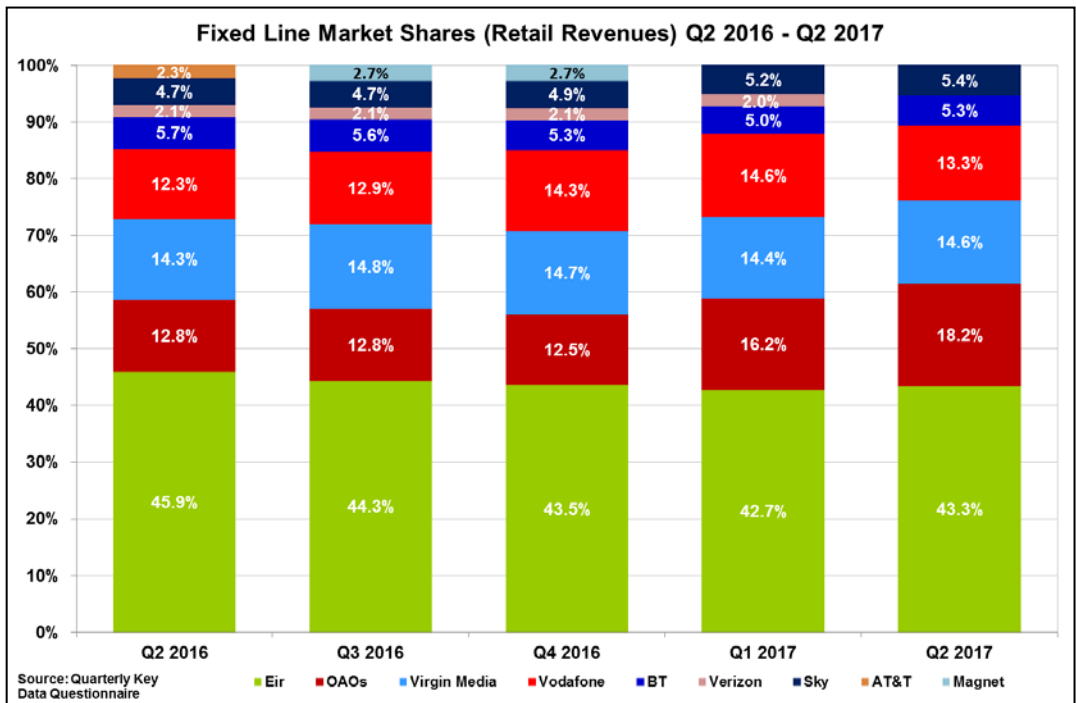
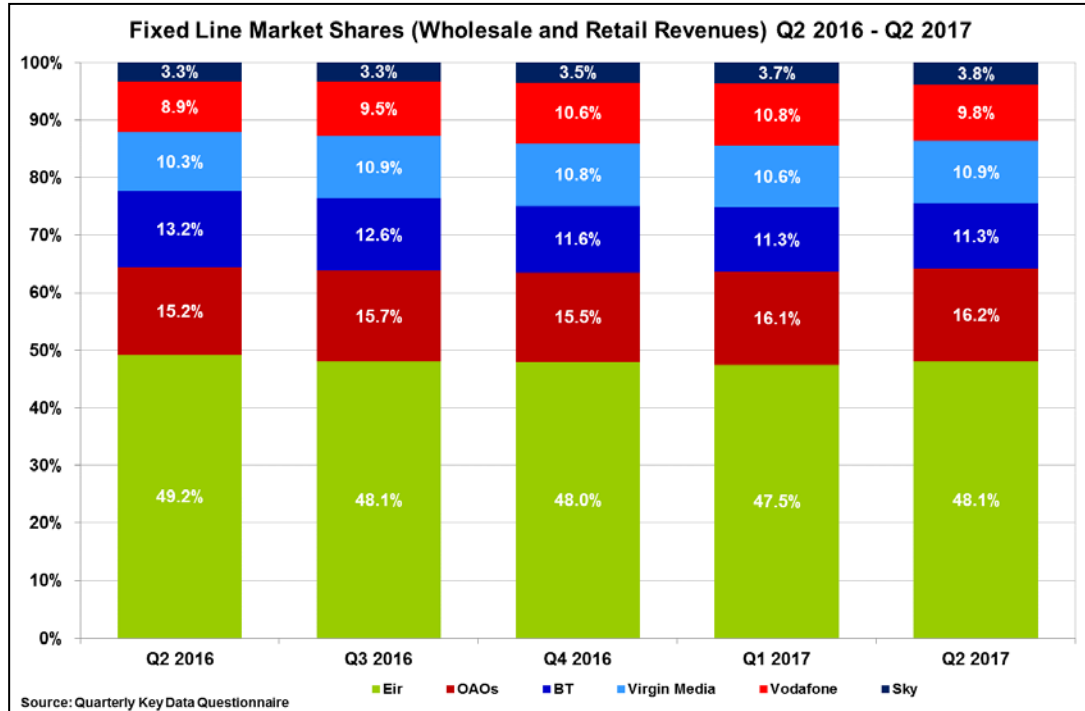


Figure 2.1.1.2 outlines the revenue shares in the fixed market (comprising fixed line retail and wholesale revenues). When making comparisons, it is important to note that the market shares presented below are based on shares across all fixed wholesale and retail revenue streams and some operators may not offer products and services across all segments of these markets.

²⁰ In Q3 2016 and Q4 2016 Magnet had a market share revenue greater than 2%, therefore it is not included in the OAO category in those periods but returned to it in Q1 2017. In Q3 2016 AT&T had a market share below 2% and since then has been included in the OAO category. Similarly, in Q2 2017 Verizon had a market share below 2% and therefore was included in the OAO category.

In Q2 2017, Eir had the highest revenue market share with 48.1%. ComReg estimates that the next four largest operators (BT, Vodafone (fixed only), Virgin Media and Sky Ireland) contribute a further 35.8% share of total (retail and wholesale) industry revenue, while OAOs account for the remaining 16.2%.

Figure 2.1.1.2 – Fixed Revenue Market Shares



2.2 Fixed Line Access Paths²¹ and Subscriptions

2.2.1 Access Paths and VoB Subscriptions

Figure 2.2.1.1 presents the total number of narrowband copper fixed access paths (PSTN and ISDN) and Voice over Broadband (VoB) subscriptions. PSTN and ISDN access paths are usually used for voice services and internet access. There were over 1.43 million direct and indirect PSTN and ISDN access²² paths in the Irish market in Q2 2017. This represents a decrease of 1.2% on last quarter and a decline of 3.9% since Q2 2016. The number of PSTN access paths has decreased by 0.9% from last quarter and declined by 3.4% since Q2 2016. The number of ISDN access paths decreased by 2.1% since Q1 2017 and decreased by 5.7% since Q2 2016. At the same time, the number of VoB subscriptions increased by 0.3% since Q1 2017 and rose by 3.4% since Q2 2016.

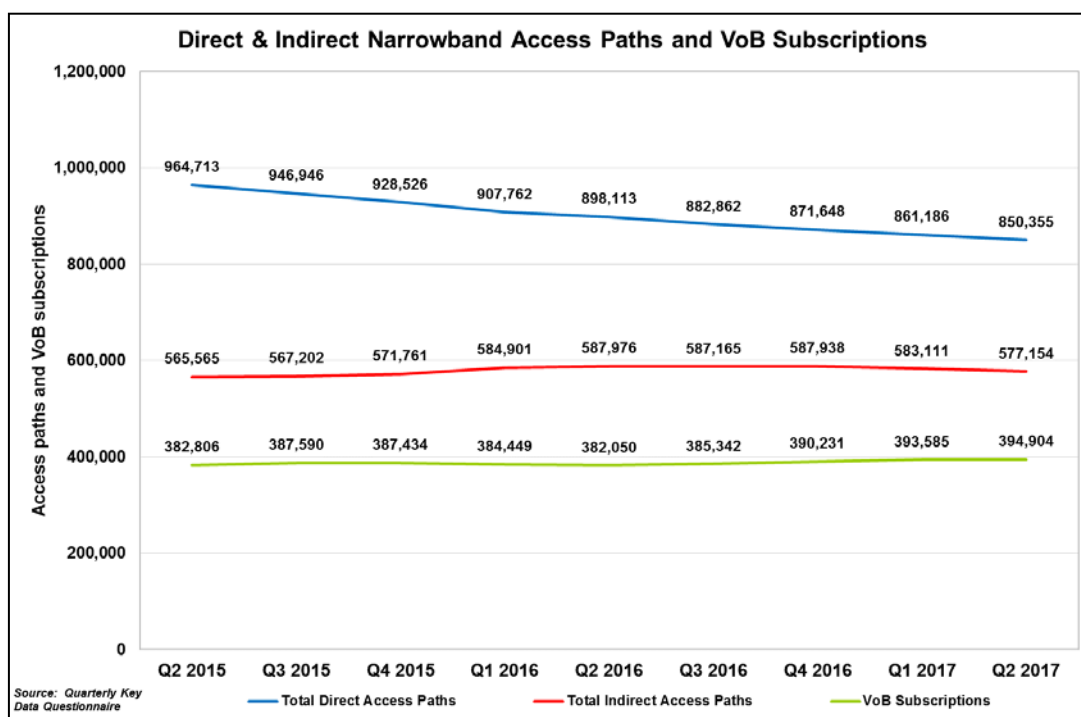
²¹ Access paths are not synonymous with access lines as for example in the case of ISDN paths, there may be more than one path provided via a single ISDN line.

²² Indirect access paths relate to telephone lines provided to customers by means of Carrier Pre-select (CPS), Wholesale Line Rental (WLR) or Switchless Voice (SV). CPS allows the user to receive all or a portion of calls from one provider and line rental from another provider (usually Eir). SB-WLR (also known as Single Billing-WLR) allows the user to receive every aspect of telephone service, including all calls and line rental from one single supplier. SV also known as White Label Access-Voice Access (WLA-(Voice)) is a switchless voice service which allows an operator to purchase end-to-end call services without the need to have its own interconnection infrastructure.

Figure 2.2.1.1 – Narrowband Fixed Access Paths and VoB Subscriptions

	Q2 2017	Q1'17 – Q2'17 Growth	Q2'16 – Q2'17 Growth
PSTN	1,114,863	-0.9%	-3.4%
ISDN Basic	113,140	-1.7%	-5.8%
ISDN Fractional	47,856	-2.3%	-8.1%
ISDN Primary	151,650	-2.4%	-4.9%
Total ISDN	312,646	-2.1%	-5.7%
Total PSTN and ISDN	1,427,509	-1.2%	-3.9%
VoB Subscriptions	394,904	+0.3%	+3.4%

Figure 2.2.1.2 presents the total number of narrowband fixed access paths broken out by direct and indirect access as well as the number of VoB subscriptions. In Q2 2017, indirect access accounted for 40.4% of all narrowband access paths in the fixed line market.

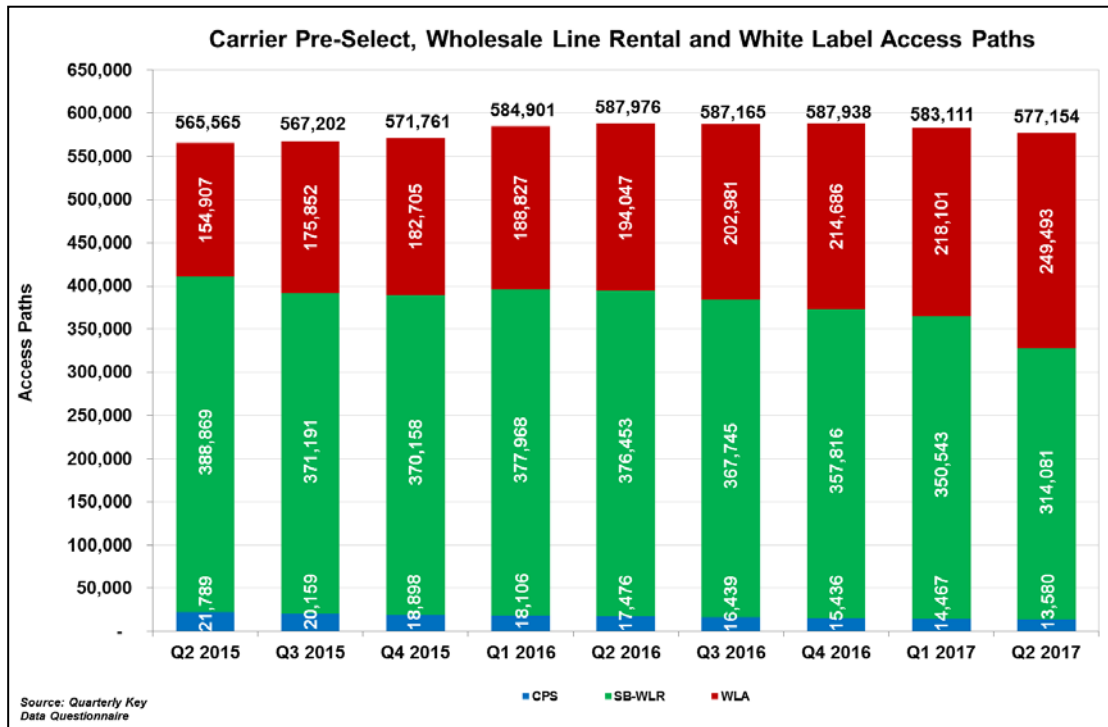
Figure 2.2.1.2 – Direct & Indirect Narrowband Fixed Access Paths and VoB Subscriptions

2.2.2 Indirect Access Paths

Figure 2.2.2 illustrates the overall number of indirect PSTN and ISDN paths provided by means of either Carrier Pre-Selection (CPS) only, Single Billing Wholesale Line Rental (SB-WLR) and White Label (Voice) Access (WLA). In Q2 2017, there were 577,154 indirect access paths in Ireland. The number of indirect access paths decreased by 1.0% this quarter and declined by 1.8% in the year to Q2 2017.

The data indicates that OAOs continue to migrate their customer base to single-bill services, i.e. SB-WLR or WLA rather than CPS only (i.e. a calls only service, excluding line rental). SB-WLR used by OAOs now accounts for 54.4% of indirect access paths compared to 68.8% in Q2 2015. WLA paths account for 43.2% of total indirect access paths compared to 27.4% in Q2 2015. The share of CPS only indirect access paths has declined by 1.5 percentage points in the last two years and now accounts for 2.4% of overall indirect access paths.

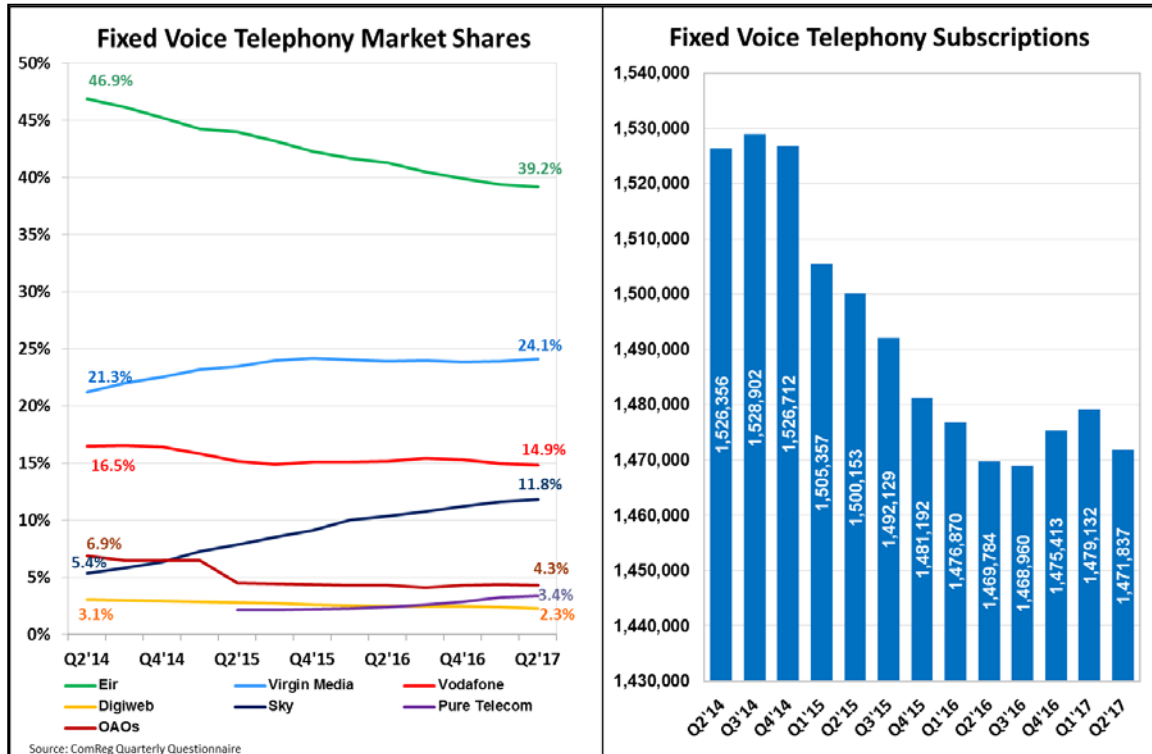
Figure 2.2.2 – Narrowband Indirect Access Paths



2.2.3 Fixed Voice Subscriptions

Figure 2.2.3 shows the estimated number of retail customers/subscriptions to fixed voice services (either standalone or as part of a bundle) and operators' market shares based on these subscriptions. At the end of Q2 2017 there were 1,471,837 fixed voice subscriptions (a decrease of 0.5% since Q1 2017 but an increase of 0.1% on Q2 2016). As of Q2 2017 Eir had 39.2% of all fixed voice subscriptions followed by Virgin Media (24.1%), Vodafone (14.9%), Sky (11.8%), Pure Telecom (3.4%) and Digiweb (2.3%). OAOs accounted for the remaining 4.3% of fixed voice subscriptions.

Figure 2.2.3 – Fixed Voice Subscriptions



2.2.4 Fixed Market Retail Subscriptions by Type

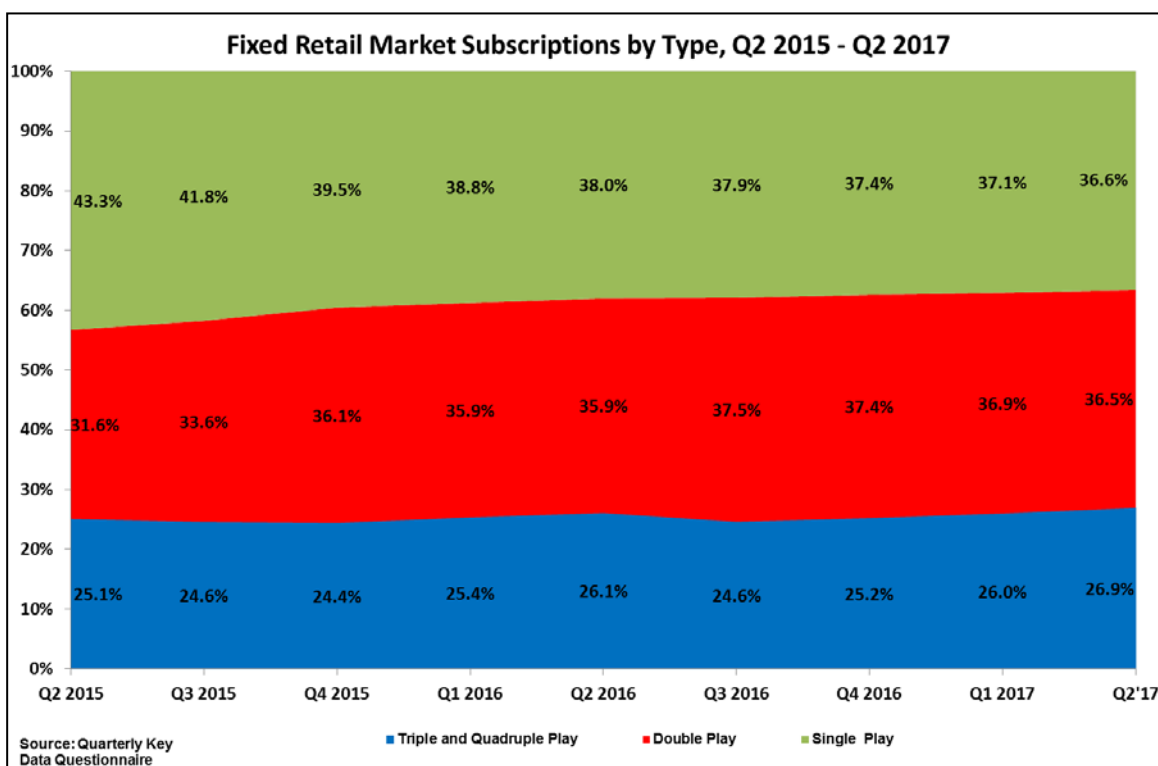
Figure 2.2.4 shows the estimated proportion of retail customers/subscriptions to fixed line telephony services (mobile is excluded from single play subscriptions, but included when part of a bundle e.g. double/triple/quad play) broken out by those with a single service and those taking a bundle of two or more services (subscriptions mean a customer with at least one contract with an electronic communications service provider).²³ Single play subscriptions include fixed line services only (including standalone cable TV and IPTV services) which means that standalone mobile voice, standalone mobile broadband and standalone satellite TV subscriptions are excluded from this figure.

It is estimated that there were 1,802,318 fixed market retail subscriptions in Q2 2017 across both business and residential customers (a business customer may have multiple subscriptions). Q2 2017 saw an increase in triple and quadruple play subscriptions when compared to Q1 2017. In Q2 2017 36.6% of fixed market retail subscriptions were single play compared to 38.0% in Q2 2016. Similarly, 36.5% of subscriptions were double play (a bundle of two services) compared to 35.9% in Q2 2016 and 26.9% were

²³ Double play subscriptions can refer to either fixed telephony and internet or television or mobile telephony; television and the internet; mobile telephony and internet or television subscriptions. Triple play subscriptions can refer to fixed telephony and internet and television; fixed telephony and mobile telephony and internet; fixed telephony and mobile telephony and television; or, mobile telephony and internet and television subscriptions. Quadruple play subscriptions refer to fixed telephony, internet, television and mobile subscriptions.

a combination of triple play (a bundle of three services) and quadruple play (a bundle of four services) compared to 26.1% in Q2 2016²⁴.

Figure 2.2.4 – Fixed Market Retail Subscription Type²⁵



2.3 Fixed Voice Call Volumes

Fixed voice traffic in Q2 2017 was just over 912 million minutes, which was a 6.0% decrease on Q1 2017 and a fall of 9.8% since Q2 2016.

Managed voice over broadband (VoB) minutes account for approximately 19.0% of total fixed voice minutes up from 17.6% in Q2 2016.

The numbers quoted in this QKDR report represent managed VoB services only (for example by Eir, Virgin Media, Vodafone and others such as Blueface) and do not include unmanaged or over-the-top VoB services offered by providers such as Skype.

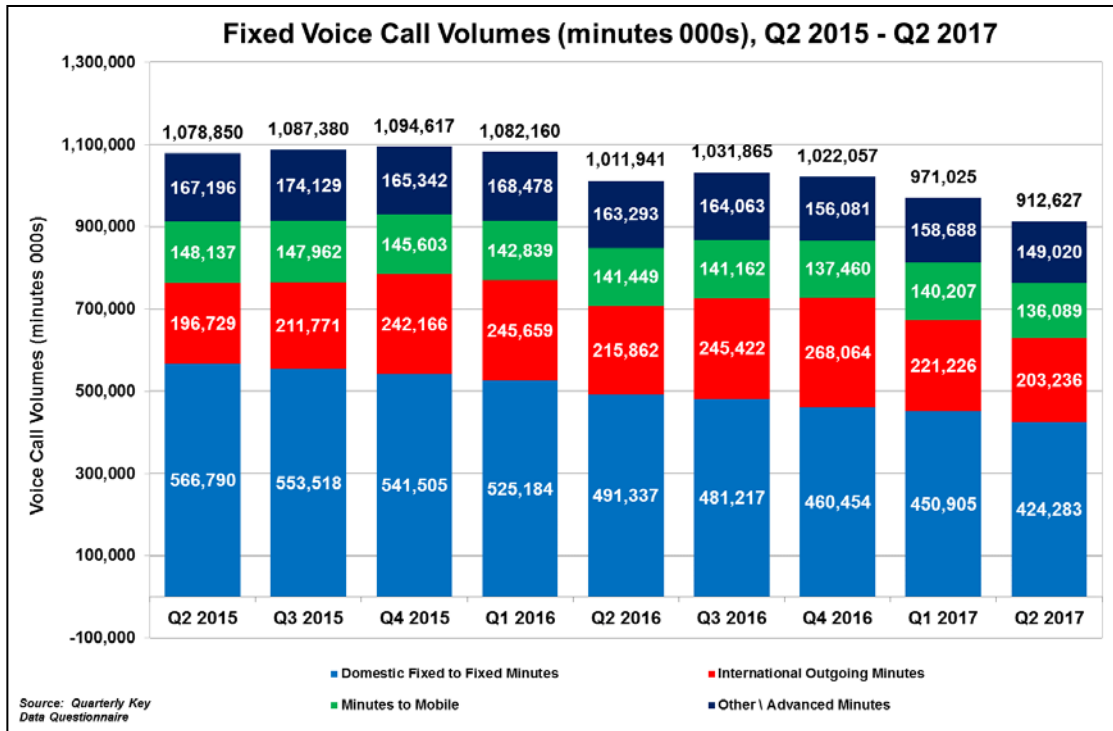
It should be noted that the split of managed VoB minutes by category (i.e. domestic, international, mobile, other) is placed into those respective fixed minutes categories in figures 2.3.1, 2.3.2 and 2.3.3.

²⁴ Fixed subscriptions were revised for Q1 2017. See note 3 within the corrigendum.

²⁵ Sky Ireland's information on TV subscriptions is not published. Sky Ireland's distribution of subscriptions by type (single play, double play or triple play) is estimated using the percentage distribution of Sky Ireland's subscriptions obtained from the market survey data conducted by Behaviour & Attitudes Ltd. on behalf of ComReg. For more details on the survey method, see the Appendix on page 82.

Figure 2.3.1 shows the breakdown of fixed voice call volumes by call type²⁶. Domestic fixed to fixed minutes accounted for 46.5% of all fixed voice traffic in Q2 2017. International outgoing minutes accounted for 22.3% of all fixed voice traffic. The share of fixed to mobile minutes was 14.9% while other/advanced minutes (which include premium rate minutes) represented 16.3% of all fixed voice traffic.

Figure 2.3.1 – Fixed Voice Call Volume (Minutes)²⁷



Figures 2.3.2 and 2.3.3 show the change in the average monthly fixed voice call minutes per business and residential subscribers respectively. In Q2 2017 the average business subscriber made 769 minutes of voice calls. The average residential subscriber usage was 107 minutes per month.

²⁶ Fixed voice minutes were revised for Q1 2017. See note 2 within the corrigendum.

²⁷ Domestic Calls include local & national calls. Advanced service and other minutes include minutes to premium rate numbers, freephone numbers, callsave, operator services, VPN minutes, payphones and other services.

Figure 2.3.2 – Fixed Voice Call Volume per Business Subscriber (Minutes)

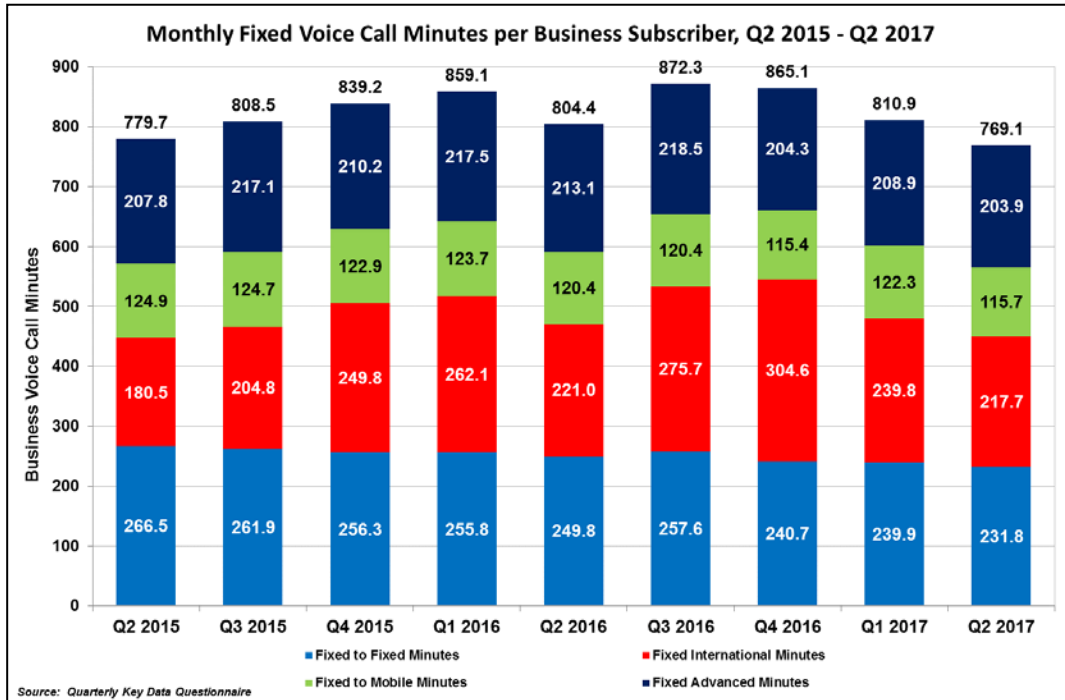
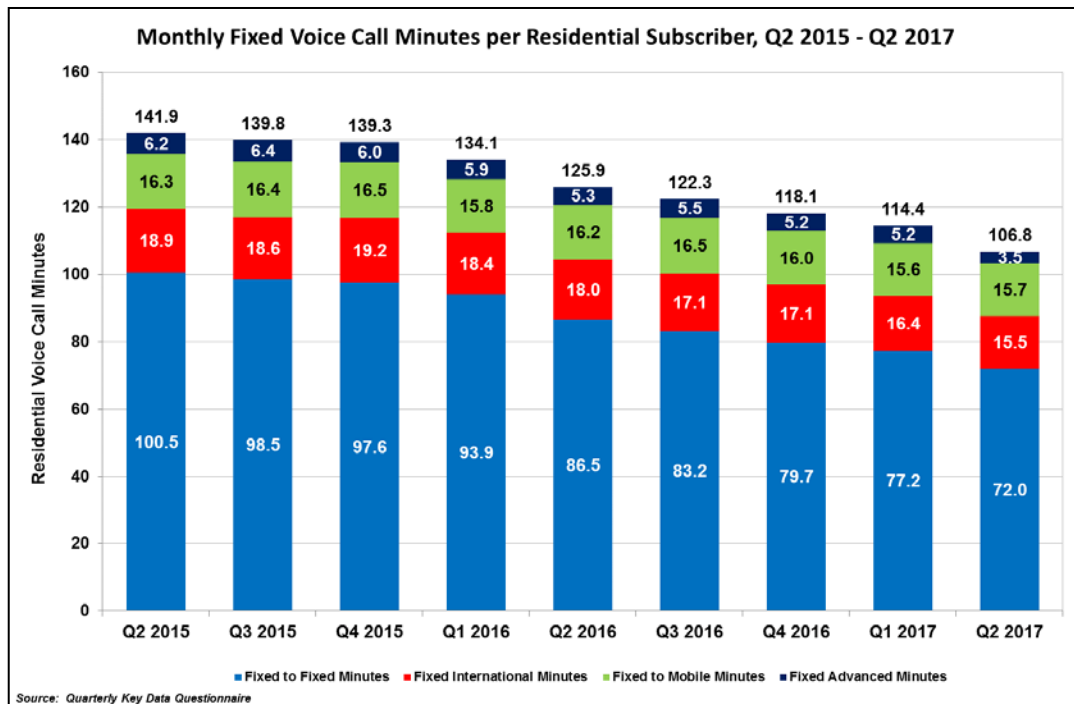


Figure 2.3.3 – Fixed Voice Call Volume per Residential Subscriber (Minutes)



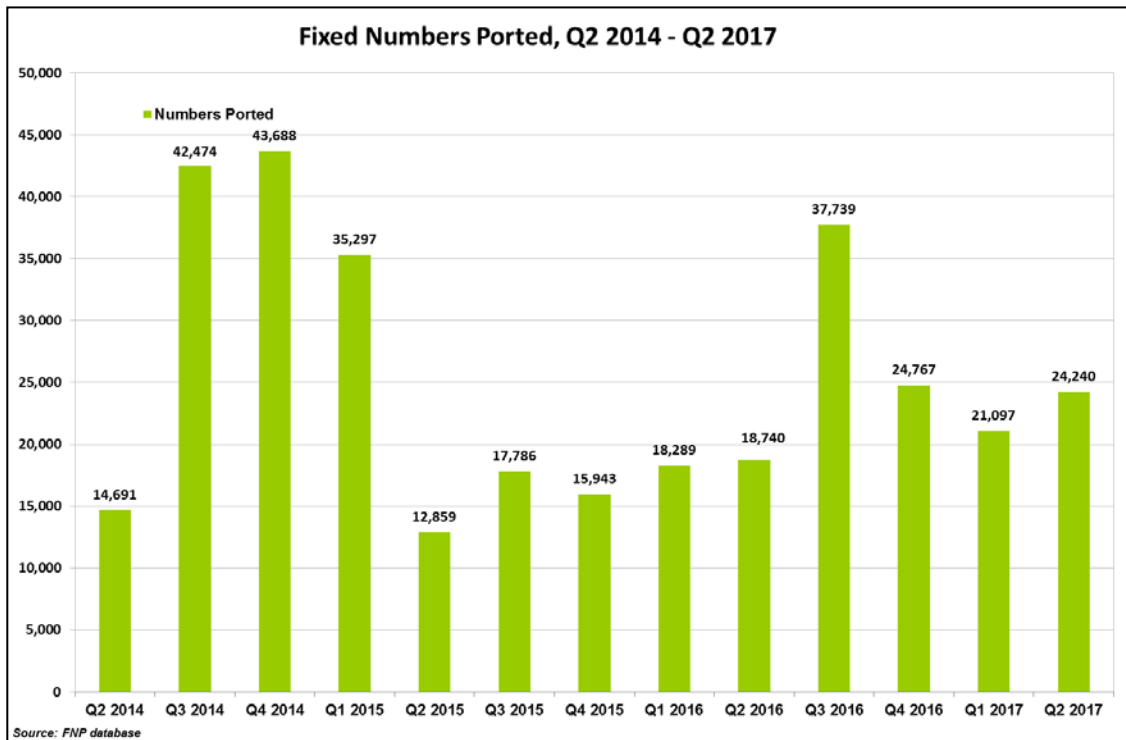
2.4 Fixed Number Portability

Figure 2.4.1 illustrates the number of fixed numbers (geographic and non-geographic) ported between Irish fixed voice service providers since Q4 2013. Fixed Number Portability (FNP) allows consumers to switch fixed voice provider while retaining their fixed number.

In the quarter to June 2017, 24,176 numbers²⁸ were ported between operators (107,637 numbers in the twelve months to June 2017). Over the last 12 months, an average of 26,909 numbers have been ported each quarter. ComReg notes a higher than normal quantity in the number of ported numbers in period Q3 2016 as well as for periods Q3 2014 to Q1 2015²⁹.

ComReg notes that the fixed number portability database only records data on customers that retain their telephone number while switching between different fixed voice service providers’ networks. Therefore, porting numbers presented in Figure 2.4.1 should not be considered as a full proxy for switching activity in the fixed voice market as switching between operators using the same underlying network for the provision of fixed voice services (e.g. where a retail customer switches service provider, but both service providers underlying retail services is provided on the same network – as in the case where retail services are provided over the same wholesale network) would not be recorded in the FNP database.

Figure 2.4.1 – Fixed Numbers Ported



²⁸ Non-geographic number ports constitute less than 1% of total ports for Q2 2017.

²⁹ This was due to an audit of the central reference database which records porting activity of fixed numbers.

2.5 Standalone Fixed Voice Service Pricing Data

ComReg uses independently collated Strategy Analytics (Teligen) pricing data using OECD-approved methodologies to examine the relative prices of a number of specific fixed voice usage baskets of national and international telecoms services for both residential and business users. The pricing data used for international comparisons currently includes pricing information for selected countries, namely Germany, Denmark, Spain, Netherlands and the United Kingdom³⁰.

For national comparisons, the prices advertised³¹ by the largest operators (in terms of number of subscribers to standalone fixed voice services³²) during Q2 2017 were analysed³³ for selected usage baskets. In this QKDR, standalone fixed voice service prices advertised by Eir, Sky, Digiweb, Pure Telecom and Vodafone were analysed. Thus, the pricing analysis does not necessarily present the lowest prices available in the whole market, but rather the lowest prices offered by the operators having the largest number of subscribers.

For international comparisons, the prices advertised³⁴ by the largest operators (in terms of number of subscribers to standalone fixed voice service) in each of the respective countries during Q2 2017 were analysed³⁵ for selected usage baskets³⁶ (with an average per country price presented based on the average of lowest price tariffs advertised by three highest ranking operators in national pricing comparisons). In order to enable international comparisons, prices are presented in Euro Purchasing Power Parities (PPPs) and exclude VAT charges. PPPs provide an indication of the cost of telecoms services in countries analysed in relation to the cost of all other products and services.

The presented national and international comparison analysis incorporates discounts offered by operators. Nonrecurring charges (e.g. charges for the installation of a service) are discounted/amortised over five years. Fixed recurring monthly costs such as line rental and any other additional recurring charges are included. Calls to fixed, mobile and international destinations are included in the baskets.

³⁰ In future QKDRs ComReg may expand the analysis and include more countries for international price comparisons.

³¹ The pricing analysis is based on a review of operators' advertised prices in the period Q2 2017.

³² Standalone fixed voice services are voice services not sold as part of a bundle or other services.

³³ The subscribers of these operators jointly account for over 90% of all standalone fixed voice subscribers.

³⁴ The pricing analysis is based on a review of operators' advertised prices in the period Q2 2017.

³⁵ The subscribers of these operators jointly account for over 80% of all standalone fixed voice subscribers in each of the respective countries.

³⁶ The same basket was applied to each respective country in order to make the international comparison.

The OECD basket methodologies are reviewed and revised periodically, with the latest revision made in early 2010³⁷. For more detailed information on basket methodologies see ComReg's accompanying Memorandum, document 17/75a.

The following baskets are presented in this report³⁸:

Residential and Business Standalone Fixed Voice Service Baskets

Type of basket	Basket
Residential	60 calls (190 minutes)
Business	260 calls (606 minutes) basket

These baskets were selected given they most suitably corresponded (amongst the available OECD usage baskets) to the fixed voice usage patterns presented in figures 2.3.2 and 2.3.3 above. ComReg notes that these baskets reflect usage patterns of an average user and do not necessarily reflect prices of tariffs that are geared towards customers having different usage profiles.

ComReg notes that comparisons are based on the prices of advertised tariffs³⁹ only and the analysis does not take into consideration other potentially important factors such as quality of the network, level of customer care, additional units of consumption available after having accounted in the analysis for the units in the OECD usage basket, minimum contract term etc.

OECD Residential Standalone Fixed Voice Service Basket

Figure 2.5.1 compares tariffs advertised by standalone fixed voice service providers for residential customers based on a basket of 60 calls (190 minutes)⁴⁰. Pure Telecom offers the cheapest tariff for this particular basket at €35.86, followed by Digiweb (€40.72) and Sky (€43.25).

³⁷ See <http://www.oecd.org/sti/broadband/48242089.pdf>

³⁸ In future QKDRs ComReg may expand the analysis and present price comparisons based on additional and/or different usage baskets.

³⁹ Tariffs publically advertised during Q2 2017.

⁴⁰ Basket assumes the usage of 150 fixed to fixed minutes, 25 fixed to mobile minutes and 15 international minutes.

Figure 2.5.1 - Residential Standalone Fixed Voice Basket (National)

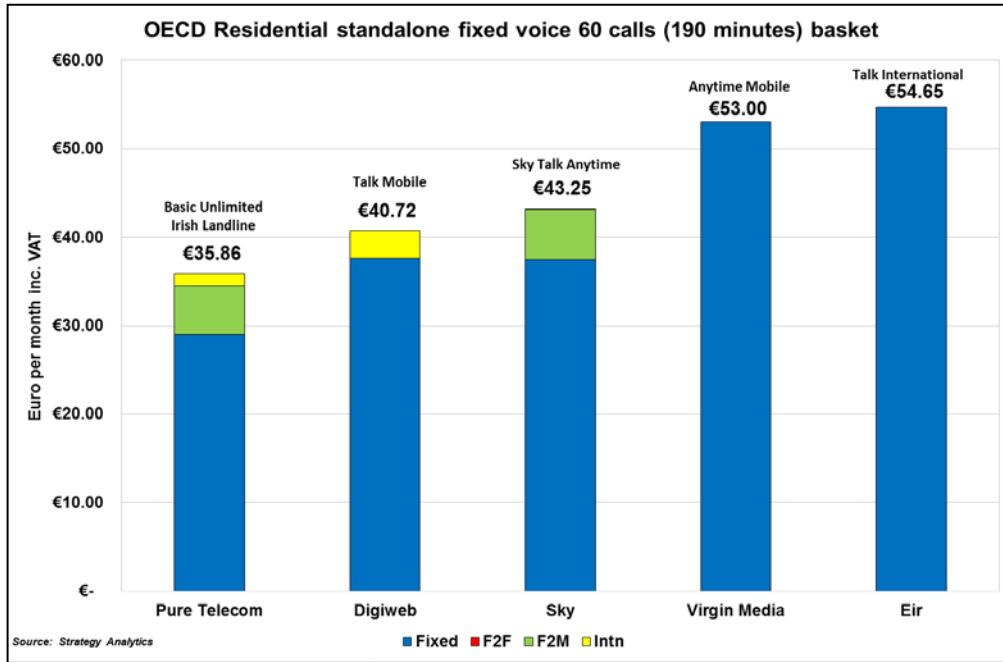
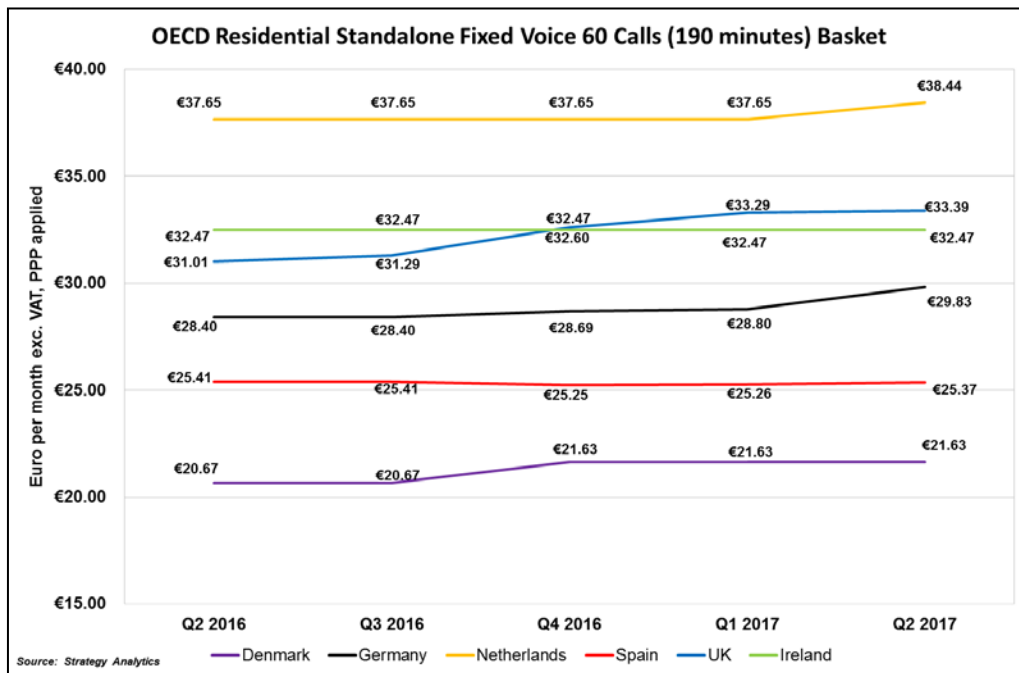


Figure 2.5.2 illustrates Ireland’s ranking alongside five other Western European countries with respect to prices for residential standalone fixed voice services. In Q2 2017 Ireland ranked in fourth place with an average price of €32.47⁴¹ for this particular basket. The average price in Ireland is 7.6% more expensive than the average price⁴² for all of the countries included in the analysis.

Figure 2.5.2 - Residential Standalone Fixed Voice Basket (International)



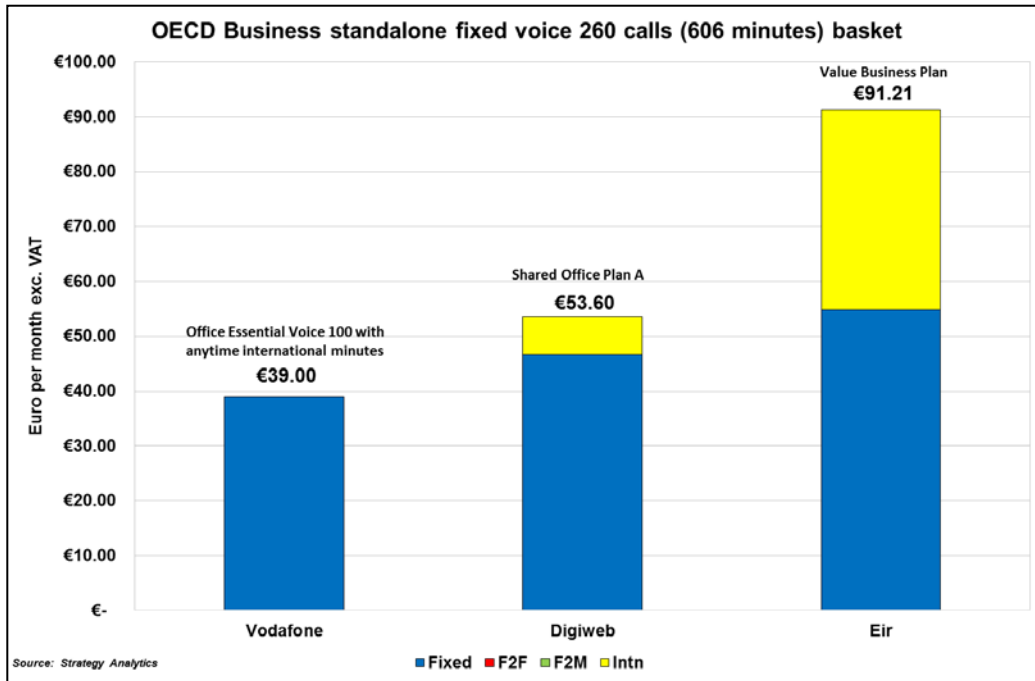
⁴¹ As noted previously, average prices used for international comparisons exclude VAT charges.

⁴² The average of prices presented in Figure 2.5.2. Prices include line rental.

OECD Business Standalone Fixed Voice Service Basket

Figure 2.5.3 compares tariffs advertised by standalone fixed voice service providers⁴³ for business customers based on a basket of 260 calls (606 minutes)⁴⁴. Presented prices exclude VAT charges. Vodafone offers the cheapest tariff for this particular basket at €39.

Figure 2.5.3 - Business Standalone Fixed Voice Basket (National)

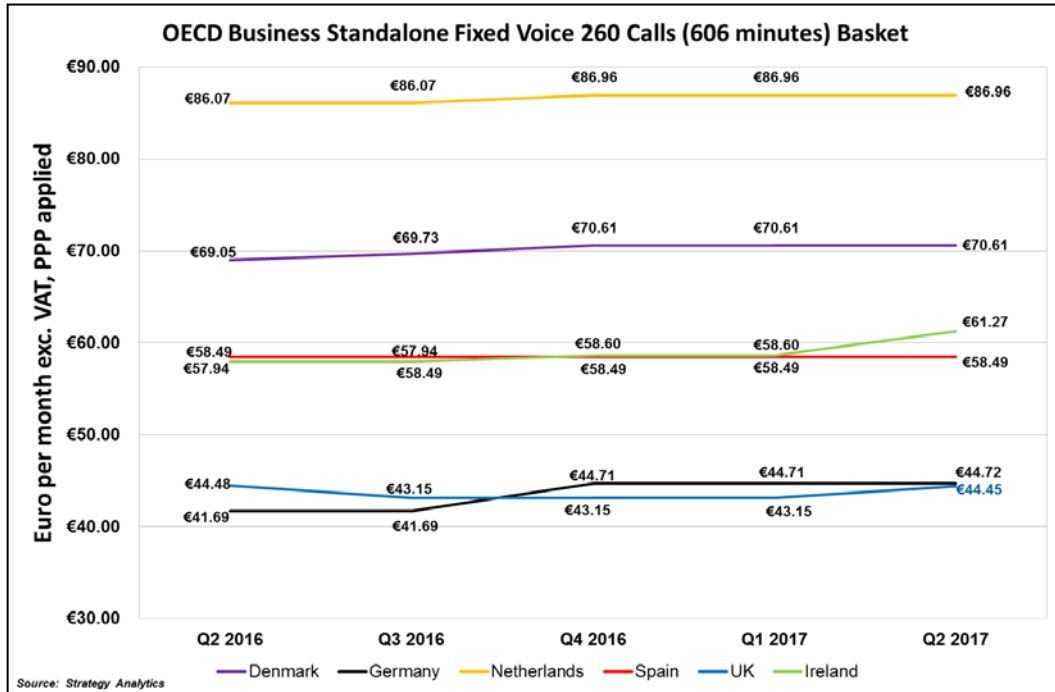


⁴³ In this QKDR only tariffs advertised by Vodafone, Digiweb and Eir were analysed for business customers. This can arise for reasons such as operators not offering fixed voice services to business customers or not advertising prices publicly. ComReg may expand the analysis and include additional operators in the future QKDRs.

⁴⁴ Basket assumes the usage of 402 fixed to fixed minutes, 116 fixed to mobile minutes and 88 international minutes.

Figure 2.5.4 shows that Ireland (€61.27⁴⁵) ranks in fourth place. The average price in Ireland is 0.3% dearer than the average price⁴⁶ for all of the countries included in the analysis.

Figure 2.5.4 - Business Standalone Fixed Voice Basket (International)



⁴⁵ As noted previously, average prices used for international comparisons exclude VAT charges.

⁴⁶ The average of prices presented in Figure 2.5.4.

3. Broadband Services

3.1 Total Broadband⁴⁷ Subscriptions and Provision of Broadband Services

Figure 3.1.1 shows the total number of broadband subscriptions in Ireland as of Q2 2017⁴⁸. At the end of June 2017, there were 1.66 million active broadband subscriptions in Ireland. This was a decrease of 1.6% on the previous quarter but a 0.3% increase since June 2016.

There was an increase in total fixed line broadband subscriptions this quarter (up by 6,151) but a decrease in mobile broadband subscriptions (down by 32,837 subscriptions). ComReg reports active dedicated mobile broadband subscriptions and does not include Internet access over mobile handsets within these numbers.

VDSL⁴⁹ (up by 3.1%), FTTP⁵⁰ (up by 58.4%) and cable subscriptions (up by 0.5%) showed positive growth this quarter. FWA (down by 1.8%), DSL⁵¹ (down by 4.3%), satellite (down by 2.4%) and mobile broadband (down by 9.7%) all fell this quarter. It is likely that some or all of the DSL reductions are accounted for by consumers switching to VDSL based broadband services.

Figure 3.1.1 – Total Number of Active Broadband Subscriptions

Subscription Type	Q2 2017	Quarterly Growth Q1'17 – Q2'17	Year-on-Year Growth Q2'16 – Q2'17
DSL Broadband	396,601	-4.3%	-18.2%
VDSL Broadband	542,141	+3.1%	26.8%
Cable Broadband	369,478	0.5%	+0.8%
FTTP Broadband	19,125	58.4%	294%
Satellite Broadband	5,093	-2.4%	-4.8%
FWA Broadband	46,611	-1.8%	11.3%
Total Fixed broadband	1,379,049	0.4%	3.6%
Mobile Broadband	306,320	-9.7%	-12.5%
Total Broadband	1,685,369	-1.6%	+0.3%

⁴⁷ ComReg notes that the data provided in this section relates to active subscriptions reported by operators. It takes into account multiple active subscriptions to broadband offerings by individual subscribers.

⁴⁸ As of Q2 2017 narrowband Internet subscriptions are no longer collected.

⁴⁹ VDSL refers to very-high-bit-rate digital subscriber line. These lines are typically utilised in the provision of next generation broadband services.

⁵⁰ FTTP (fibre to the premises) refers to a range of fibre access installations such as fibre to the home (FTTH), fibre to the premises (FTTP) and fibre to the curb.

⁵¹ DSL refers to a digital subscriber line, the means by which broadband speeds (i.e. in excess of 144k downstream) are delivered over the copper telecoms network.

Figure 3.1.2 profiles broadband subscriptions in Ireland using the subscription type classifications of outlined in Figure 3.1.1.

Figure 3.1.2 – Total Broadband Subscriptions

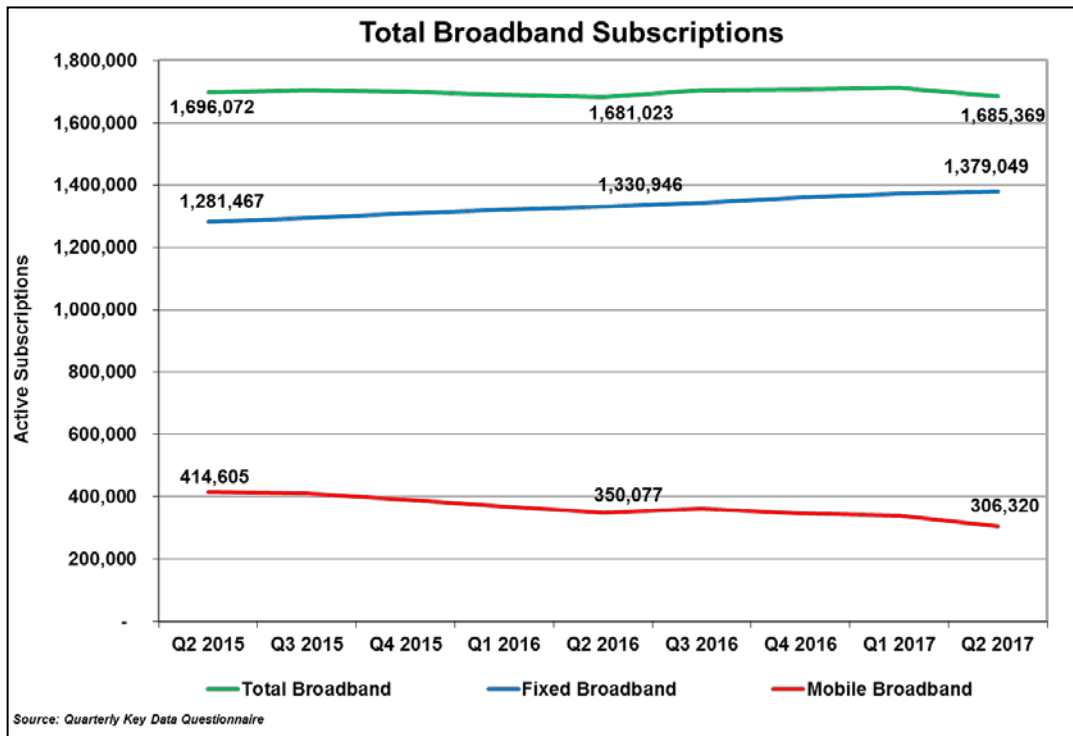
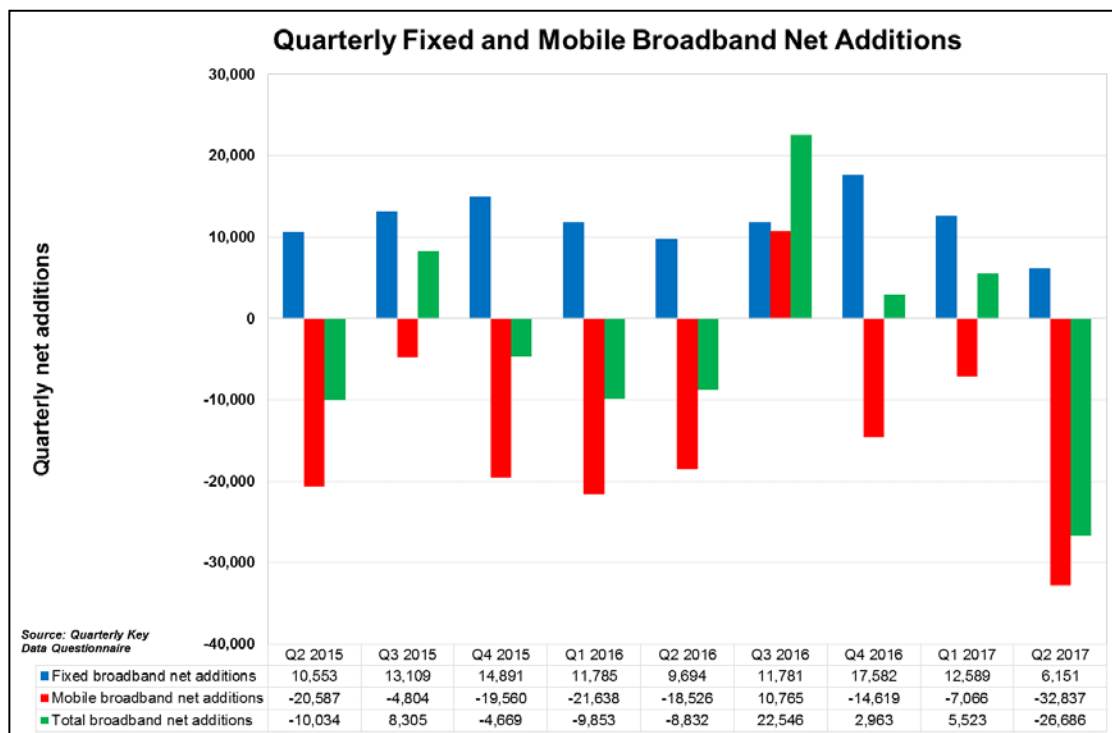


Figure 3.1.3 shows the quarterly growth in fixed and mobile broadband subscriptions since Q2 2015. In general, there has been a steady growth of fixed broadband subscriptions and a decline of mobile broadband subscriptions. It should be noted that ComReg reports on active broadband subscriptions and the mobile broadband subscription numbers reported by ComReg do not include internet access over mobile handsets (such as smartphones).

Figure 3.1.3 – Quarterly Growth in Broadband Subscriptions



Since Q3 2016, VDSL subscriptions have accounted for the largest share of broadband subscriptions at 27.1% with this increasing to 32.2% in Q2 2017. The continuous increase in VDSL subscriptions is likely to be largely accounted for by consumers switching from DSL based broadband services. DSL accounted for 23.5% of all broadband subscriptions in Q2 2017 down from 28.8% in Q2 2016. The share of mobile broadband subscriptions has declined to 18.2% of all broadband subscriptions, down from 20.8% in Q2 2016. Cable has a 21.9% share of all broadband subscriptions up slightly from 21.8% in Q2 2016. FWA has a 2.8% share of broadband subscriptions up from 2.5% in Q2 2016. The remainder consists of satellite with a 0.30% share of broadband subscriptions, slightly down from 0.32% in Q2 2016, while FTTP has a 1.13% share of broadband subscriptions in Q2 2017, up from 0.29% in Q2 2016⁵².

Figure 3.1.4 illustrates the split by type of broadband subscriptions in the Irish market since Q2 2016, while Figure 3.1.5 shows the net additions to broadband subscriptions by each platform. The net total number of broadband subscriptions has increased this quarter, driven mainly by increases in VDSL subscriptions.

⁵² Additional FTTP subscriptions were included from Q3 2016. Figures presented should not therefore be interpreted as demonstrating year-on-year growth.

Figure 3.1.4 – Broadband Subscriptions by Platform

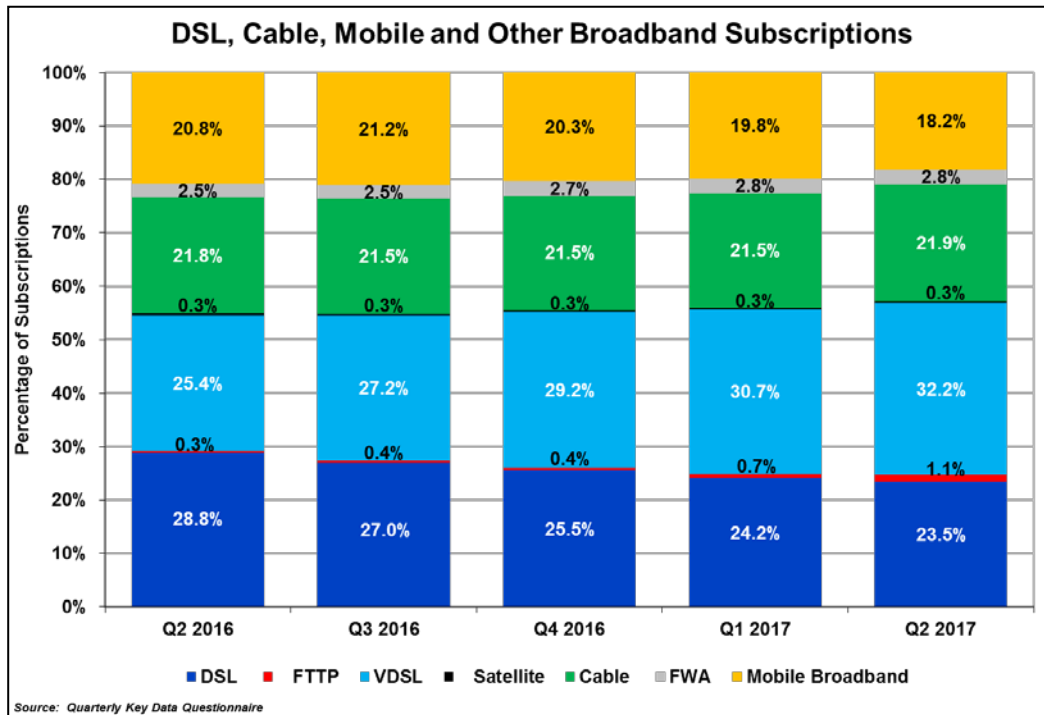


Figure 3.1.5 – Broadband Subscriptions - Net additions

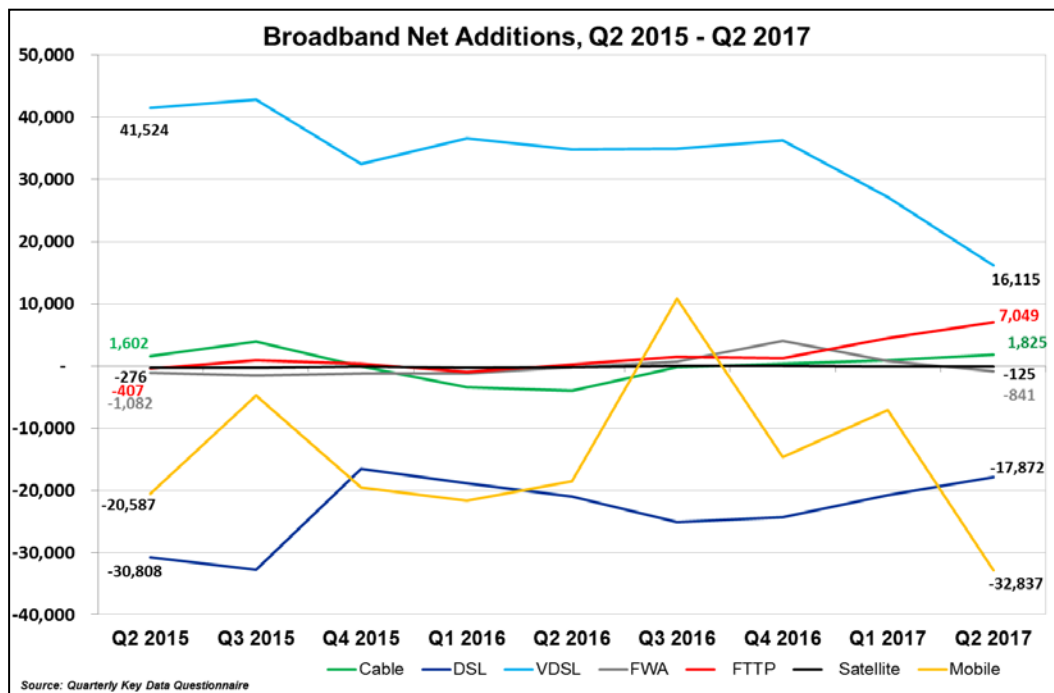


Figure 3.1.6 provides an estimate of the proportion of business and residential subscriptions to DSL, VDSL, cable, FWA, mobile broadband, fibre and satellite

broadband services⁵³. In Q2 2017, 82.8% of broadband subscriptions on all platforms were classed as residential broadband subscriptions. The platform with the highest percentage of residential vis-à-vis business subscriptions is cable broadband, while the mobile broadband category has the highest percentage of business customers.

Figure 3.1.6 – Broadband Subscriptions by Subscription Type

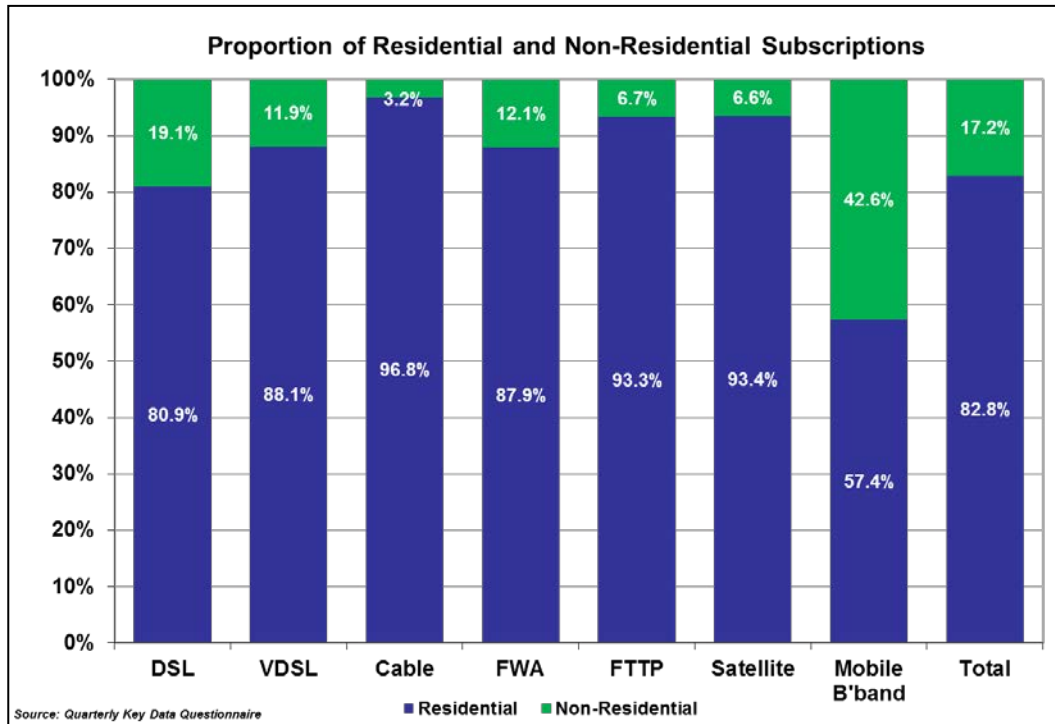


Figure 3.1.7 illustrates the breakdown of broadband subscriptions by advertised (headline) speed across all fixed broadband platforms (mobile broadband is excluded). In total, approximately 67.0% of broadband subscriptions were ≥ 30 Mbps (with 22.4% ≥ 100 Mbps). This equates to approximately 69.8% (with 24.9% ≥ 100 Mbps) of residential subscriptions and 46.3% (with 3.4% ≥ 100 Mbps) of business subscriptions.

The data suggests that most business and residential users subscribe to broadband services with advertised download speeds of between 30Mbps - 100Mbps. Many larger business users access their broadband services over dedicated leased lines. Leased lines are not included in these charts. Leased line speeds can range up to speeds in excess of 1 gigabyte per second.

⁵³ ComReg revised the methodology employed to calculate DSL and VDSL (residential and business) subscriptions in Q2 2016. Revisions to historical data have been made.

Figure 3.1.7 – Fixed Broadband Download Speeds and Subscription Type

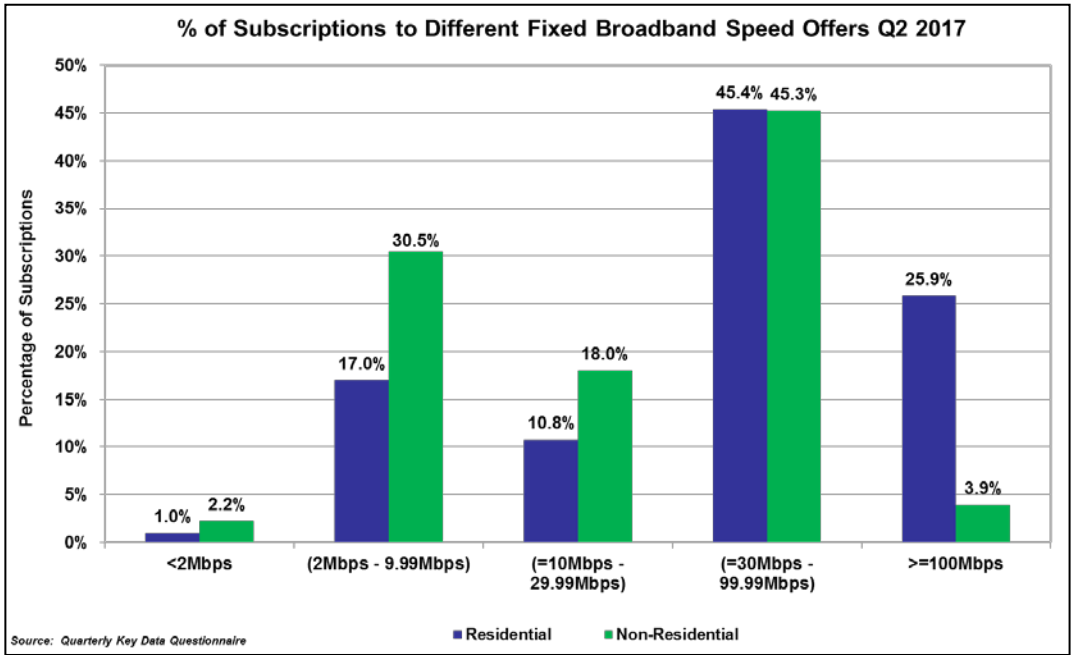


Figure 3.1.8 shows broadband subscriptions by advertised (headline) speed and the type of broadband platform subscribed to.

Figure 3.1.8 – Fixed Broadband Download Speeds and Platform⁵⁴

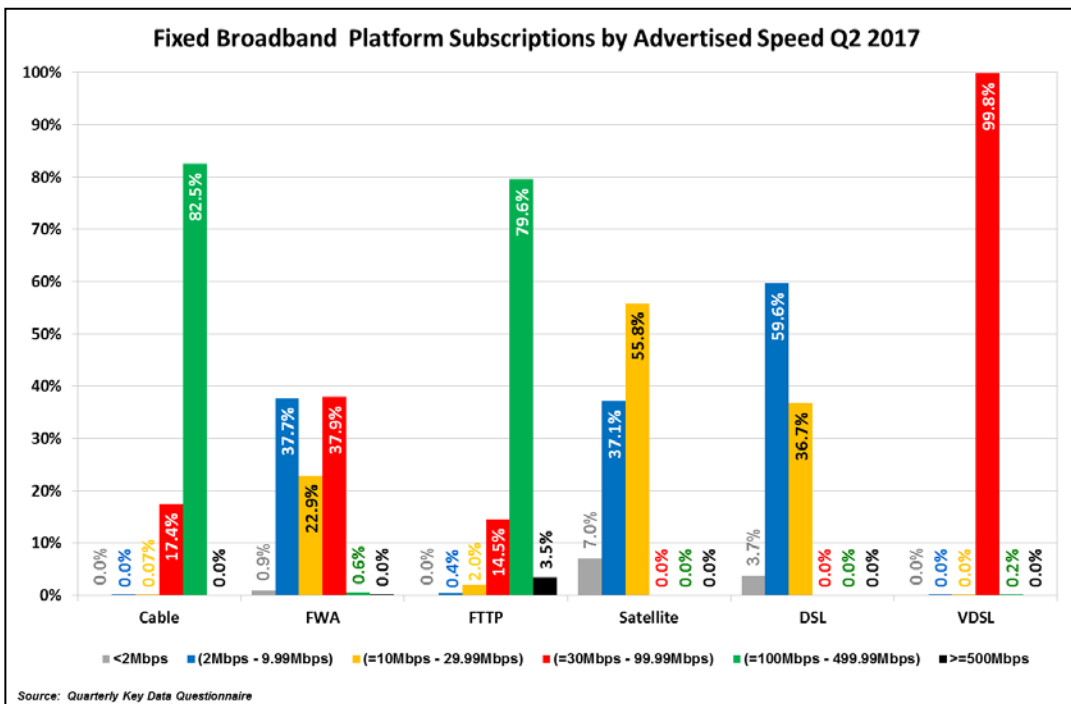


Figure 3.1.9 shows the change in fixed broadband subscriptions by advertised (headline) download speeds between Q2 2015 and Q2 2017⁵⁵. Over the entire period, growth in

⁵⁴ *Estimated percentage split.

broadband speeds has been mainly in subscriptions with speeds above 30Mbps. The share of these subscriptions increased from 60.1% in Q2 2016 to 68.7% in Q2 2017.

Figure 3.1.9 – Fixed Broadband Subscriptions by Advertised (Headline) Download Speeds

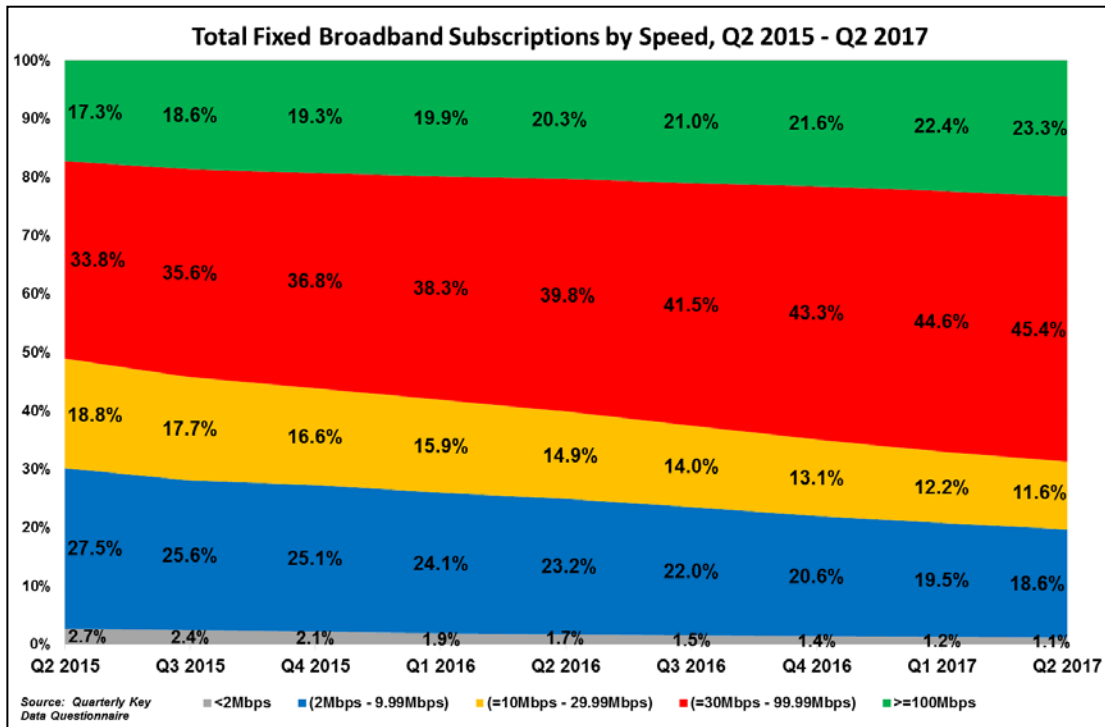


Figure 3.1.10 provides the market shares of fixed broadband operators by number of subscriptions. DSL, VDSL cable modem, FWA, satellite and fibre subscriptions are used to calculate fixed broadband market shares⁵⁶.

Operators with a market share of 2% or more are shown in the chart below. All those operators with less than 2% of total fixed broadband subscriptions are grouped together under the heading 'OAOs'.

According to the data received from operators for Q2 2017, Eir had 32.2% of total fixed broadband subscriptions, followed by Virgin Media who had 26.7% of subscriptions. Vodafone had 19.3% (excluding mobile broadband subscriptions) and Sky Ireland had a 12.2% market share. All other OAOs combined accounted for the remaining 9.6% share of fixed broadband subscriptions.

⁵⁵ ComReg revised the methodology employed to calculate DSL and VDSL (residential and business) subscriptions in Q2 2016. This also applies to broadband speeds. Revisions to historical data have accordingly been made.

⁵⁶ Fixed broadband subscriptions were revised for Q4 2016. See note 7 within the corrigendum.

Figure 3.1.10 – Subscription Market Share of Fixed Broadband Market

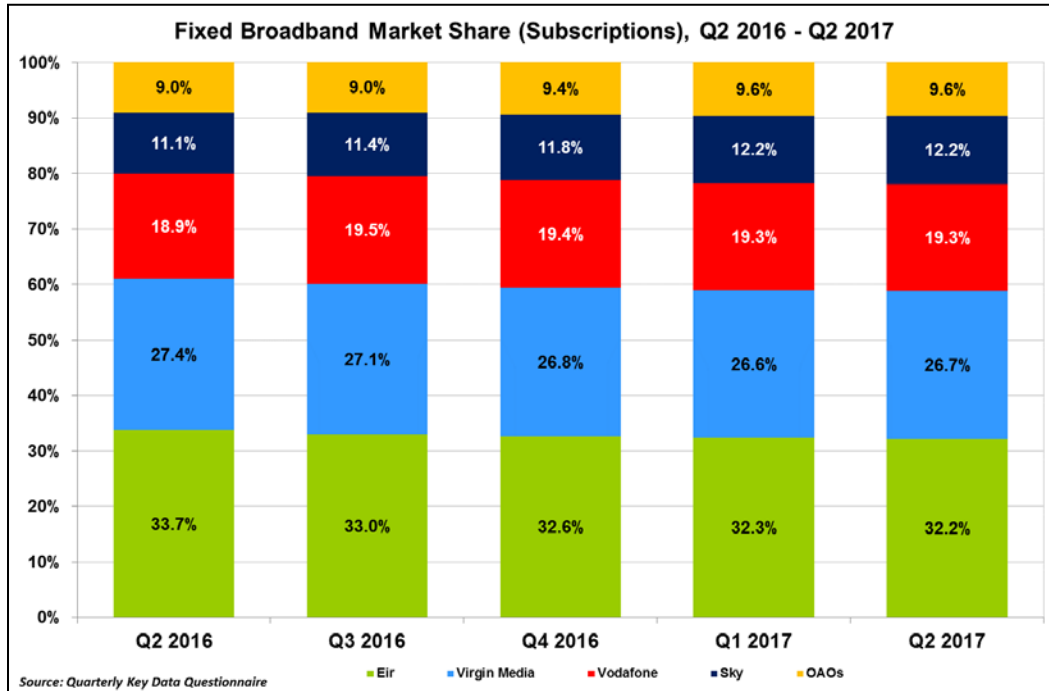
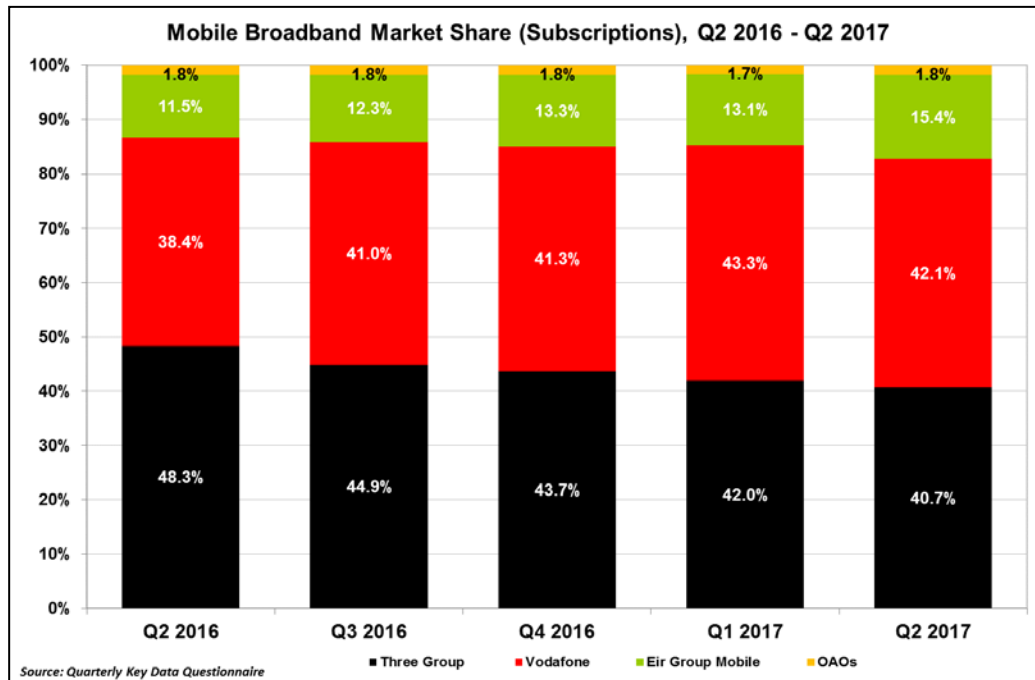


Figure 3.1.11 shows the market share of mobile broadband operators by subscriptions⁵⁷. As of Q2 2017, Vodafone had the largest share with 42.1%. Three Group’s market share was 40.7%, down from 48.3% in Q2 2016. Eir Group Mobile had a market share of 15.4% up from 11.5% in Q2 2016 while OAOs accounted for the remaining 1.8%.

Figure 3.1.11 – Subscription Market Share of Mobile Broadband Market



⁵⁷ Mobile broadband subscriptions were revised from Q2 2015 to Q1 2017. See note 4 within the corrigendum.

3.2 Provision of DSL Access

Figure 3.2.1 examines the provision of DSL access. DSL broadband services are provided to consumers by operators using three alternative methods of access. DSL may be provided directly to the consumer by Eir using direct access to its network; this accounted for 44.1% of all DSL subscriptions in Q2 2017. Eir’s market share of retail DSL lines has declined by 1.3 percentage points over the last year. Retail DSL may also be provided by OAOs who use either Eir’s wholesale bitstream service, which enables OAOs to resell another operator’s DSL service, or by offering DSL-based broadband using local-loop unbundling (LLU).

In Q2 2017, 42.9% of all DSL lines were provided by OAOs using wholesale bitstream. In absolute terms there were 170,058 wholesale bitstream lines, a decrease of 17.2% since Q2 2016. The remaining 13.0% of DSL lines were provided to subscribers by OAOs using local-loop unbundling. In Q2 2012 there were 51,659 unbundled local loops, down from 59,209 in Q2 2016 (-12.8%) and down from 54,373 in Q1 2017 (-5.0%).

Figure 3.2.1 - Provision of DSL Access

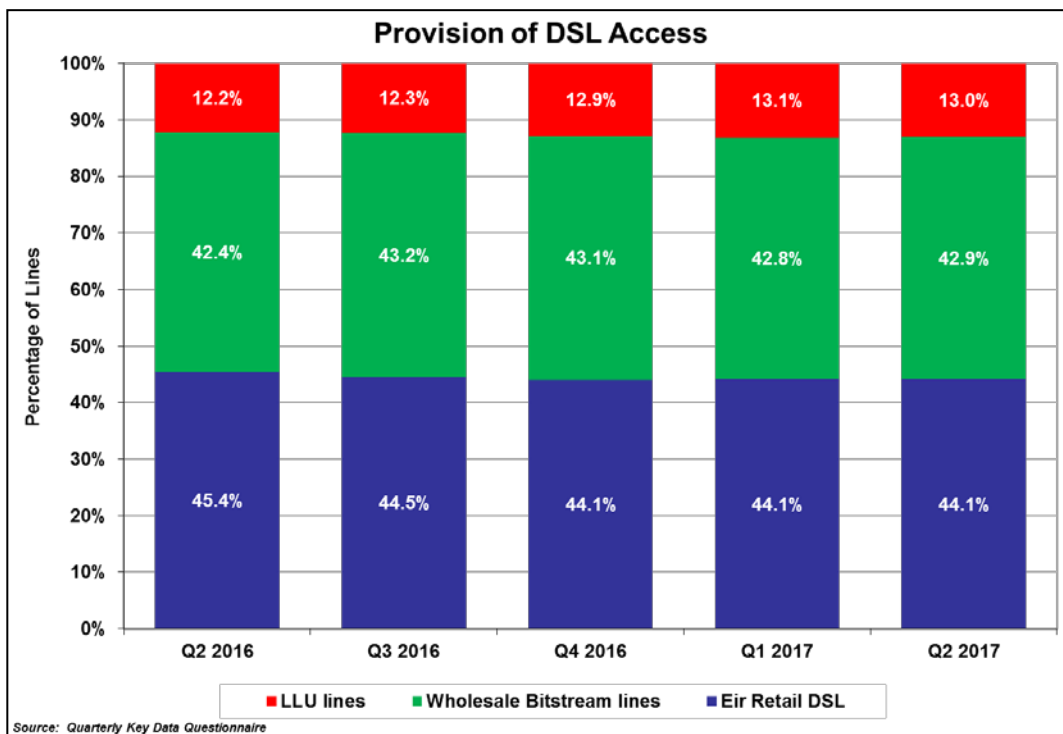
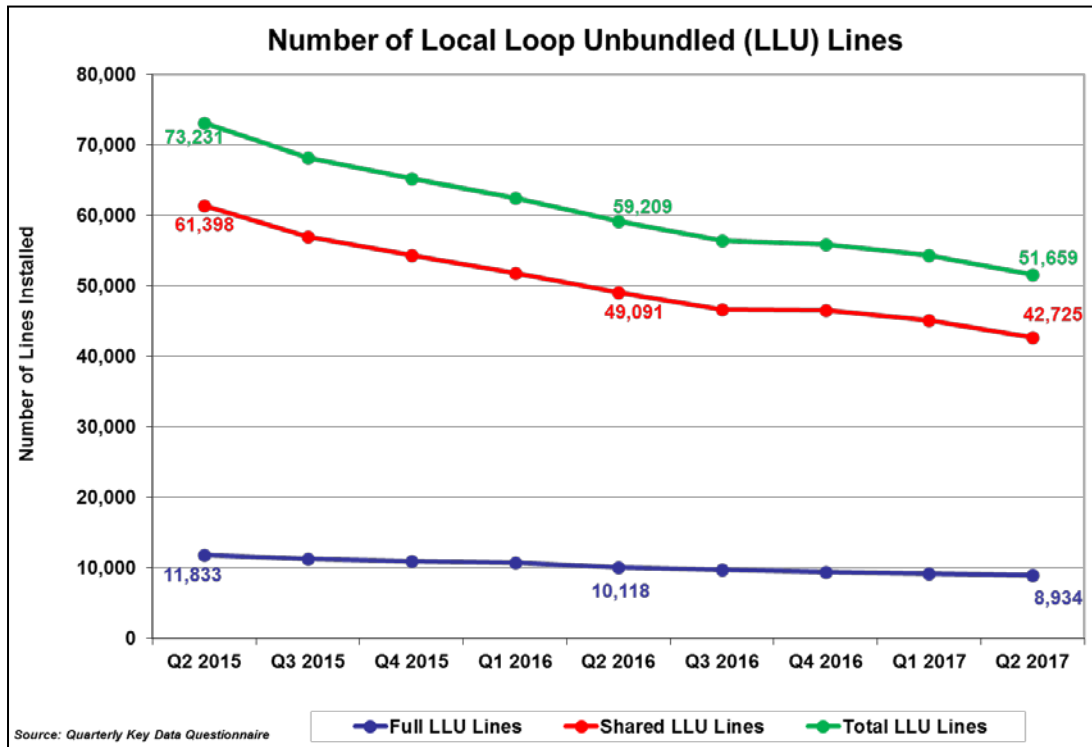


Figure 3.2.2 shows the number of unbundled lines according to their shared and full⁵⁸ unbundling status. Between Q2 2016 and Q2 2017 the total number of LLU lines

⁵⁸ Full LLU and shared LLU are two ways a copper loop may be unbundled. While full LLU assigns the entire copper loop to the leasing operator, shared LLU enables other operators and the incumbent to share the same line. With shared access consumers can acquire voice and data services from an operator or alternatively data services alone while retaining the voice services of the incumbent.

decreased by 12.8% and declined by 5.0% since Q1 2017. Full LLU lines decreased by 11.7% since Q2 2016 and declined by 3.1% since Q1 2017. Similarly shared LLU lines decreased by 13.0% since Q2 2016 and declined by 5.4% since Q1 2017.

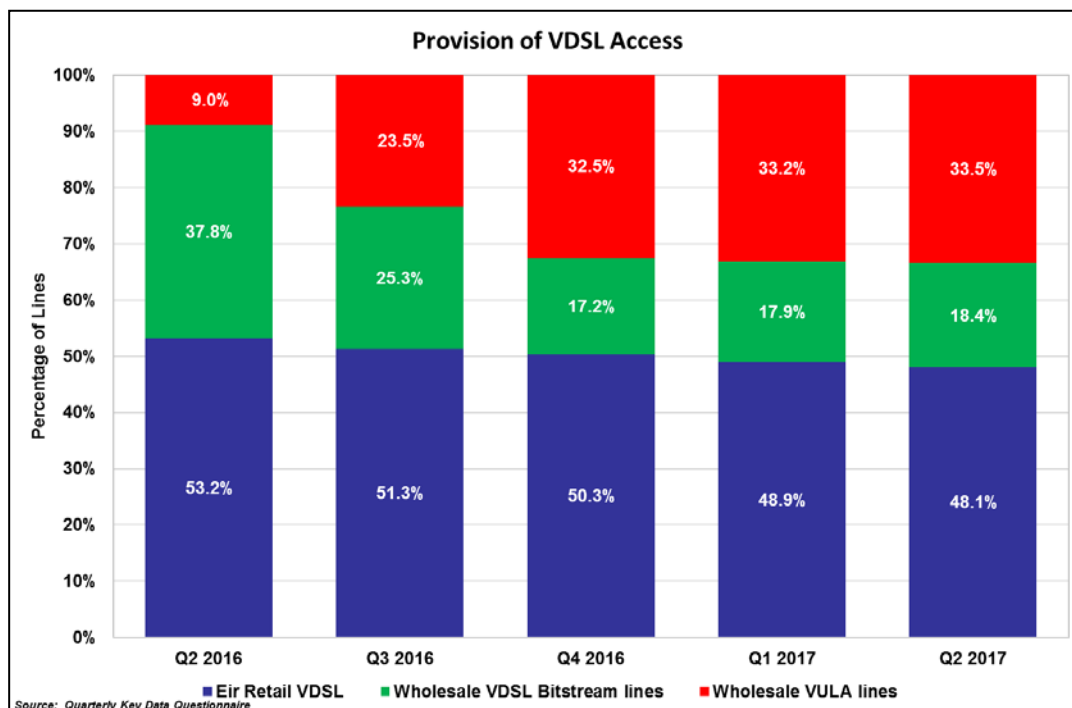
Figure 3.2.2 – Number of Unbundled Local Loops



3.3 Provision of VDSL Access

VDSL broadband services are provided to consumers by operators using three alternative methods of access. VDSL may be provided directly to the consumer by Eir using direct access to its network; this accounted for 48.1% of all VDSL subscriptions in Q2 2017. Eir’s market share of retail VDSL lines has declined by 5.1 percentage points over the last year. Retail VDSL may also be provided by OAOs who use either wholesale bitstream, which enables OAOs to resell another operator’s VDSL service, or by offering VDSL-based broadband using virtual unbundled local access (VULA).

In Q2 2017, 18.4% of all VDSL lines were provided by OAOs using wholesale bitstream. In absolute terms there were 99,946 wholesale VDSL bitstream lines in Q2 2017, a decrease of 38.2% since Q2 2016. The remaining 33.5% of VDSL lines were provided to subscribers by OAOs using VULA. In Q2 2017 there were 181,483 VULA lines, up from 38,316 in Q2 2016 (+374%) and up from 174,569 in Q1 2017 (+4.0%).

Figure 3.3.1 – Provision of VDSL Access

3.4 Usage of Broadband Services

Figure 3.4.1 shows data volumes generated by fixed and mobile broadband subscribers as well as subscribers to mobile voice and data services. Fixed broadband volumes alone reached 524,519 terabytes while mobile data volumes were over 65,398 terabytes⁵⁹.

Figure 3.4.1 – Fixed Broadband and Mobile Data Volumes

	Q2 2017 (TBs)	Q1'17 – Q2'17 Growth	Q2'16 – Q2'17 Growth
Fixed broadband data volumes⁶⁰	524,519	+5.8%	+25.1%
Mobile data volumes⁶¹	65,398	+13.7%	+68.8%
Total data volumes	589,916	+6.6%	+28.8%

Figure 3.4.2 illustrates average monthly data usage volumes by subscription type. In Q2 2017 an average fixed broadband subscriber used 126.8 GB of data per month. The majority of traffic is generated by residential subscribers with an average monthly data usage per residential subscriber reaching 135.4 GB in Q2 2017. An average business fixed broadband subscriber used 60.8 GB of data per month in Q2 2017. In comparison, average traffic per smartphone reached 4.1GB of data while the average traffic per dedicated mobile broadband subscriber was 9.8 GB of data.

⁵⁹ Mobile data volumes refer to traffic generated from mobile broadband plus mobile voice and data services.

⁶⁰ This figure consists of aggregated data volumes from various subscription types. For Q3 2015 to Q2 2017 data generated via cable broadband is based on estimates.

⁶¹ Mobile data volumes were revised for Q3 2016 and Q4 2016. See note 6 within the corrigendum.

Figure 3.4.2 – Monthly Traffic per Fixed Broadband Subscription by Type

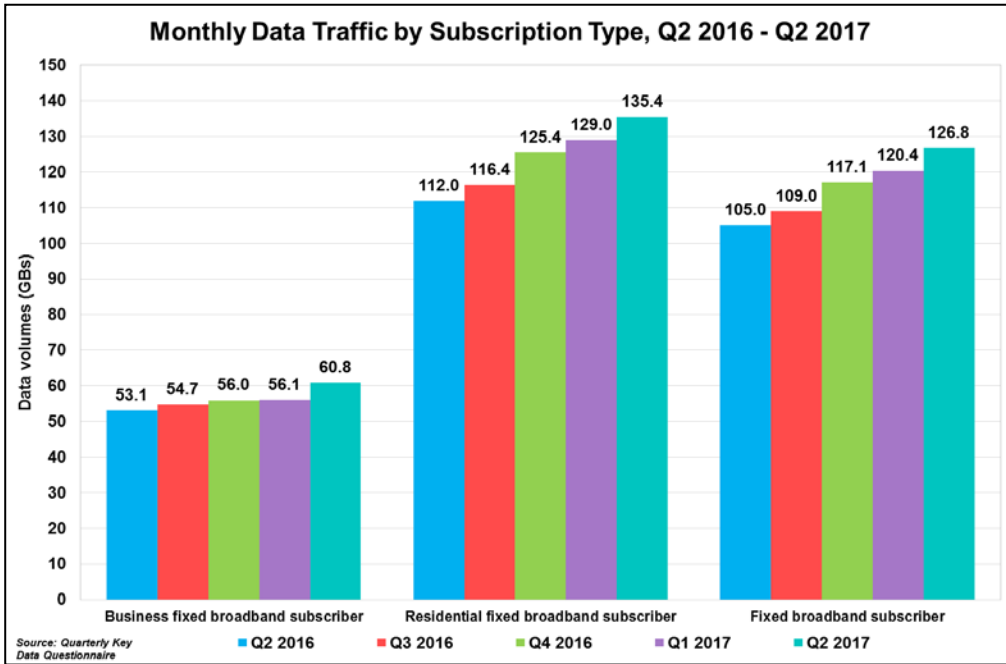
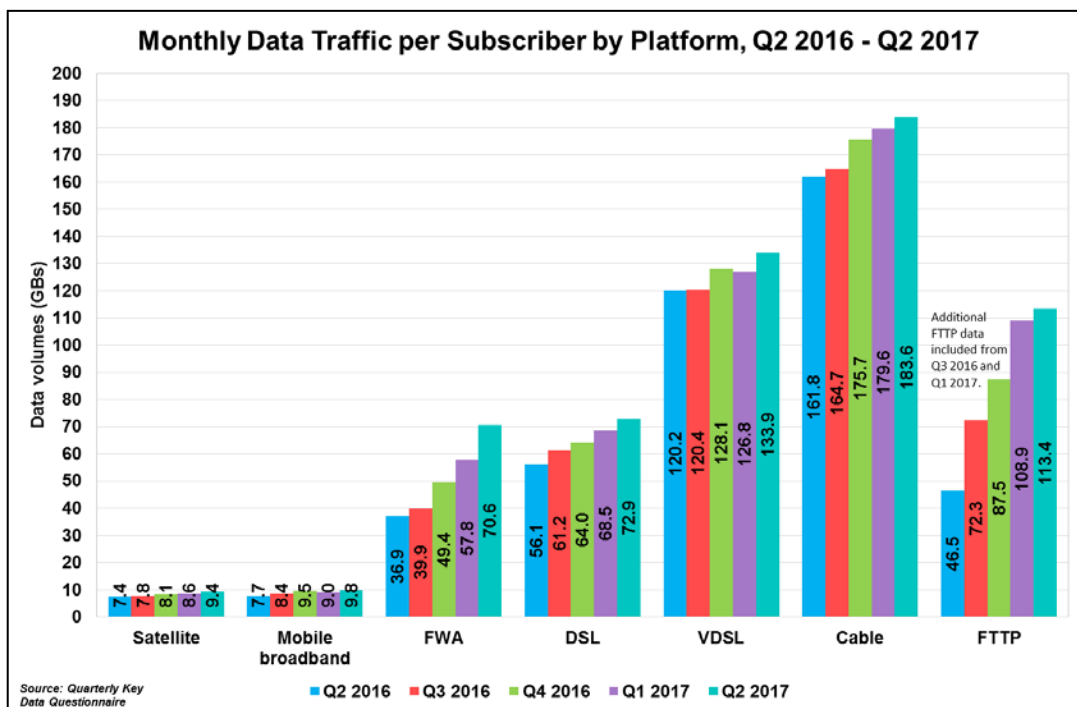


Figure 3.4.3 provides a breakdown of average monthly data usage volumes by broadband platform. In Q2 2017 the average cable broadband subscriber used 183.6 GB of data per month followed by a VDSL subscriber (133.9 GB), followed by a FTTP subscriber (113.4 GB) and a DSL subscriber (72.9 GB). It can be observed from Figure 3.4.3 that the average volume of data used increases with download speed as cable, VDSL and FTTP broadband platforms have the highest proportion of high speed broadband subscriptions as noted in Figure 3.1.8.

Figure 3.4.3 – Monthly Traffic per Broadband Subscription by Platform



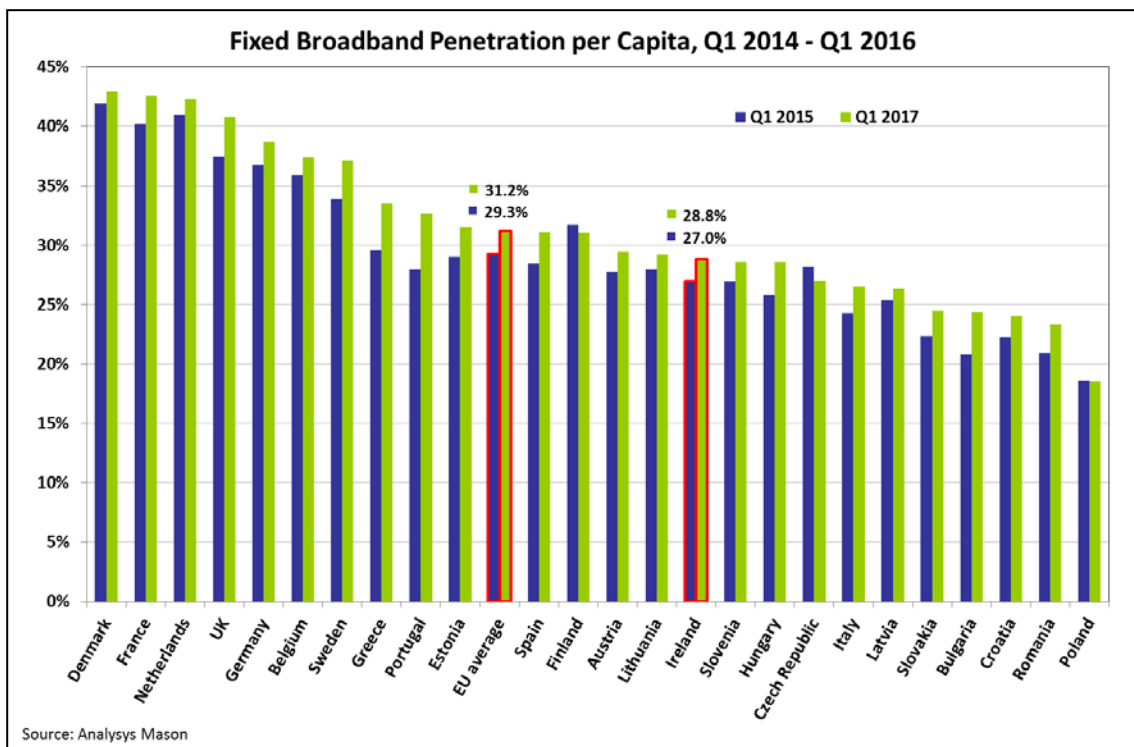
3.5 Broadband Penetration

The total number of broadband subscriptions in Ireland for Q2 2017 was 1,685,369. Using fixed residential broadband subscriptions only, 1,219,769 (i.e. excluding business subscriptions and mobile broadband subscriptions), the estimated fixed broadband household penetration rate (there were 1,720,500 households in Ireland using the Central Statistics Office (CSO) Q1 2017 estimate⁶²) as of Q2 2017 was 70.9%.

Based on the total number of broadband subscriptions in Ireland for Q2 2017, the broadband per capita penetration rate (including mobile broadband) was 35.8%. When mobile broadband is excluded, the penetration rate was 29.3%.⁶³ These figures are based on a population of 4,712,200 from the CSO Q1 2017 estimate.

Figure 3.5.1 shows fixed broadband subscriptions per capita among 25 EU countries in Q1 2015 and Q1 2017⁶⁴. Based on this data, Ireland’s fixed broadband per capita penetration rate (28.8%) is less than the benchmarked EU average of 31.2%.

Figure 3.5.1 – Fixed Broadband Subscriptions per Capita



⁶² Q1 2017 is the latest available data. Estimates based on Quarterly National Household Survey (QNHS).

⁶³ It should be noted that ComReg reports dedicated mobile broadband subscriptions (i.e. on the basis of mobile dongles/datacards) only. Subscriptions with Internet access over a handset are not included. Therefore, the total number of mobile broadband users (i.e. dedicated mobile broadband and handset subscriptions with internet access) will be higher than stated in this report. On the other hand, a broadband subscriber may have both a fixed and mobile broadband subscription and therefore, a broadband penetration rate based on both mobile and fixed subscriptions may overestimate the penetration rate.

⁶⁴ Q1 2017 is the latest quarter for which this data is available.

Figure 3.5.2 shows the proportion of households with broadband connections from 2012 to 2016.⁶⁵ Both fixed and mobile broadband⁶⁶ are included. Ireland's household broadband penetration rate, at 86%, is higher than the EU28 average of 83%. Penetration has increased by 23 percentage points since 2012 while the EU28 penetration has increased by 11 percentage points. Figure 3.5.3 overleaf presents broadband penetration rates in Ireland and EU since 2007.

Figure 3.5.2 – Household Broadband Subscriptions, 2012 - 2016

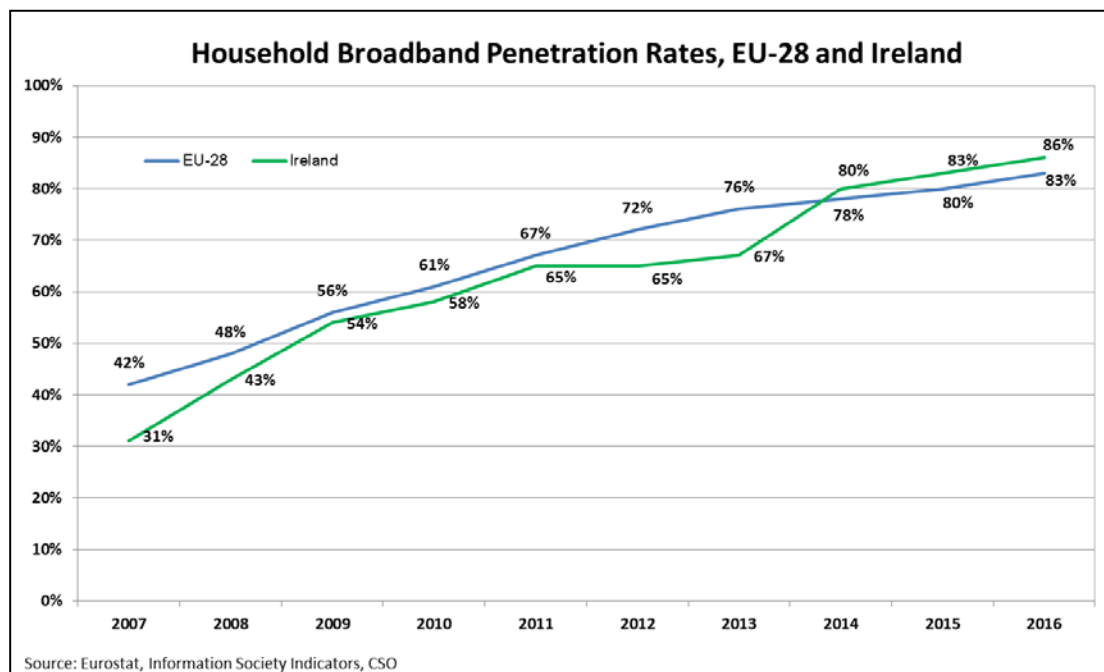
	Broadband Internet Connections		
	2012	2014	2016
Austria	77	79	85
Belgium	75	81	82
Bulgaria	51	56	63
Croatia	60	68	77
Cyprus	62	69	74
Czech Rep.	63	76	80
Denmark	85	85	92
Estonia	73	81	85
EU-28	72	78	83
Finland	85	89	91
France	77	77	79
Germany	82	87	90
Greece	51	65	68
Hungary	66	73	81
Ireland	65	80	86
Italy	55	71	77
Latvia	67	73	75
Lithuania	60	65	71
Luxembourg	68	93	97
Malta	77	80	82
Netherlands	84	94	95
Poland	67	71	76
Portugal	60	63	73
Romania	50	58	70
Slovakia	72	76	78
Slovenia	73	75	78
Spain	65	73	81
Sweden	87	87	89
UK	86	88	92

Source: Eurostat⁶⁷

⁶⁵ Latest available whole-year data.

⁶⁶ Households with at least one member aged 16–74. Broadband connection includes: DSL, VDSL, wired fixed (cable, fibre, Ethernet, PLC), fixed wireless (satellite, Wi-Fi, WiMax) and mobile wireless (3G/4G).

⁶⁷ (online data code [isoc_ci_it_h](#)).

Figure 3.5.3 – Household Broadband Penetration, 2007 - 2016

3.6 Wi-Fi Broadband Access⁶⁸

While Wi-Fi originally emerged as an alternative to share broadband connectivity in the home and to provide access to nomadic laptop users in airports and other public places, it is now being used by a broader range of service providers with different business models and services which include in home connectivity, outdoor access for nomadic users, and off-loading and coverage alternatives for mobile operators.

ComReg presents data on the Wi-Fi market based on the number of public Wi-Fi hotspots and access points located nationally. Internet hotspots are typically public wireless access points where a computer, usually a laptop, or other portable device such as a smartphone or tablet can connect to the internet. A Wi-Fi hotspot can be made up of one or more Wi-Fi access points⁶⁹. Wi-Fi hotspots tend to be found in airports, hotel lobbies and cafés and restaurants. In many cases, the user pays for high-speed internet access at an access point, based either on a vouchered payment for a specific amount of time online or a recurring monthly subscription. There are a number of providers of these services in Ireland including Sky Ireland, BT Ireland and Bitbuzz⁷⁰.

⁶⁸ Additional Wi-Fi services information is available from one operator since Q3 2015. Hence, information in Figure 3.6.1 is not directly comparable to information in previous periods.

⁶⁹ Hotspots are typically public locations at which broadband internet access can be obtained. At these hotspots, users with a computer (usually a laptop) can wirelessly connect to the internet either for free or on payment of a fee. Typical locations for such hotspots include cafes and restaurants, hotels and airports. In general terms, more than one access point can be found at a hotspot.

⁷⁰ Bitbuzz was acquired by Virgin Media.

Comparing Q2 2016 to Q2 2017, the number of Wi-Fi hotspots decreased by 61.4% and the number of access points decreased by approximately 25.0%⁷¹. Wi-Fi minutes decreased by 36.3% over this period.

A breakout of the data by operators' percentage shares in Q2 2017 is also provided below.

Figure 3.6.1 – Wi-Fi Hotspots, Access Points and Minutes of Use

	Q2 2017	Q1'17-Q2'17 Growth	Q2'16-Q2'17 Growth
Wi-Fi Hotspots	1,148	1.8%	-61.4%
Wi-Fi Access Points	3,737	4.6%	-25.0%
Wi-Fi Minutes of Use	624,624K	13.9%	-36.3%

	Bitbuzz ⁷²	BT	OAOs
Wi-Fi Hotspots	60.2%	11.5%	28.3%
Wi-Fi Access Points	84.6%	4.4%	10.9%
Wi-Fi Minutes of Use	77.2%	20.9%	1.9%

3.7 Fixed and Mobile Broadband Pricing Data

ComReg uses independently collated Strategy Analytics (Teligen) pricing data using OECD-approved methodologies to examine the relative prices of a number of specific fixed broadband and mobile broadband usage baskets of national broadband services and broadband services in other selected countries for both residential and business users. The pricing data used for international comparisons includes pricing information for selected countries, namely Germany, Denmark, Spain, Netherlands and the United Kingdom⁷³.

⁷¹ As of Q3 2016 Eir does not provide this service.

⁷² Bitbuzz was acquired by Virgin Media.

⁷³ In future QKDRs ComReg may expand the analysis and include more countries for international price comparisons.

For national comparisons, the prices advertised⁷⁴ by the largest operators (in terms of number of subscribers to fixed broadband services and separately number of subscribers to mobile broadband services) during Q2 2017 were analysed⁷⁵ for selected OECD usage baskets. In this QKDR, standalone and bundled fixed broadband service prices advertised by Eir, Virgin Media, Vodafone, Sky, Digiweb and Imagine were analysed. For mobile broadband services, prices advertised by the Three Group, Vodafone, Meteor, Eir Mobile, Tesco and ID were analysed. Thus, the broadband pricing analysis does not necessarily present the lowest prices available in the entire market, but rather the lowest prices offered by the operators having the largest number of subscribers. It should also be noted that some of the operators included in the analysis do not offer their services nationally⁷⁶. In addition, some operators only offer broadband services bundled with another service (e.g. fixed voice services which can include line rental, sometimes also with an inclusive amount of call minutes). In these instances, the analysis is based on the cost of the bundle excluding any voice related usage patterns. i.e., only broadband usage related factors are taken into account⁷⁷ in the analysis.

For international comparisons, prices advertised⁷⁸ by the largest operators (in terms of the number of subscribers to fixed broadband services and separately number of subscribers to mobile broadband services) operators in each of the respective countries during Q2 2017 were analysed⁷⁹ for selected usage baskets⁸⁰ (with an average per country price presented based on the average of lowest price tariffs advertised by three highest ranking operators in national pricing comparisons). In order to enable international comparisons, prices are presented in Euro Purchasing Power Parities (PPPs) and exclude VAT charges. PPPs provide an indication of the cost of telecoms services in countries analysed in relation to the cost of all other products and services.

The presented analysis accounts for the fact that broadband services differ in terms of advertised download/upload speeds to ensure that a meaningful comparison can be

⁷⁴ The pricing analysis is based on a review of operators' advertised prices in the period Q2 2017.

⁷⁵ The subscribers of these operators jointly account for 94% of all fixed broadband subscribers and 100% of all mobile broadband subscribers. For fixed broadband, tariffs based on broadband services provided over DSL, Fibre (incl. VDSL), Cable and FWA were analysed. For mobile broadband, tariffs on broadband services provided over 3G and 4G networks were analysed.

⁷⁶ For example, Virgin Media offers fixed broadband services only in the areas where its cable network has been rolled out.

⁷⁷ In other words, the broadband pricing analysis does not take account of fixed voice call usage.

⁷⁸ The pricing analysis is based on a review of operators' advertised prices in the period Q2 2017.

⁷⁹ The subscribers of these operators jointly account for over 80% of all fixed broadband subscribers and 80% of all mobile broadband subscribers in each of the respective countries.

⁸⁰ The same basket was applied to each respective country in order to make the international comparison.

made between packages in terms of contracted download speeds offered. Packages which limit usage through speed restrictions when usage exceeds inclusive allowances are excluded. The presented analysis also incorporates discounts offered by operators. Nonrecurring charges (e.g. charges for the installation of a service) are discounted/amortised over three years and other recurring fixed costs such as line rental (in case of fixed broadband) are included and any other additional broadband related charges are included in the baskets.

The OECD basket methodologies are reviewed and revised periodically, with the latest revision made in early 2010⁸¹ for fixed broadband baskets and 2012⁸² for mobile broadband baskets. Further information on the composition of the broadband basket can be found in the Explanatory Memorandum which accompanies this report.

The following baskets are presented in this report⁸³:

OECD Residential and business fixed and mobile broadband baskets

Type of basket	Basket
Fixed Broadband Residential	18GB basket (broadband speeds ≤30 Mbps)
Fixed Broadband Residential	54GB basket (broadband speeds >30 Mbps)
Fixed Broadband Business	33GB basket
Mobile Broadband Residential	5GB basket
Mobile Broadband Business	10GB basket

These baskets were selected given their closeness to the national broadband usage patterns observed having regard to the data provided by fixed and mobile broadband operators to ComReg for the purpose of the Quarterly Key Data Report (see Figures 3.4.2 and 3.4.3 above for fixed and mobile broadband data usage patterns). ComReg notes that these baskets reflect usage patterns of an average user and do not necessarily reflect prices of tariffs that are geared towards customers having different usage profiles.

⁸¹ See <http://www.oecd.org/sti/broadband/48242089.pdf>.

⁸² See <http://dx.doi.org/10.1787/5k92wd5kw0nw-en>.

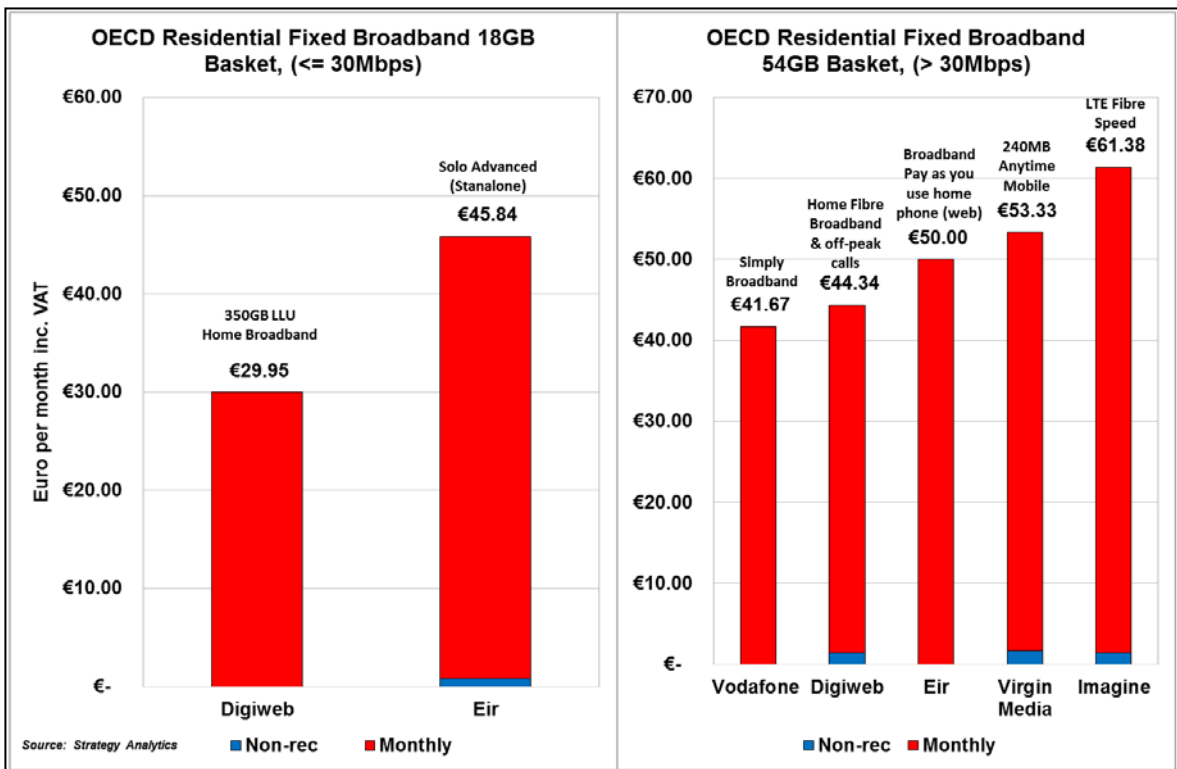
⁸³ In future QKDRs ComReg may expand the analysis and present price comparisons based on additional and/or different usage baskets.

ComReg notes that comparisons are based on the prices of advertised tariffs only⁸⁴ and the analysis does not take into consideration other important factors such as quality of the network, levels of customer care, additional units of consumption available after having accounted in the analysis for the units in the OECD usage basket, minimum contract term etc.

OECD Residential Fixed Broadband Service Basket

Figure 3.7.1 compares the cheapest residential tariffs advertised by fixed broadband providers (whether standalone broadband or broadband sold as part of a bundle) for residential customers based on an OECD 18GB and 54GB monthly data usage baskets. For fixed broadband where the advertised download speed of the broadband service does not exceed 30Mbps, Digiweb offers the cheapest tariff⁸⁵ for this particular usage profile at €29.95 followed by Eir (€45.84). For fixed broadband where the advertised download speed of broadband service exceeds 30Mbps, Vodafone offers the cheapest tariff (€41.67), followed by Digiweb (€44.34) and Eir (€50.00).

Figure 3.7.1 - Residential Fixed Broadband Basket (National)

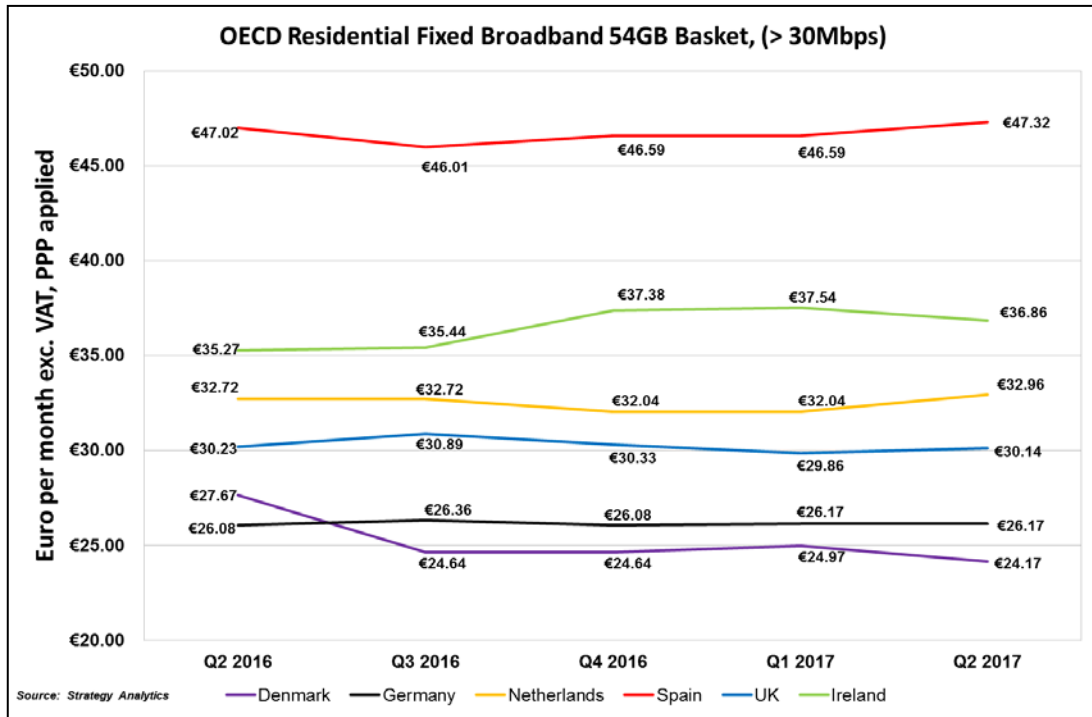


⁸⁴ Tariffs publically advertised during Q2 2017.

⁸⁵ This tariff is based on Digiweb’s fixed wireless access (FWA) broadband service.

Figure 3.7.2 illustrates Ireland’s ranking alongside five other Western European countries. Ireland ranks in fifth place with an average price of €36.86⁸⁶ for this particular residential basket. The average price in Ireland is 14.3% more expensive than the average price⁸⁷ for all of the countries included in the analysis.

Figure 3.7.2 - Residential Fixed Broadband Basket (International)⁸⁸



OECD Business Fixed Broadband Service Basket

Figure 3.7.3 compares business tariffs advertised by fixed broadband service providers (whether standalone broadband or broadband sold as part of a bundle) for business customers based on a 33GB monthly data usage basket. Presented prices exclude VAT charges. Digiweb offers the cheapest tariff (€30.36) followed by Eir (€35.48) and Vodafone (€40.00).

⁸⁶ As noted previously, average prices used for international comparisons exclude VAT charges.

⁸⁷ The average of prices presented in Figure 3.7.2.

⁸⁸ From Q1 2017 figure 3.7.2 has been replaced from the previous criteria of 18GB (>30Mbps) with that of 54GB (>30Mbps). This is to reflect the market offering greater data allowance for fixed broadband.

Figure 3.7.3 - Business Fixed Broadband Basket (National)

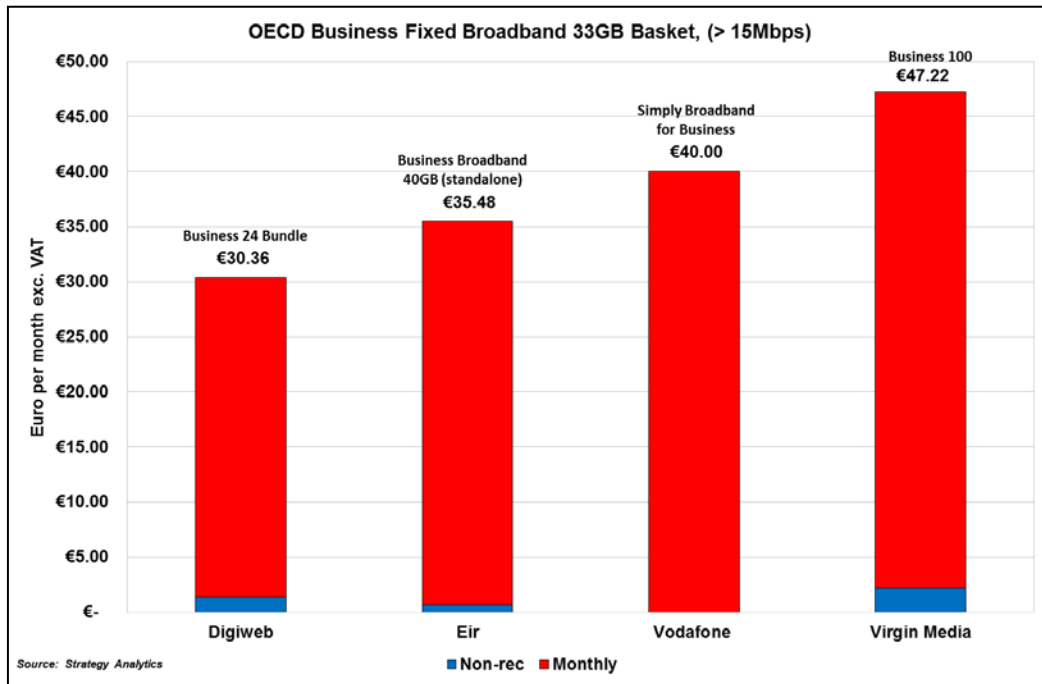
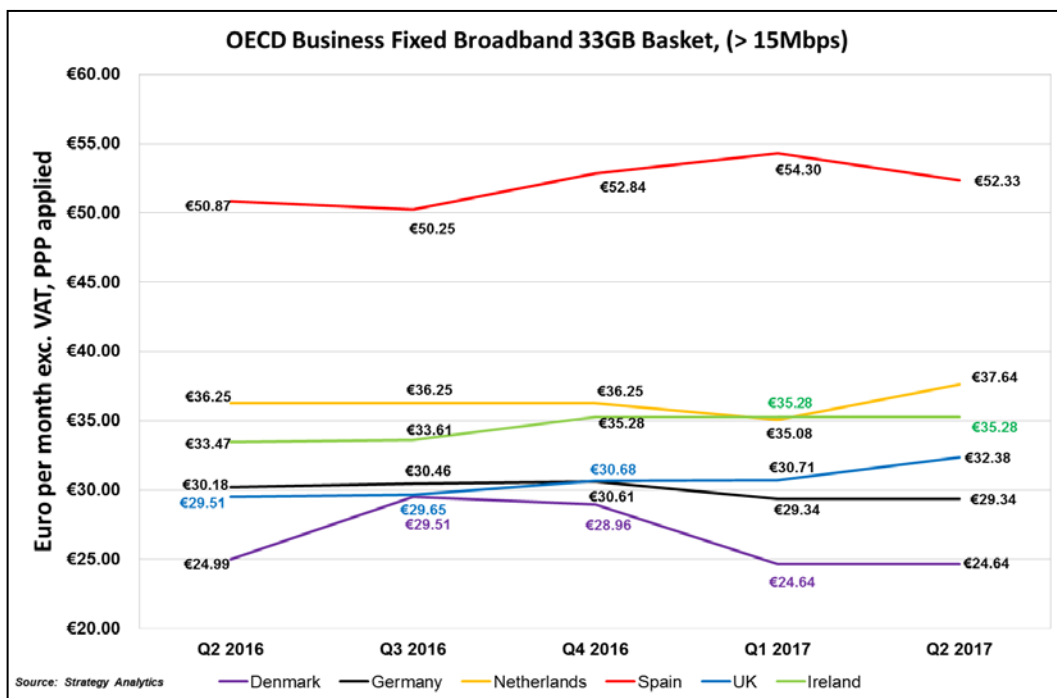


Figure 3.7.4 shows that in an international comparison context Ireland (€35.28⁸⁹) ranks in fourth place. The average price in Ireland is the same as the average price⁹⁰ for all of the countries included in the analysis.

Figure 3.7.4 - Business Fixed Broadband Basket (International)



⁸⁹ As noted previously, average prices used for international comparisons exclude VAT charges.

⁹⁰ The average of prices presented in Figure 3.7.4.

OECD Residential Mobile Broadband Service Basket

Figure 3.7.5 compares pre-paid and post-paid tariffs advertised by mobile broadband service providers for residential customers based on an OECD 5GB monthly mobile data usage basket. Meteor offers the cheapest tariff (€14.99) followed jointly by Eir Mobile and ID (€15.00).

Figure 3.7.5 - Residential Mobile Broadband Basket (National)

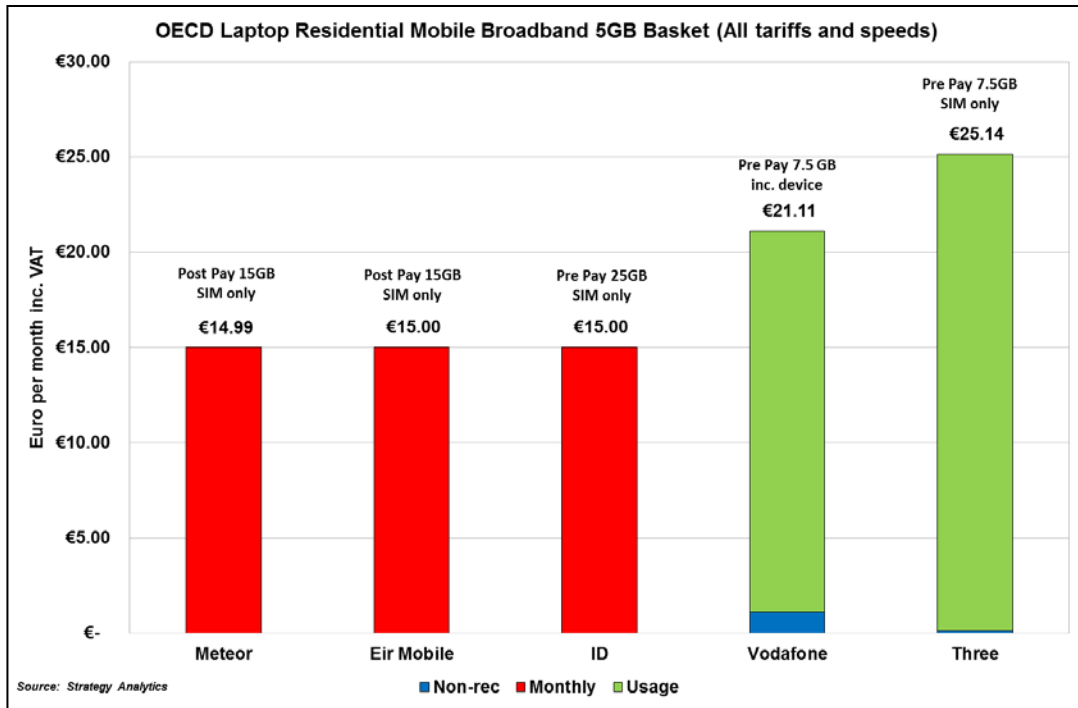
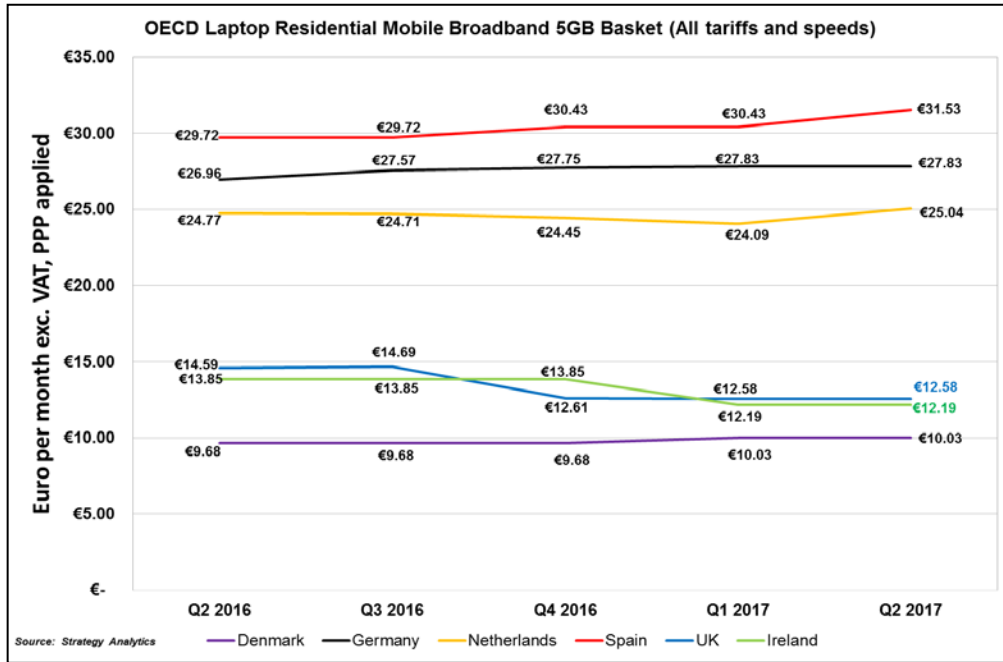


Figure 3.7.6 below illustrates Ireland’s ranking alongside five other Western European countries. Ireland ranks in second place with an average price of €12.19⁹¹ for this particular basket. The average price in Ireland is 38.6% cheaper than the average price⁹² for all of the countries included in the analysis.

⁹¹ As noted previously, average prices used for international comparisons exclude VAT charges.

⁹² The average of prices presented in Figure 3.7.6.

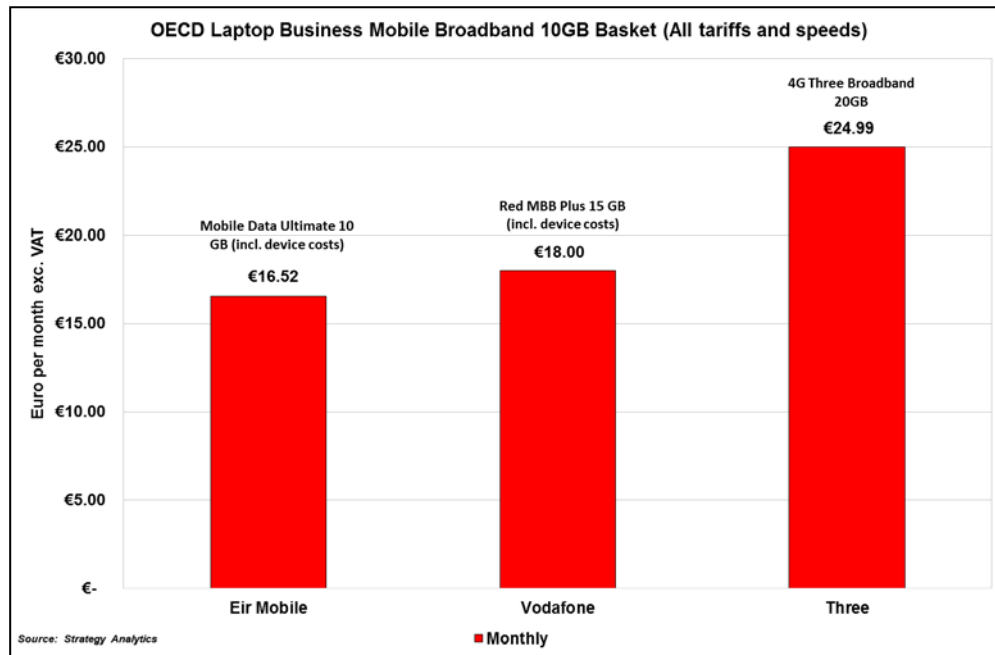
Figure 3.7.6 - Residential Mobile Broadband Basket (International)



OECD Business Mobile Broadband Service Basket

Figure 3.7.7 compares post-paid tariffs advertised by mobile broadband service providers⁹³ for business customers based on an OECD 10GB monthly data usage basket. Presented prices exclude VAT charges. Eir Mobile (€16.52) offers the cheapest tariff followed by Vodafone (€18.00) and Three (€24.99).

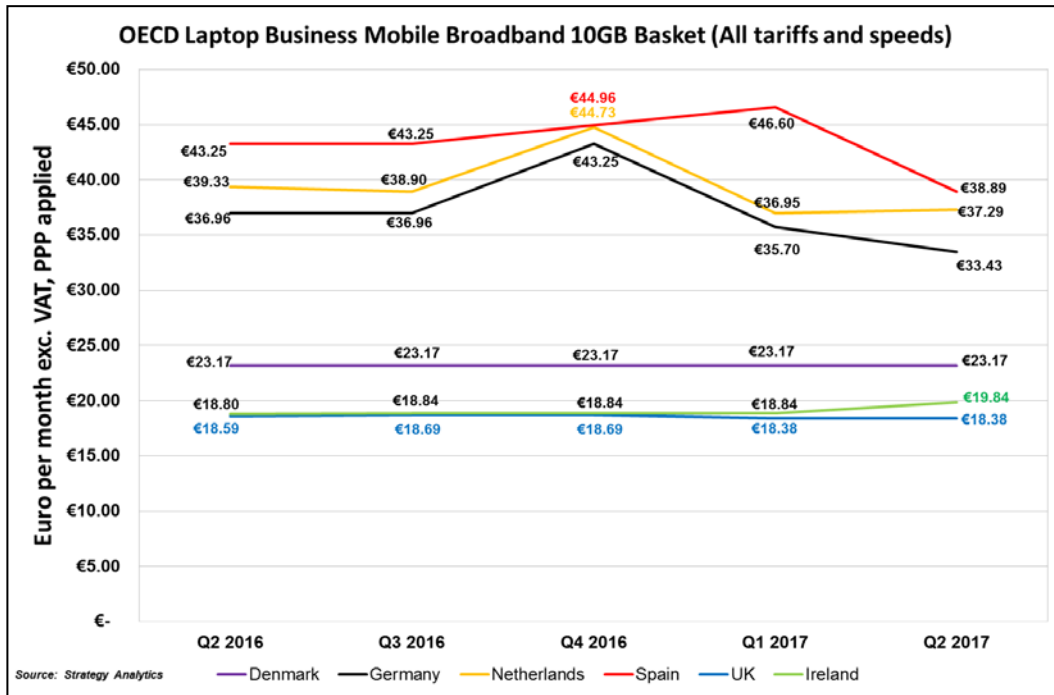
Figure 3.7.7 - Business Mobile Broadband Basket (National)



⁹³ Only tariffs advertised by Vodafone, Three and Eir Mobile were analysed for business customers. Some operators do not offer mobile broadband service to business customers.

Figure 3.7.8 shows that, from an international comparison perspective, Ireland (€19.84⁹⁴) ranks in first place. The average price in Ireland is 30.4% cheaper than the average price⁹⁵ for all of the countries included in the analysis.

Figure 3.7.8 - Business Mobile Broadband Basket (International)



⁹⁴ As noted previously, average prices used for international comparisons exclude VAT charges.

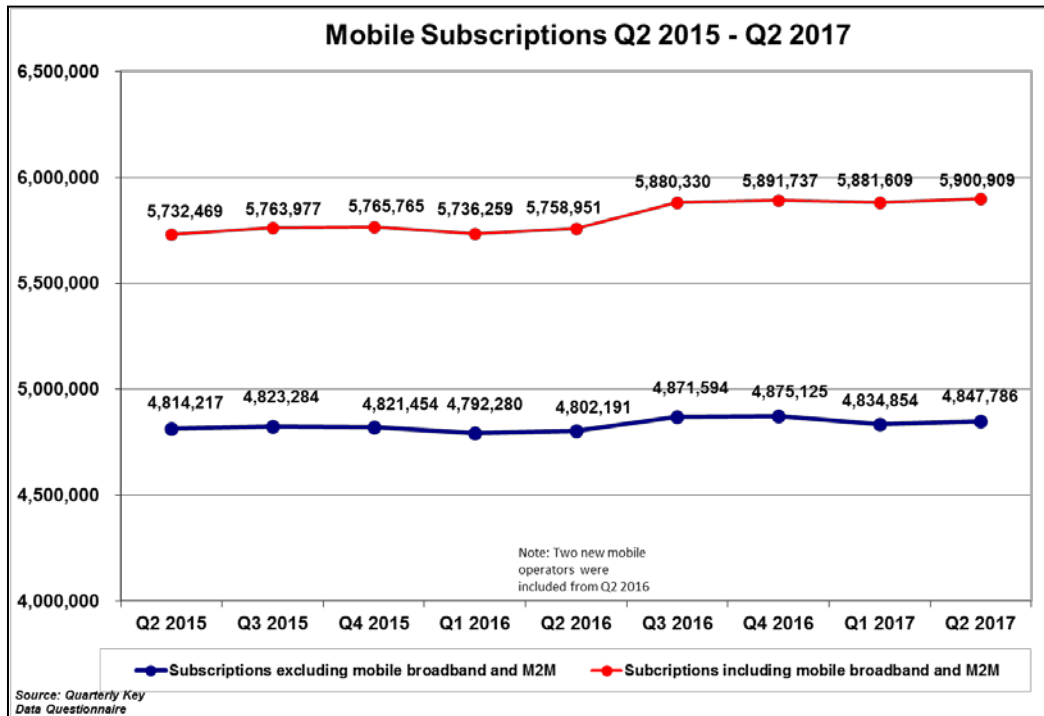
⁹⁵ The average of prices presented in Figure 3.7.8.

4. Mobile Market Data

4.1 Number of Subscriptions and Penetration Rate

At the end of June 2017 there were 5,900,909 mobile subscriptions in Ireland, including mobile broadband and Machine to Machine ('M2M') subscriptions. If mobile broadband subscriptions (306,320) and M2M subscriptions (746,803) are excluded, the total number of mobile subscriptions in Ireland was 4,847,786⁹⁶.

Figure 4.1.1 – Mobile Subscriptions



In Q2 2017 there were 4,522,656 mobile voice and data subscribers using 3G/4G networks in Ireland. This figure can be taken as an indication of the number of smartphone users accessing advanced data services such as web/internet content, online multiplayer gaming content, Video on Demand (VoD) or other equivalent advanced data services (excluding SMS and MMS). This represents approximately 93.3% of all mobile subscriptions (excluding dedicated mobile broadband and M2M).

Figure 4.1.2 below shows the breakdown of total active subscribers, total standard mobile voice and data subscribers using 3G/4G networks and dedicated mobile broadband subscribers from Q2 2016 to Q2 2017.

⁹⁶ Mobile subscriptions were revised from Q2 2015 to Q1 2017. See note 4 within the corrigendum.

Figure 4.1.2 – Mobile Subscribers using Data Services over 3G/4G Networks

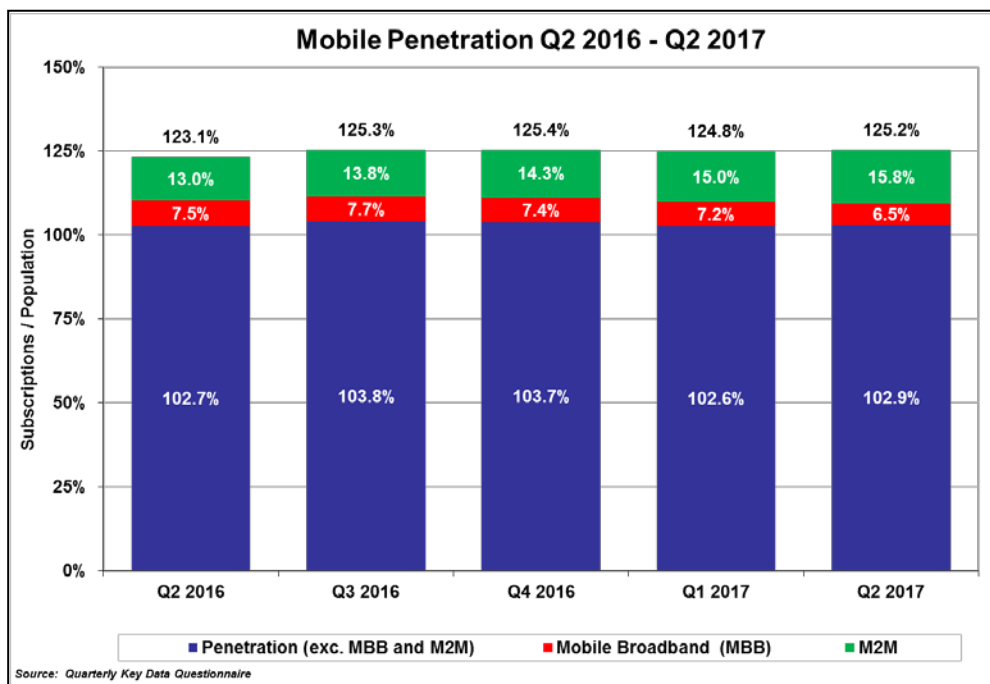
	Q2 2017	Q2 2016	Quarterly Change Q1 '17 – Q2 '17	Annual Change Q2 '16 – Q2 '17
Total active subscriptions	5,900,909	5,758,951	+0.3%	+2.5%
Mobile voice and data subscribers using 3G and 4G networks	4,522,656	4,240,632	+2.2%	+6.7%
Dedicated mobile broadband subscribers	306,320	350,077	-9.7%	-12.5%

Figure 4.1.3 charts mobile penetration since Q2 2016 and shows that at the end of June 2017, mobile penetration, based on a population of 4,712,200 (using the CSO Q1 2017 estimate⁹⁷), was 125.2% including mobile broadband and M2M and 102.9% excluding mobile broadband and M2M⁹⁸. Mobile penetration is recognised as the standard metric internationally to measure the adoption of mobile services, and is calculated based on the number of active SIM cards per 100 of the population.

Given that some mobile users may have used more than one active SIM card during the period, there is likely to be some over-estimation of actual individual mobile penetration using this metric. ComReg's calculation of mobile subscriptions includes active SIMs bundled with mobile broadband data cards and USB modems for internet access via laptops/PCs, SIMs that enable the flow of data between Machines as well as SIM cards used in mobile phones for voice and data services.

⁹⁷ Latest available data.

⁹⁸ The mobile penetration rate has been revised from Q2 2015 to Q1 2017. See note 4 within the corrigendum.

Figure 4.1.3 – Irish Mobile Penetration Rate

4.2 The Profile of Mobile Subscriptions in Ireland

Mobile users pay for their mobile service by either purchasing pre-paid credit, or by receiving a monthly bill from their mobile operator, described in this report as a post-paid payment option⁹⁹.

Figures 4.2.1 and 4.2.2 illustrate the mobile subscription base (including and excluding mobile broadband and M2M subscriptions) in Ireland classified by the proportion of pre-paid and post-paid subscriptions on 2G, 3G and 4G networks at the end of Q2 2017. Post-paid subscriptions are increasing, accounting for 54.4% of subscriptions in Q2 2017, up from 52.5% one year previously at the expense of a decline in pre-paid subscriptions. If mobile broadband and M2M subscriptions are excluded, post-paid subscriptions account for 45.3% of subscriptions, up from 44.2% in Q2 2016.

⁹⁹ Prepaid mobile subscriptions were revised from Q2 2016 to Q1 2017. See note 4 within the corrigendum.

Figure 4.2.1 – Profile of Pre-Paid and Post-Paid Subscriptions

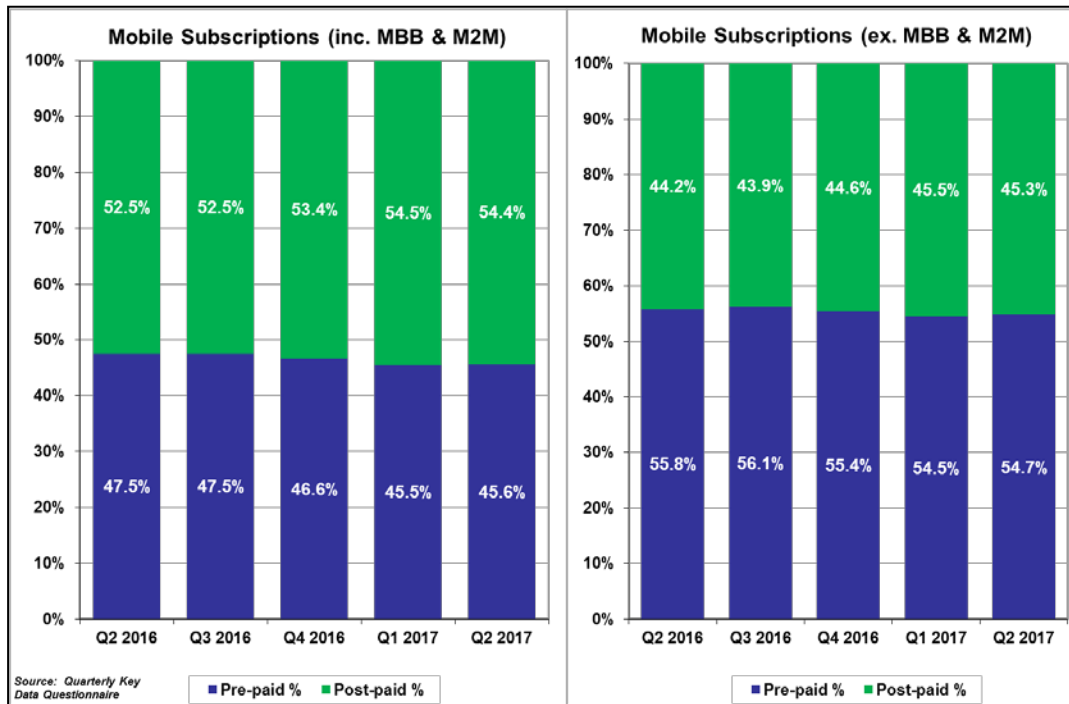


Figure 4.2.2 – Mobile Subscriptions by Pre-pay/Post-pay

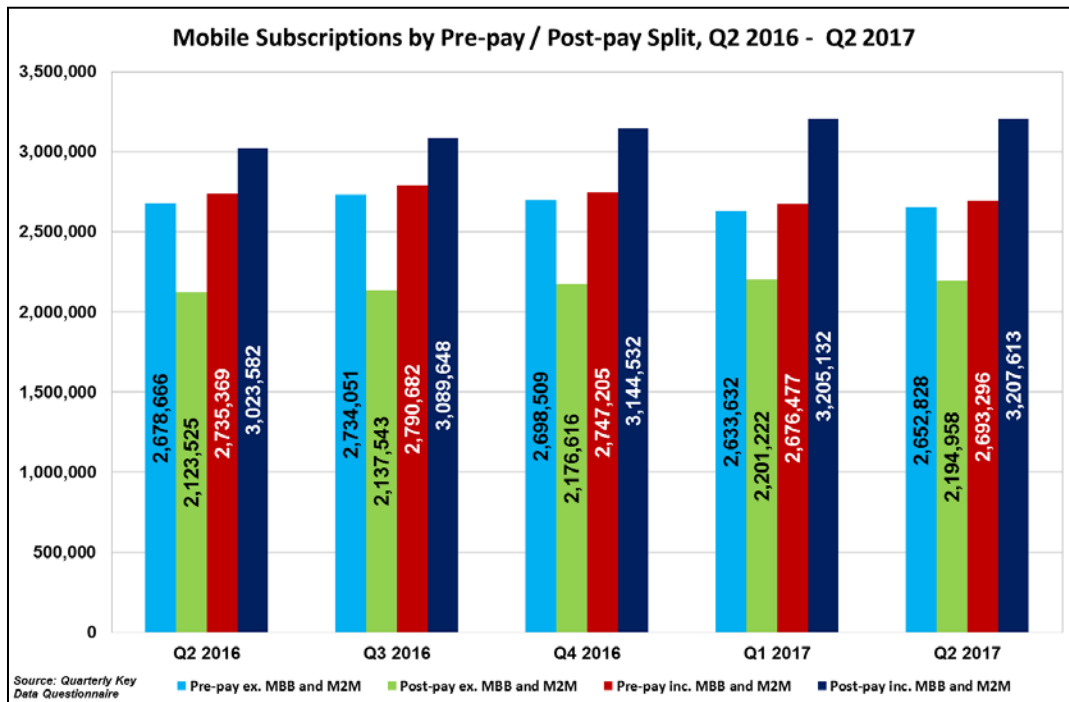


Figure 4.2.3 shows the pre-paid and post-paid subscription profile for each of the mobile operators in the Irish market. Mobile broadband and M2M subscriptions are included. As of Q2 2017, the mobile operator with the highest proportion of post-paid subscriptions was Vodafone (62.8%), followed by Three Group (56.8%), Eir Group Mobile (48.5%) and Tesco Mobile (15.3%). Post-paid subscriptions for OAOs was 35.7%.

Figure 4.2.3 – Profile of Pre-Paid and Post-Paid Subscriptions by Operator

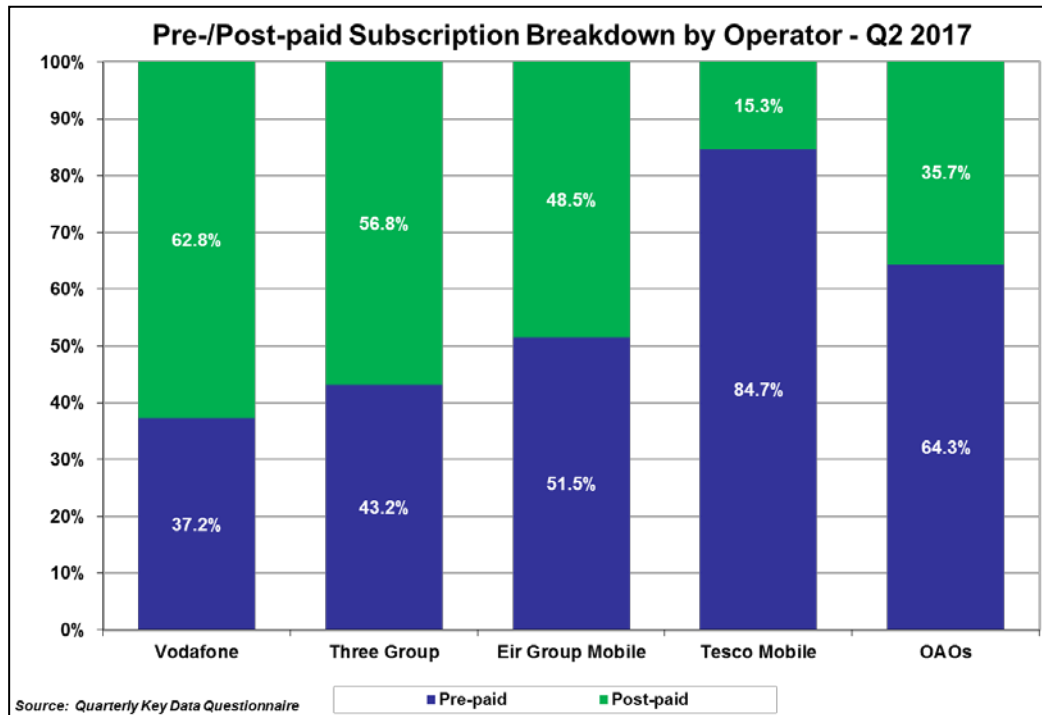
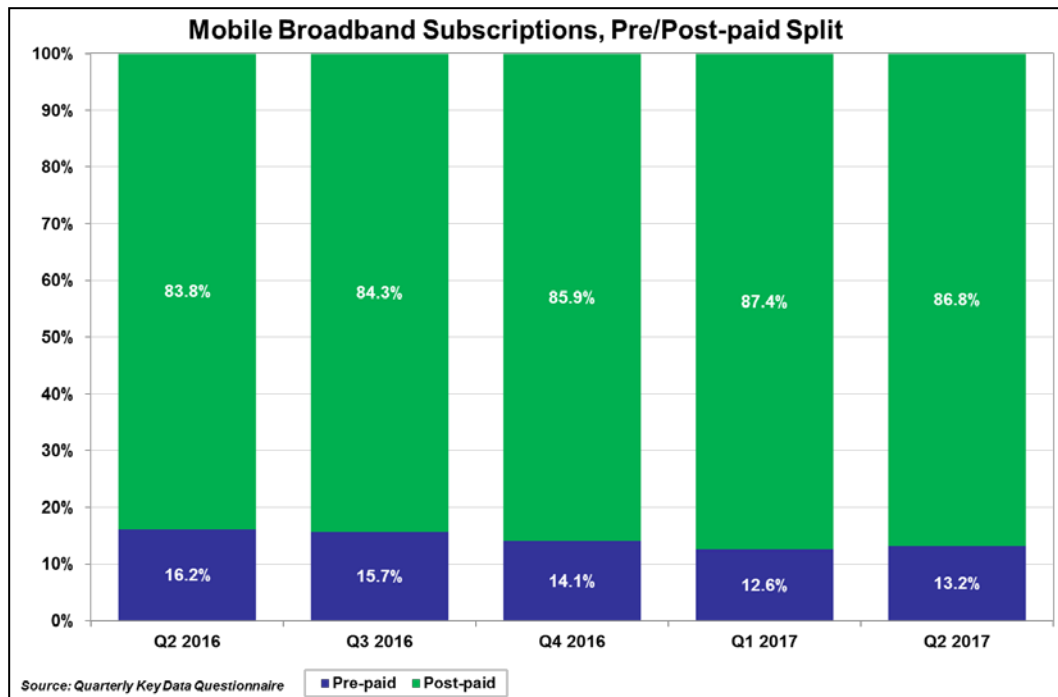


Figure 4.2.4 shows the split between pre-paid and post-paid mobile broadband subscriptions between Q2 2016 and Q2 2017. 86.8% of all mobile broadband subscriptions were post-paid at the end of June 2017, up from 83.8% one year previously.

Figure 4.2.4 – Profile of Pre and Post Paid Mobile Broadband Subscriptions¹⁰⁰



¹⁰⁰ Mobile prepaid subscriptions were revised from Q2 2015 to Q1 2017. See note 4 within the corrigendum.

Figure 4.2.5 shows the split of post-paid business and non-business mobile subscriptions including and excluding mobile broadband (MBB) and M2M between Q2 2016 and Q2 2017. Approximately 50.5% of post-paid mobile subscriptions (including mobile broadband and M2M) and 33.8% of post-paid mobile subscriptions (excluding mobile broadband and M2M) were classed as business subscriptions in Q2 2017.

Figure 4.2.5 – Post-Paid Business and Residential Mobile Subscriptions

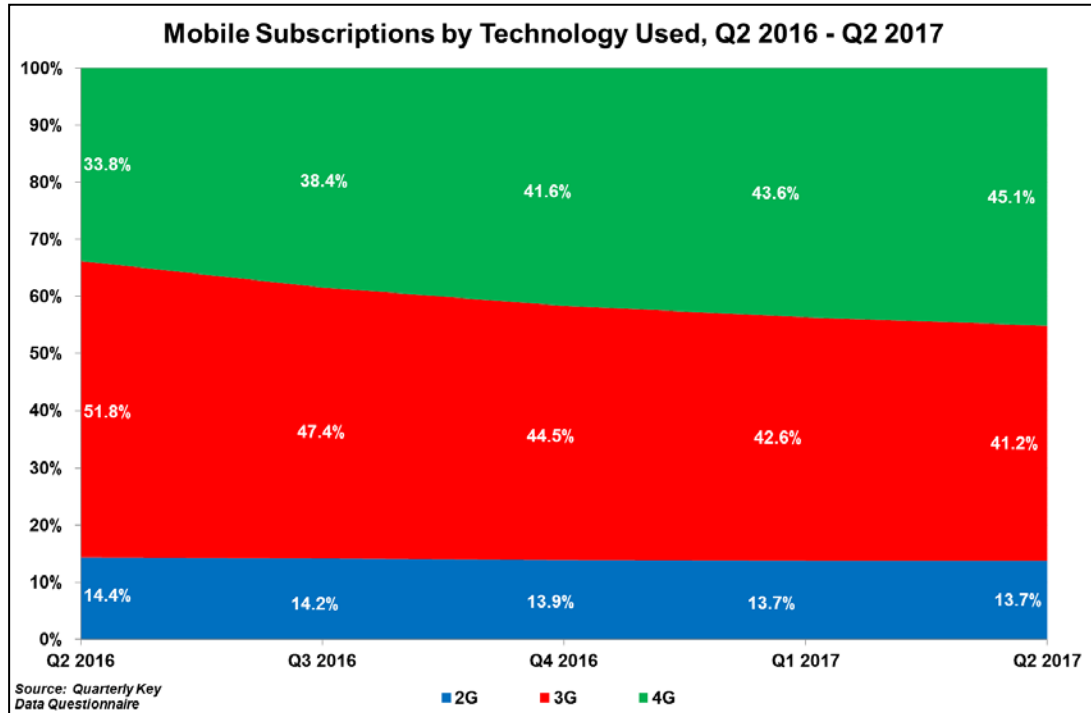
	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017
Residential subs inc. MBB & M2M¹⁰¹	1,584,396	1,592,531	1,609,805	1,621,154	1,587,283
Residential subs ex. MBB & M2M	1,409,001	1,419,442	1,446,762	1,467,606	1,452,064
Business subs inc. MBB & M2M	1,439,130	1,497,117	1,534,727	1,583,978	1,620,330
Business subs ex. MBB & M2M	714,468	718,101	729,854	733,616	742,894

Figure 4.2.6 shows the split of mobile subscribers (including mobile broadband and M2M subscribers) broken down by mobile network technology used by these subscribers¹⁰². For example, subscribers who purchase 4G plans and have generated traffic on a 4G network are categorised as 4G subscribers. Categories are mutually exclusive in that subscribers who have generated traffic on multiple networks (e.g. 2G and 3G) are categorised as users of the higher quality network (3G in this example). By the end of June 2017, 45.1% of mobile subscribers were categorised as 4G network users, 41.2% were using 3G networks with the remaining 13.7% of subscribers using 2G networks only.

¹⁰¹ All M2M subscriptions are assumed to be business subscriptions.

¹⁰² Mobile subscriptions by technology used were revised from Q2 2015 to Q1 2017. See notes 4 and 5 within the corrigendum.

Figure 4.2.6 – Mobile Subscriptions by Network Used



4.3 Mobile Volumes

Figure 4.3.1 illustrates the change in voice minutes, SMS, and MMS (Multimedia Messaging Service) messages and ‘other data’¹⁰³ volumes (internet uploads and downloads) sent between Q2 2014 and Q2 2017. Total retail mobile voice traffic was 3.115 billion minutes in Q2 2017, down by 1.3% on Q2 2016.

The total number of SMS messages sent by mobile users in Ireland was over 1.22 billion in Q2 2017, down 13.8% on Q2 2016 and down by 3.5% since Q1 2017. The number of multimedia messages (MMS) sent was down by 16.3% in the year to Q2 2017. Data usage volumes continue to rise, increasing by 68.8% in the year to Q2 2017 to reach 65,398 terabytes¹⁰⁴.

¹⁰³ Other data volumes means mobile traffic for which customers do and do not have to pay per MB charges and refers to both uploads and downloads. Retail international roaming data downloaded from network subscribers roaming on foreign networks (including EU-28) is also included.

¹⁰⁴ Mobile data volumes were revised for Q3 2016 and Q4 2016. See note 6 within the corrigendum.

Figure 4.3.1 – SMS, MMS, Other Data and Call Minute Volumes

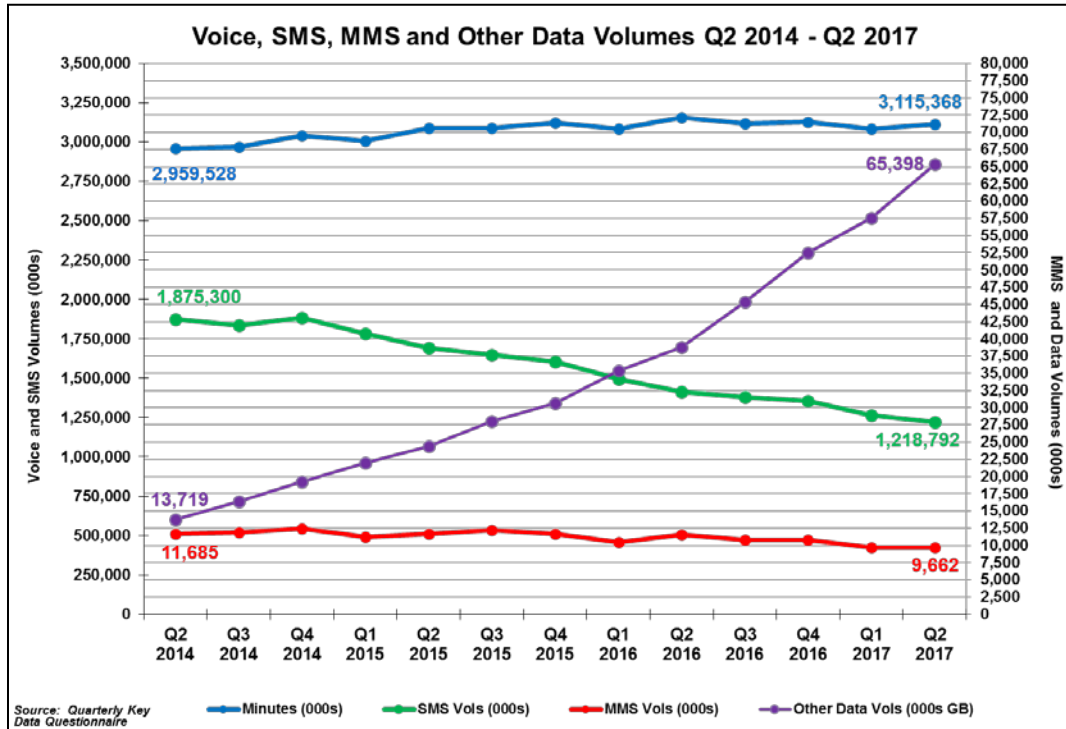


Figure 4.3.2 illustrates the share of types of mobile voice call minutes. As of Q2 2017, 76.7% of all mobile voice minutes were classified as mobile-to-mobile (on-net and off-net), 11.3% of mobile voice minutes were to fixed line phones, 8.7% were classified as international and roaming minutes and the remaining 3.3% were advanced voice minutes which include calls to premium rate services.

Figure 4.3.2 – Voice Call Minute Volumes by Type

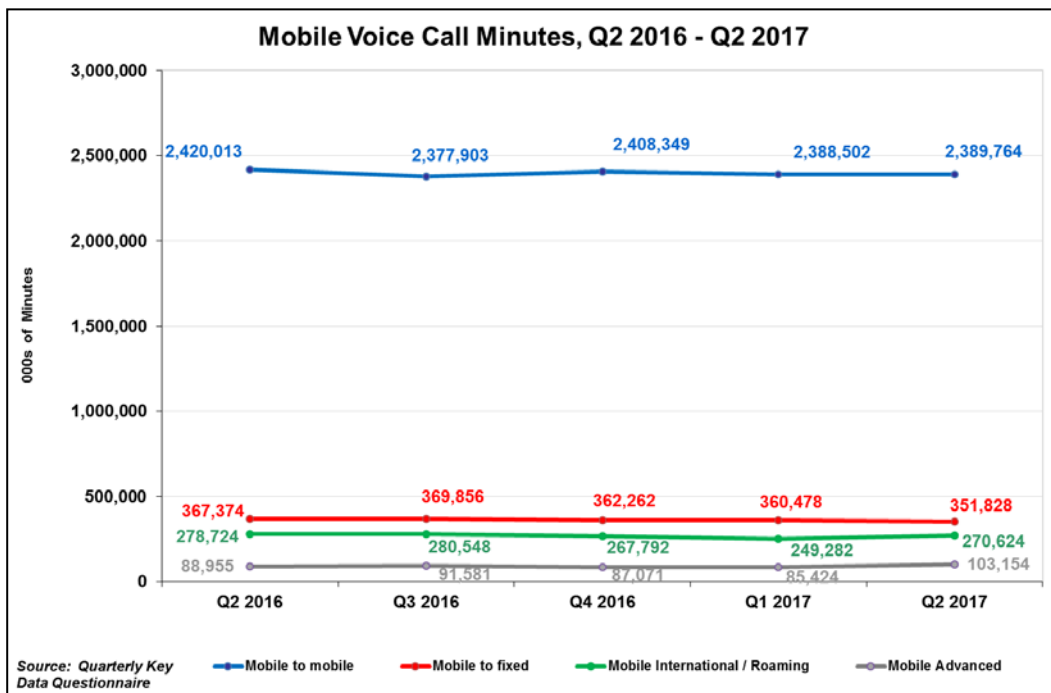


Figure 4.3.3 shows the change in the on-net and off-net mobile to mobile voice call minutes since Q2 2016. During Q2 2017, 57.5% of all mobile to mobile voice minutes were classified as on-net, down from 57.8% in Q2 2016.

Figure 4.3.3 – Mobile to Mobile Voice Call Minute Volumes by Type

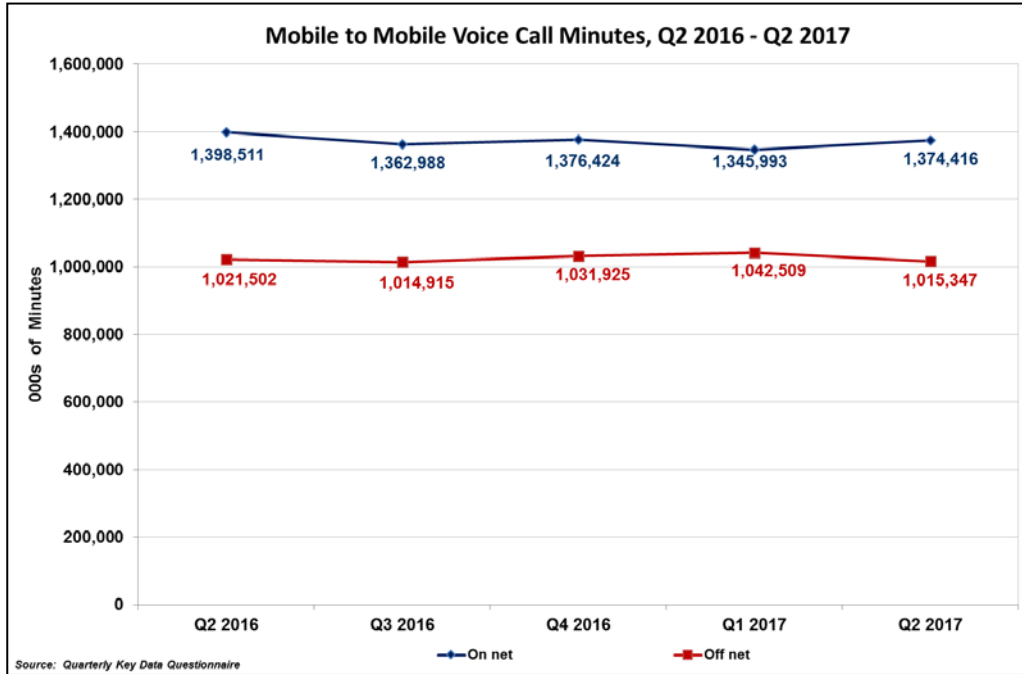
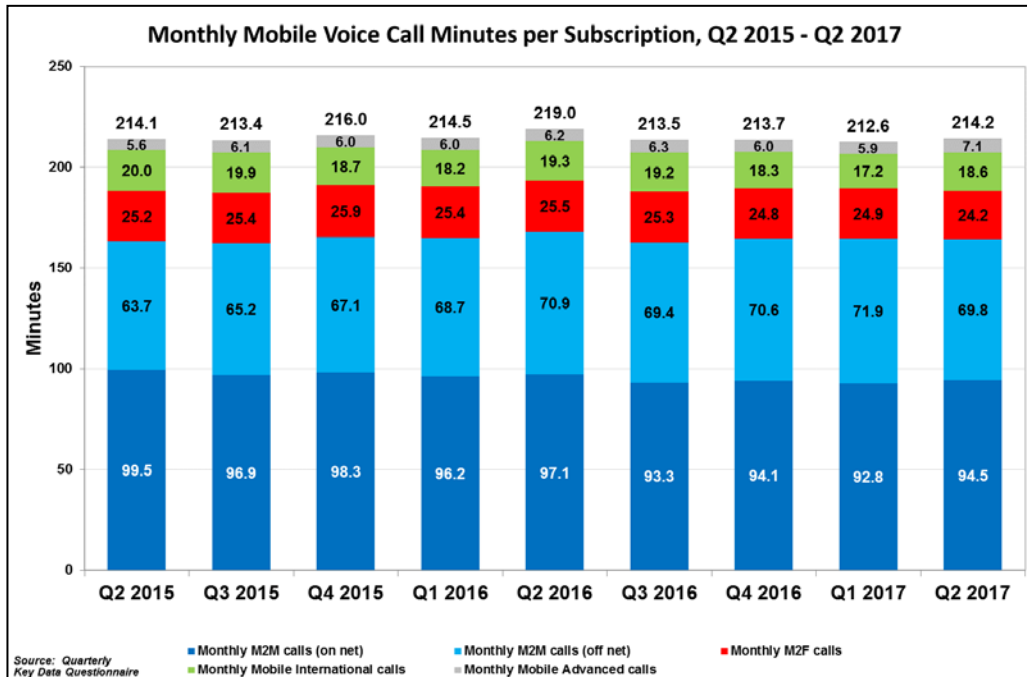


Figure 4.3.4 shows changes in monthly mobile voice call minutes per subscription. In Q2 2017 the average usage was 214.2 minutes (down 0.7% on Q1 2016)¹⁰⁵.

Figure 4.3.4 – Monthly Mobile Voice Call Minutes per Subscription by Type



¹⁰⁵ Monthly mobile call minutes were revised from Q2 2015 to Q1 2017. See note 4 within the corrigendum.

Figure 4.3.5 shows the change in the monthly mobile data volumes per subscription¹⁰⁶. In Q2 2017 the average monthly number of SMS/MMS sent was 84 and the average traffic per smartphone¹⁰⁷ reached 4.1 GB of data, while the average traffic per dedicated mobile broadband subscriber was 9.8 GB of data¹⁰⁸.

Figure 4.3.5 – Monthly Mobile Messaging and Data Volumes per Subscription

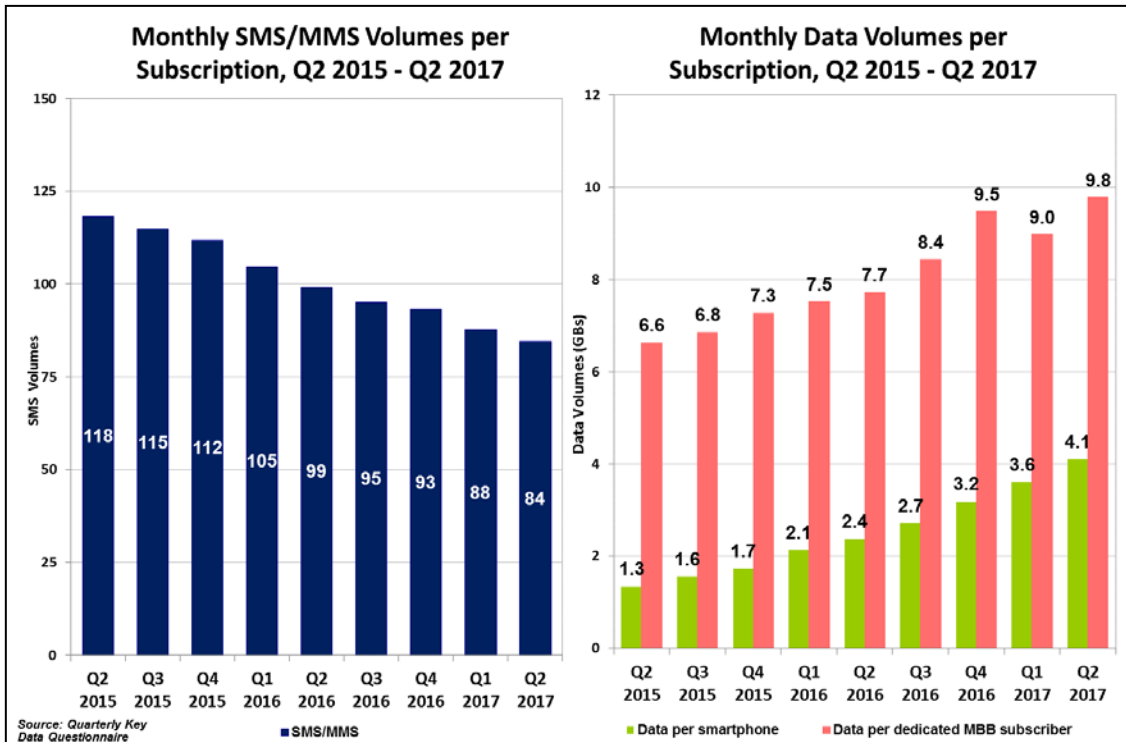


Figure 4.3.6 provides the breakdown of mobile data volumes by mobile network technology¹⁰⁹. Of all mobile data from Q2 2017 52,185 terabytes or 79.8% was generated by 4G network users, up from 62.6% in Q2 2016.

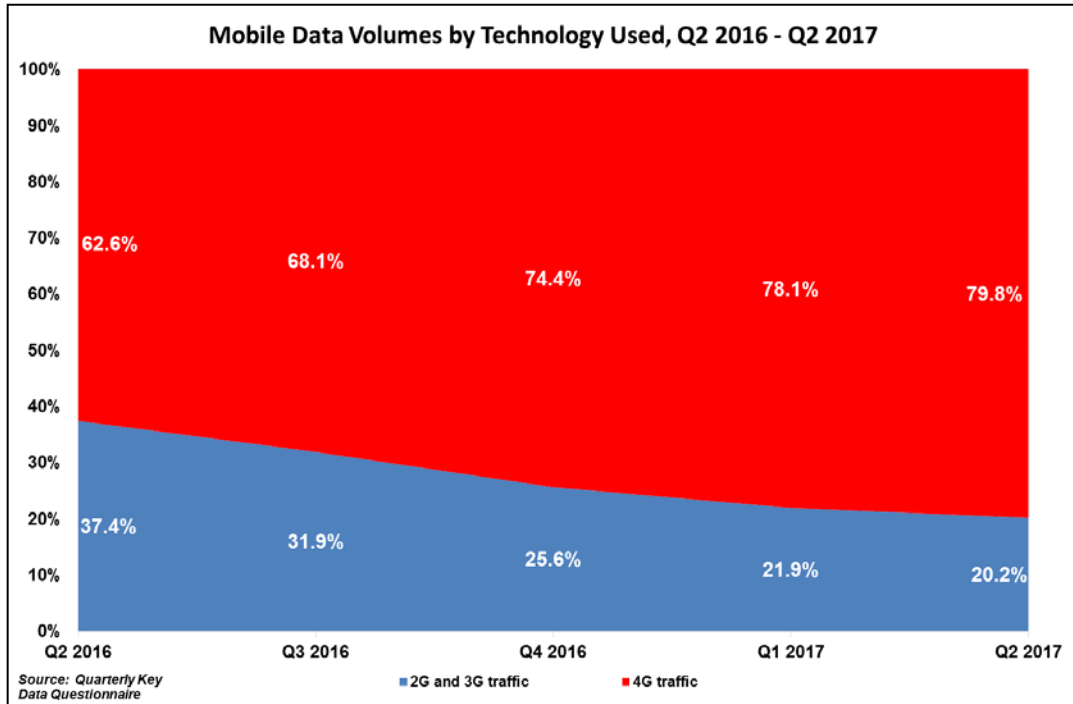
¹⁰⁶ Monthly mobile messaging and data volumes per subscription were revised from Q2 2015 to Q1 2017. See note 4 and 6 within the corrigendum.

¹⁰⁷ Based on the number of standard mobile voice and data subscribers using 3G and 4G networks.

¹⁰⁸ Data traffic refers to both uploads and downloads.

¹⁰⁹ Mobile data volumes by mobile network technology were revised for Q3 2016 and Q4 2016. See note 6 within the corrigendum.

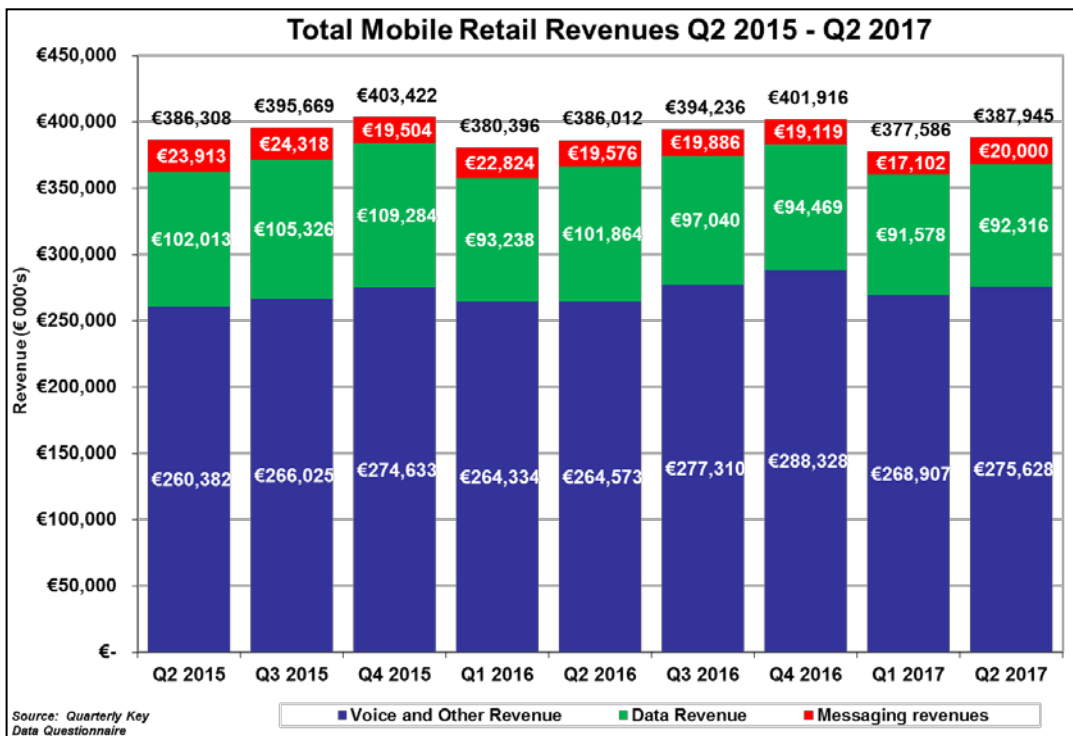
Figure 4.3.6 – Mobile Data Volumes by Technology



4.4 Mobile Revenues¹¹⁰

Figure 4.4.1 shows that mobile retail revenues for Q2 2017 were over €387 million. Messaging revenues increased by 16.9% this quarter, data revenues increased by 0.8% while voice and other revenues increased by 2.5% since Q1 2017.

Figure 4.4.1 – Total Mobile Retail Revenues



¹¹⁰ Mobile revenues were revised from Q3 2015 to Q1 2017. See note 1 within the corrigendum.

Wholesale mobile revenues were over €45 million in Q2 2017 (a decrease of 2.7% since Q1 2017), the vast majority accounted for by terminating traffic, followed by roaming¹¹¹ and access¹¹² revenues.

4.5 Average Monthly Revenue per User

Mobile ARPU is a function of both the price of mobile services and the level of usage of mobile services¹¹³. Figure 4.5.1 illustrates monthly ARPU for mobile phone services¹¹⁴, mobile broadband and machine-to machine broken down by prepaid and post-paid subscribers.

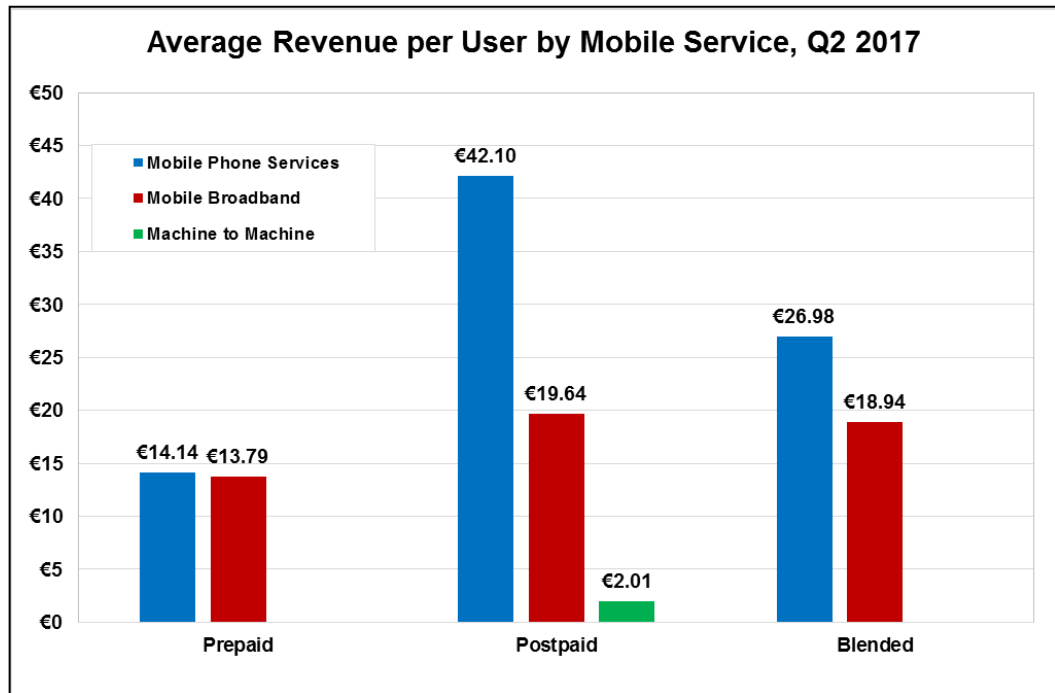
In Q2 2017 mobile ARPU for prepaid mobile phone subscribers was €14.14 per month while mobile ARPU for post-paid mobile phone subscribers was €42.10 per month. For the same period mobile ARPU for prepaid mobile broadband subscribers was €13.79 per month while mobile ARPU for post-paid mobile broadband subscribers was €19.64 per month. ARPU for combined or 'blended' prepaid and post-paid mobile phone subscribers was €26.98 in Q2 2017 and €18.94 for mobile broadband subscribers. ARPU for machine-to-machine subscriptions, which are all post-paid, was €2.01 for Q2 2017.

¹¹¹ Revenues from the provision of wholesale roaming (inbound) services (voice/text/data services). Excludes revenues from the provision of wholesale roaming (outbound) services to hosted MVNOS.

¹¹² Includes revenues from the wholesale provision of voice, messaging and data services to MVNOS and access revenues not related to traffic. Includes revenues from the provision of wholesale roaming (outbound) services (voice/text/data services) to hosted MVNOS. Includes revenues from wholesale provision of voice, messaging and data services based on national roaming agreements.

¹¹³ From Q2 2017 mobile ARPU is split into three mobile services (phone services, mobile broadband and M2M).

¹¹⁴ Mobile phone services include voice calls, SMS/MMS messaging, and data use.

Figure 4.5.1 – Monthly Average Revenue per User by Mobile Service

4.6 Machine to Machine Subscriptions

Machine to Machine (M2M) refers to technologies that involve data communication between devices or systems in which, at least in principle, human intervention does not occur. These technologies may encompass either wireless or wired communications, or both. M2M communication is already widely deployed in Ireland and its usage is set to grow rapidly, driven in no small part by the expansion of next generation telecommunications technology and a decline in the cost of the embedded wireless modules and sensors that enable M2M services. This continued improvement in the infrastructural environment around M2M has led to a rapid growth of applications and services that meet users' business and lifestyle needs. M2M technologies transfer data on the condition of physical assets and devices to a central location (which is distantly located the devices) for effective monitoring and control. M2M has a multitude of uses, with current deployments in the healthcare, energy, home automation and transportation sectors. Specific examples of M2M applications include smart metering, vehicle and consignment tracking and alarm monitoring systems of various kinds, ATM machines signalling the need for cash replacement, smart grid monitoring of real time electricity demand, smart home applications such as switching on and off lights, heating and other appliances.

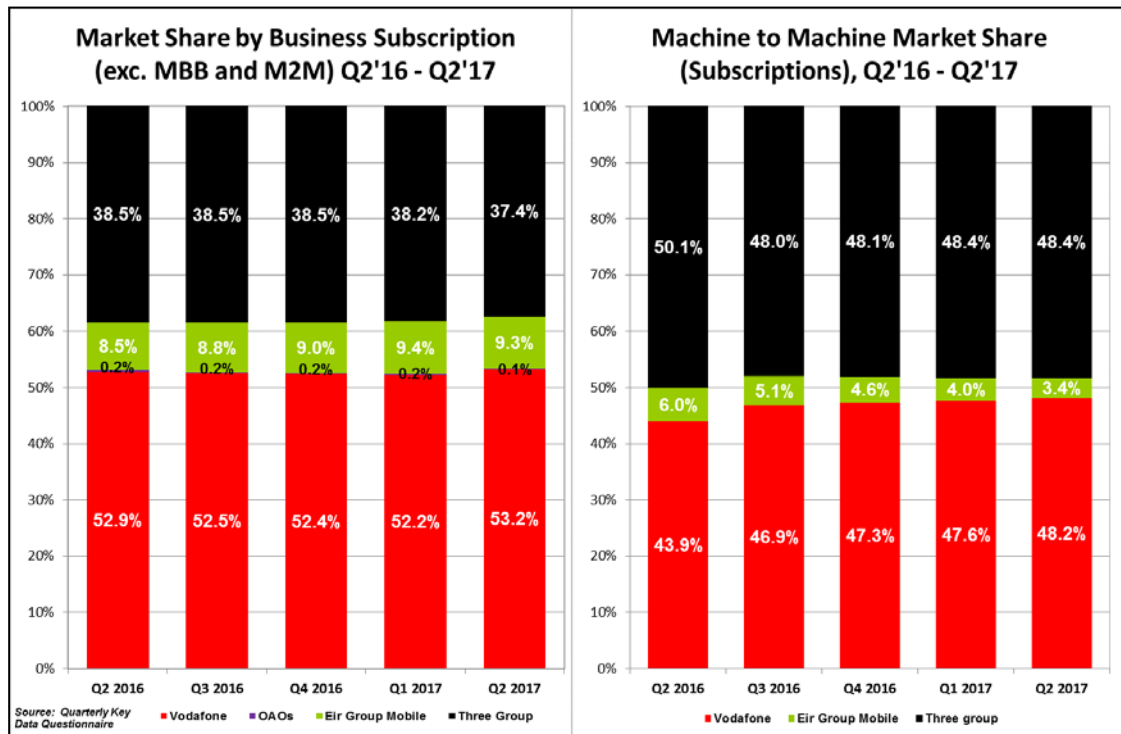
Different networking technologies can be used to connect M2M devices, depending on the amount of mobility needed, quality required, data rate, the degree of dispersion of devices over an area, and so on. Gathering data on dedicated M2M mobile connections assists ComReg in assessing future regulatory needs for M2M, e.g. for numbering resources. The additional data also allows for more accurate assessment of mobile telephony and broadband connections.

There were 746,803 M2M subscriptions at the end of June 2017. This is an increase of 23.1% since Q2 2016. Figure 4.6.1 outlines market shares based on active M2M subscriptions as well as market shares in terms of business subscribers (including mobile broadband and M2M subscriptions).

In Q2 2017 Three Group had the largest market share of M2M subscriptions at 48.4% followed by Vodafone with 48.2% of market share. Eir Group Mobile had the remaining 3.4% of M2M subscriptions.

Vodafone had the largest market share in terms of business subscriptions¹¹⁵ (53.2%) followed by Three Group (37.4%) and Eir Group Mobile (9.3%). OAOs accounted for the remaining 0.1%.

Figure 4.6.1 – Market Share – Business and M2M Subscriptions



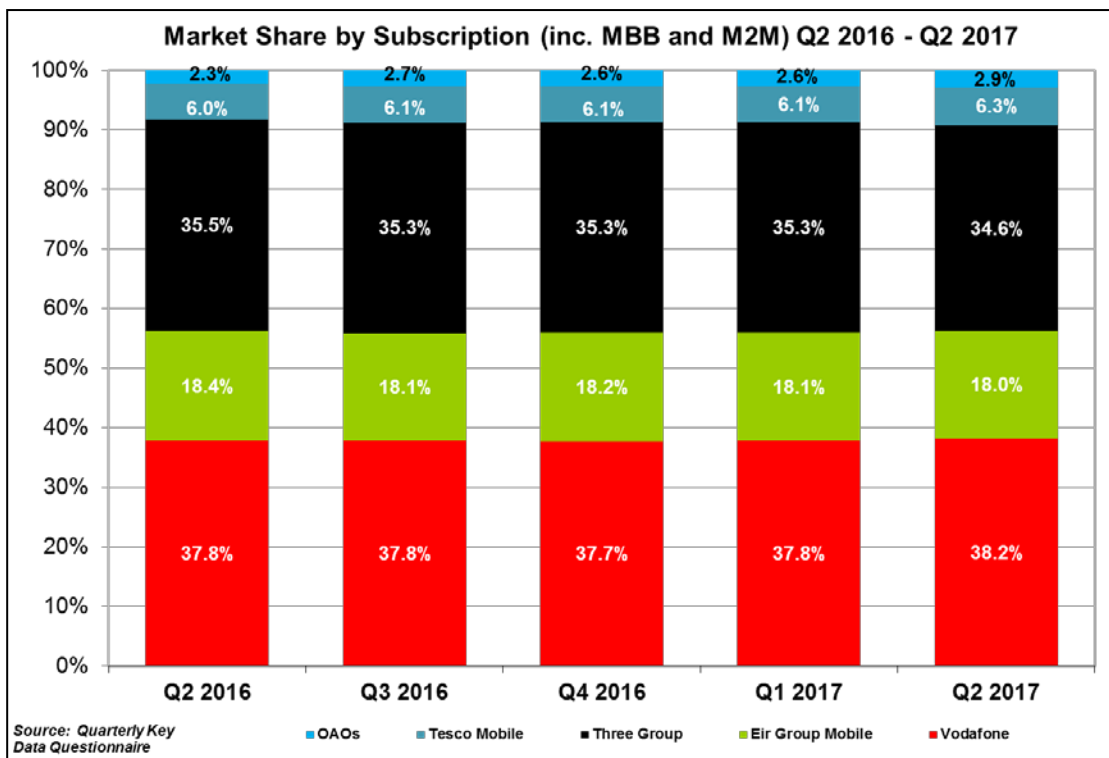
¹¹⁵ Business subscriptions excluding M2M and business mobile broadband subscriptions.

4.7 Competition in the Mobile Market

Figures 4.7.1 and 4.7.2 outline mobile market shares based on the number of active subscriptions reported by each operator¹¹⁶.

Figure 4.7.1 includes mobile broadband and M2M while figure 4.7.2 excludes mobile broadband and M2M. Vodafone has the highest market share including and excluding mobile broadband and M2M (38.2% and 36.4%), followed by Three Group (34.6% and 32.1%), Eir Group Mobile (18.0% and 20.4%) and Tesco Mobile (6.3% and 7.7%). OAOs have market shares of 2.9% and 3.4% respectively.

Figure 4.7.1 – Market Share – Number of Subscriptions (inc. mobile broadband and M2M)¹¹⁷



¹¹⁶ Market shares for both figures 4.7.1 and 4.7.2 were revised from Q3 2015 to Q1 2017. See note 4 within the corrigendum.

¹¹⁷ As of Q2 2014 O2 is included under Three Group umbrella. For more details see note on page 9 of this report.

Figure 4.7.2 – Market Share – Number of Subscriptions (ex. mobile broadband and M2M)

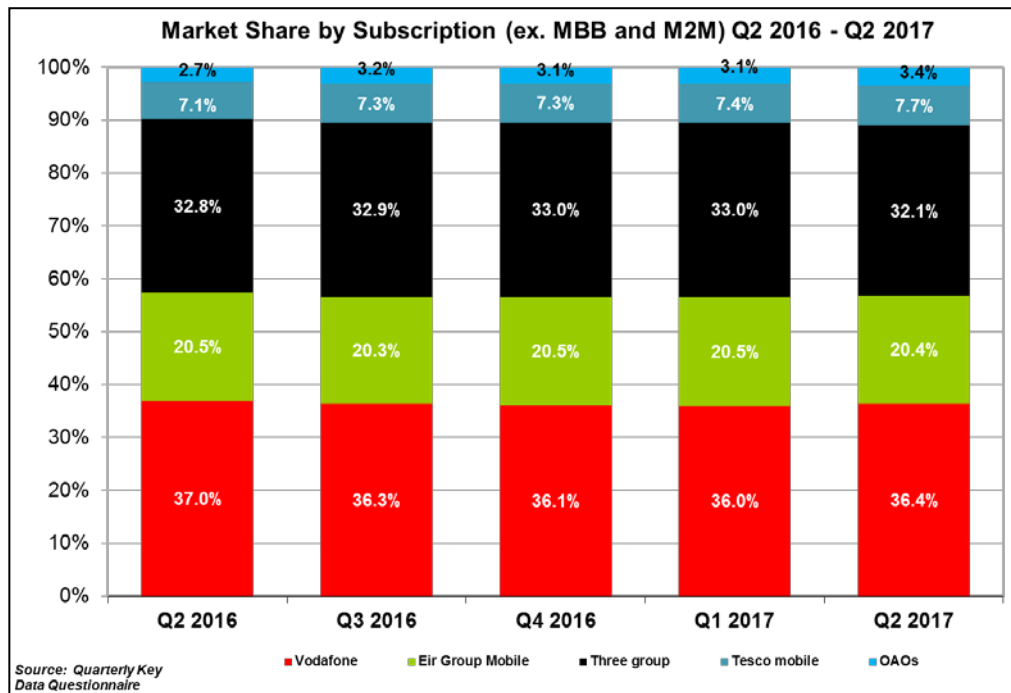
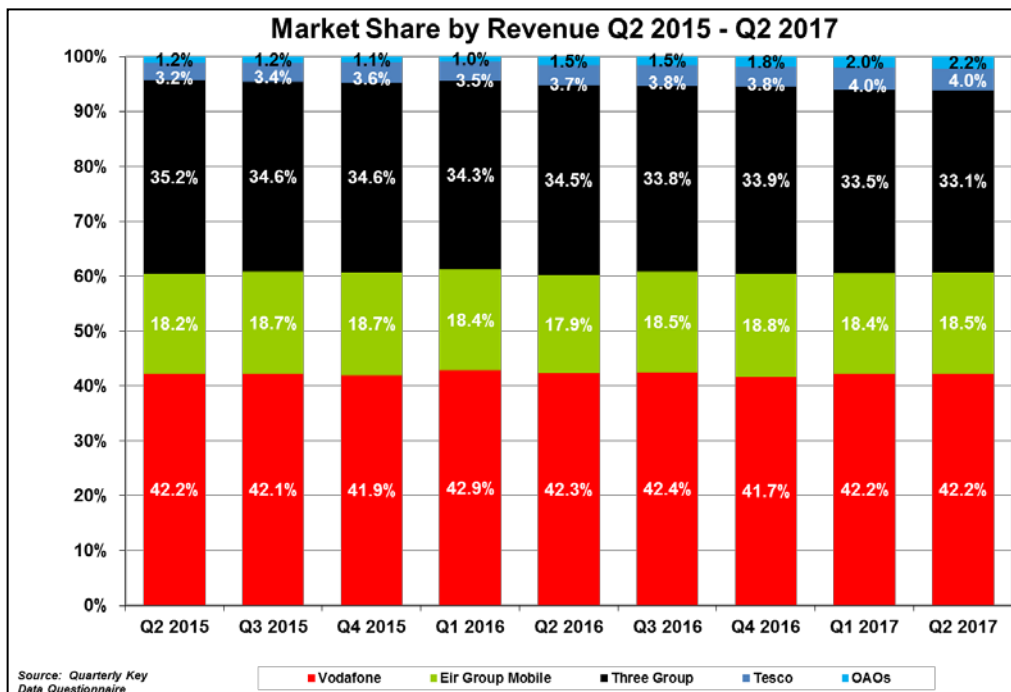


Figure 4.7.3 shows market shares by total retail revenues for mobile operators. Vodafone’s market share remains highest at 42.2% followed by Three Group at 33.1%. Eir Group Mobile’s market share is the next largest at 18.5% followed by Tesco and OAOs at 4.0% and 2.2% respectively¹¹⁸.

Figure 4.7.3 – Market Share by Revenue

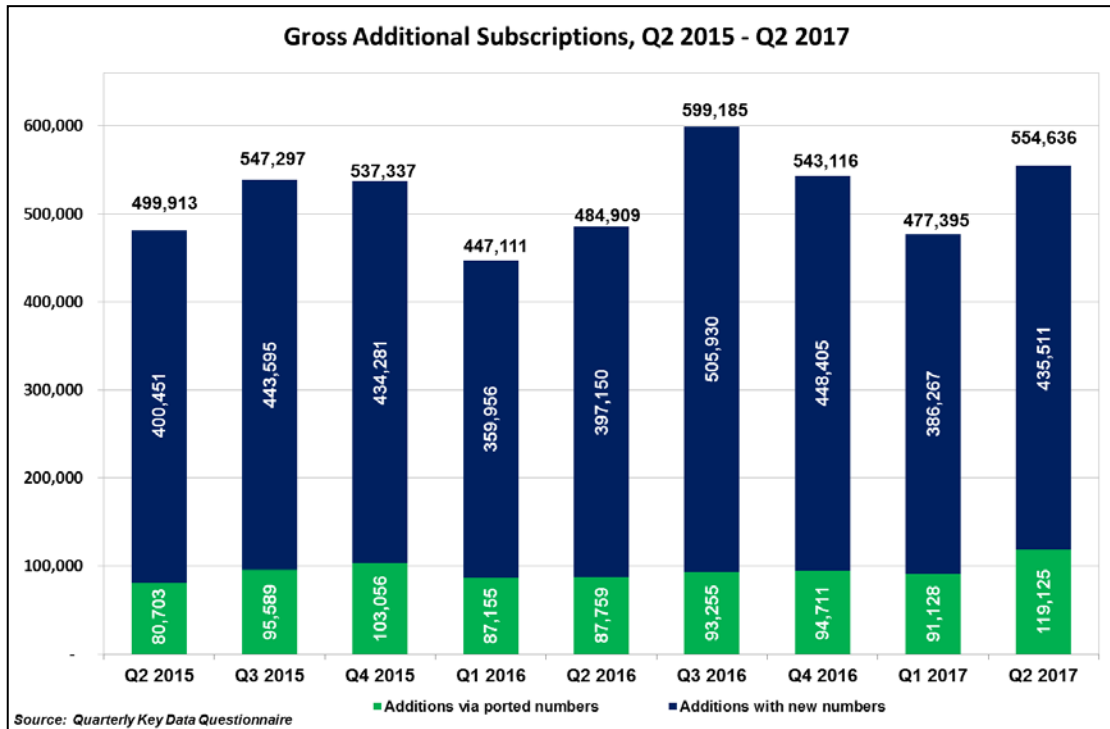


¹¹⁸ Market shares for figure 4.7.3 were revised from Q3 2015 to Q1 2017. See note 1 within the corrigendum.

4.8 Switching in the Mobile Market¹¹⁹

Figure 4.8.1 illustrates the number of subscribers who port their numbers as a proportion of total gross additions¹²⁰. There were 554,636 gross additional subscriptions in Q2 2017. In the quarter to June 2017, 119,125 numbers were ported between mobile operators with a total of 398,219 numbers having been ported over a twelve month period. Gross additions via ported numbers accounted for 21.5% of total gross additions in Q2 2017.

Figure 4.8.1 – Gross Subscription Additions and Numbers Ported



4.9 Mobile Pricing Data

ComReg uses independently collated Strategy Analytics (Teligen) pricing data using OECD-approved methodologies to examine the relative prices of a number of specific mobile phone usage baskets of national and international telecoms services for both residential and business users. The pricing data used for international comparisons includes pricing information for selected countries, namely Germany, Denmark, Spain, Netherlands and the United Kingdom¹²¹.

¹¹⁹ Additions with new numbers were revised from Q2 2015 to Q1 2017. See footnote 4 in the corrigendum.

¹²⁰ Gross additions include consumers who decide to avail of multiple SIMs and thus, slightly overstate the switching intensity in Ireland.

¹²¹ In future QKDRs ComReg may expand the analysis and include more countries for international price comparisons.

For national comparisons, the prices advertised¹²² by the largest operators (in terms of the number of subscribers to mobile voice services) during Q2 2017 were analysed¹²³ for selected usage baskets. In this QKDR prices advertised by Three, Vodafone, Meteor, Eir Mobile, Tesco, Lycamobile, ID, Virgin Media and 48 were analysed. Thus, the analysis does not necessarily present the cheapest tariffs available in the whole market, but rather the lowest cost tariffs offered by the largest operators.

For international comparisons, the prices advertised¹²⁴ by largest operators (in terms of the number of subscribers to mobile voice services) in each of the respective countries during Q2 2017 were analysed¹²⁵ for selected OECD mobile phone usage baskets¹²⁶ (with an average per country price presented based on the average of lowest price tariffs advertised by three highest ranking operators in national pricing comparisons). In order to enable international comparisons, prices are presented in Euro Purchasing Power Parities (PPPs) and exclude VAT charges. PPPs provide an indication of the cost of telecoms services in countries analysed in relation to the cost of all other products and services.

The presented analysis incorporates discounts offered by operators. Nonrecurring charges (e.g. charges for the activation of a service) are discounted/amortised over three years. Calls to mobile (on-net and off-net) and fixed phones are included in the baskets.

The OECD basket methodologies are reviewed and revised periodically, with the latest revision made in 2012¹²⁷. Further information on the composition of the broadband basket can be found in the Explanatory Memorandum which accompanies this report.

The following baskets are presented in this report¹²⁸:

¹²² The pricing analysis is based on a review of operators' advertised prices in the period Q2 2017.

¹²³ The subscribers of these operators jointly account for over 99% of all mobile voice subscribers. 4G tariffs were included in the analysis.

¹²⁴ The pricing analysis is based on a review of operators' advertised prices in the period Q2 2017.

¹²⁵ The subscribers of these operators jointly account for over 80% of all mobile voice subscribers in each of the respective countries.

¹²⁶ The same basket was applied to each respective country in order to make the international comparison.

¹²⁷ See <http://dx.doi.org/10.1787/5k92wd5kw0nw-en>.

¹²⁸ In the future QKDRs ComReg may expand the analysis and present price comparisons based on additional and/or different usage baskets.

Residential and business mobile phone usage baskets

Type of basket	Basket
Prepaid Residential	30 calls (50 minutes), 100 SMS, 0.1GB data basket
Postpaid Residential	100 calls (182 minutes), 140 SMS and 2GB data basket
Business	300 calls (569 minutes), 225 SMS and 1GB data basket

These baskets were selected given they most closely related to the mobile voice usage patterns presented in figures 4.3.4 and 4.3.5 above. ComReg notes that these baskets reflect usage patterns of an average user and do not necessarily reflect prices of tariffs that are geared towards customers having different usage profiles.

ComReg notes that comparisons are based on the prices of advertised tariffs only and the analysis does not take into consideration other important factors such as quality of the network, levels of customer care, additional units of consumption available after having accounted in the analysis for the units in the OECD usage basket, minimum contract term etc.

OECD Pre-Paid Residential Mobile Basket¹²⁹

Figure 4.9.1 compares pre-paid tariffs advertised by mobile phone services providers for residential customers based on a basket of 30 calls (50 minutes), 100 SMS and 100 MB data usage. Lycamobile (€9.00) offers the cheapest tariff for this particular OECD basket, followed by 48 (€10.00) and ID (€15.00).

¹²⁹ ComReg notes that for pre-paid tariffs requiring periodic mandatory top ups (e.g. mandatory monthly (30 day) top ups), the full cost of the top up would be taken into consideration when estimating the total cost of these tariffs.

Figure 4.9.1 – Residential Pre-paid Mobile Phone Services Basket (National)¹³⁰

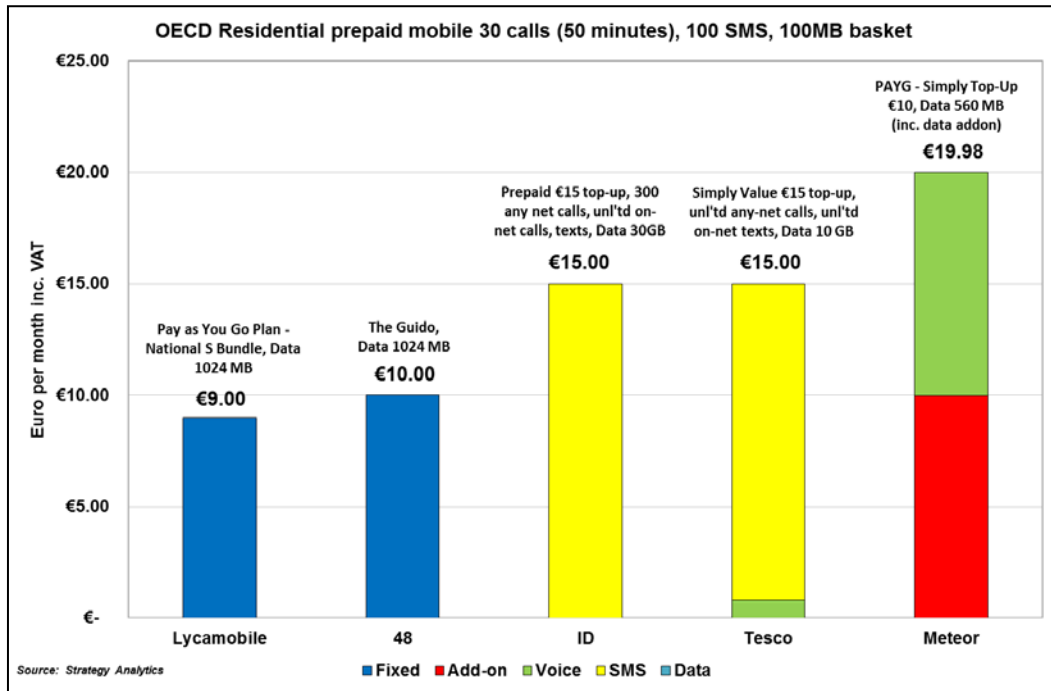


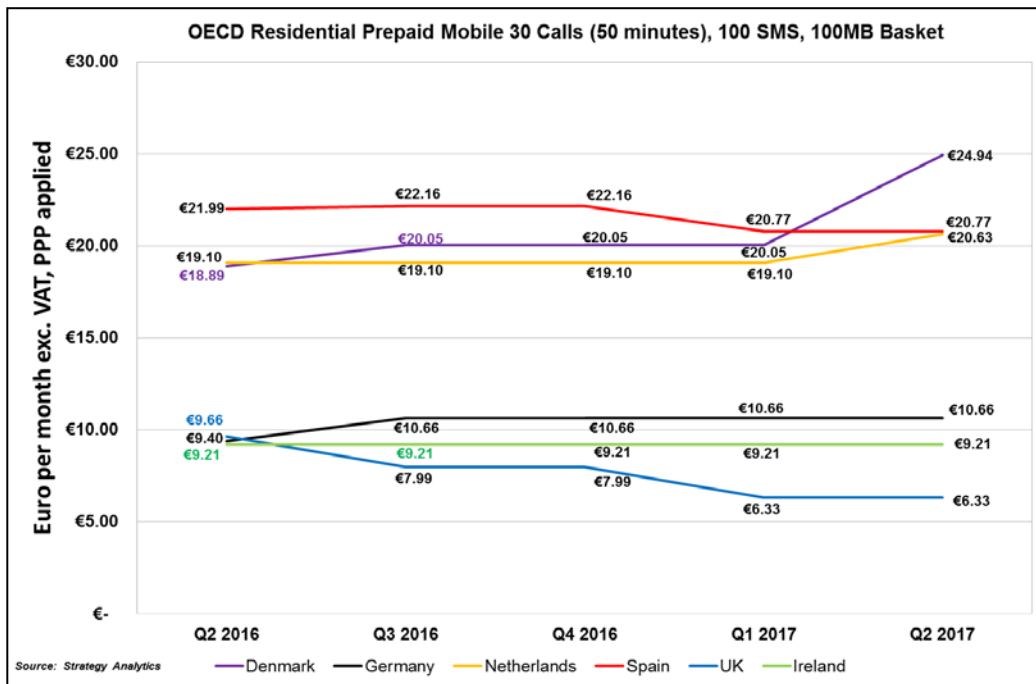
Figure 4.9.2 illustrates Ireland's ranking alongside five other Western European countries. Ireland ranks in second place with an average price of €9.21¹³¹ for this particular basket. The average price in Ireland is 40.3% cheaper than the average price¹³² for all of the countries included in the analysis.

¹³⁰ Fixed element of the price refers to the pre-paid tariffs that require mandatory top-ups.

¹³¹ As noted previously, average prices used for international comparisons exclude VAT charges.

¹³² The average of prices presented in Figure 4.9.2.

Figure 4.9.2 – Residential Pre-paid Mobile Phone Services Basket (International)



OECD Post-Paid Residential Mobile Basket

Figure 4.9.3 compares post-paid tariffs advertised by mobile phone service providers for residential customers based on a basket of 100 calls (182 minutes), 140 SMS and 2GB data usage. ID offers the cheapest tariffs for this particular basket at €14.00 followed by Meteor (€20.00) and then Tesco, Eir Mobile and Virgin Media collectively at €25.00.

Figure 4.9.3 – Residential Post-paid Mobile Phone Services Basket (National)

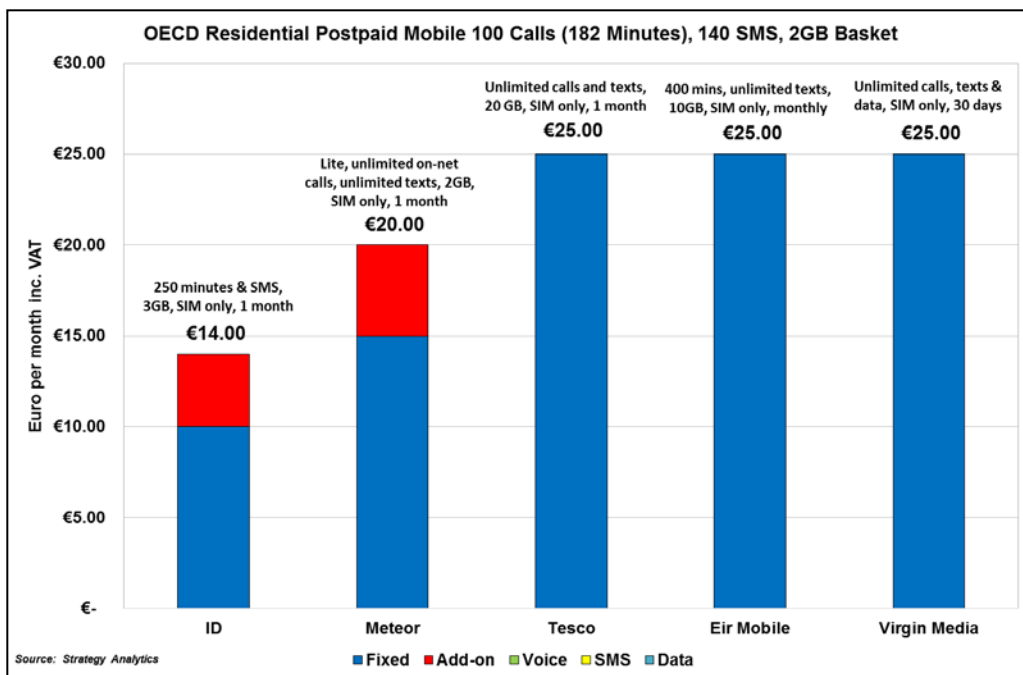
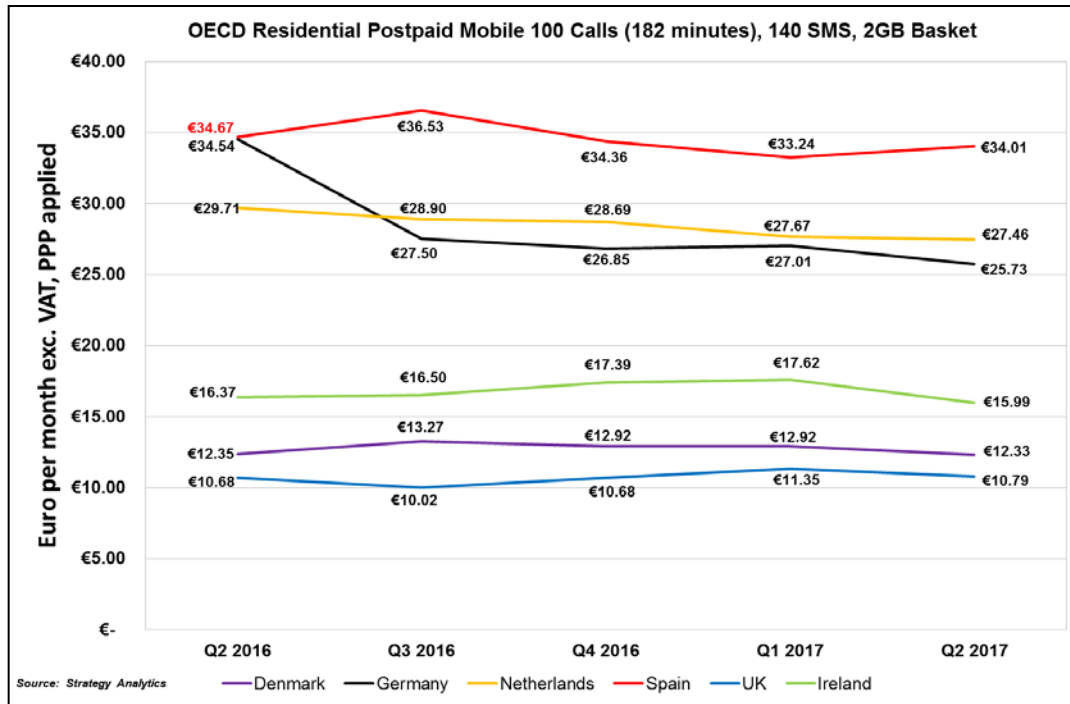


Figure 4.9.4 shows that Ireland (€15.99¹³³), in an international comparison context, ranks in third place. The average price in Ireland is 24.1% cheaper than the average price¹³⁴ for all of the countries included in the analysis.

Figure 4.9.4 – Residential Post-paid Mobile Phone Services Basket (International)



OECD Post-Paid Business Mobile Basket

Figure 4.9.5 compares post-paid tariffs advertised by mobile phone service providers¹³⁵ for business customers based on an OECD basket of 300 calls (569 minutes), 225 SMS and 1 GB data usage. Presented prices exclude VAT charges. Eir Mobile offers the cheapest tariff for this particular basket at €20.00, followed by Three (€25.00) and Vodafone (€40.00).

¹³³ As noted previously, average prices used for international comparisons exclude VAT charges.

¹³⁴ The average of prices presented in Figure 4.9.4.

¹³⁵ Only tariffs advertised by Vodafone and Three were analysed for business customers. Some operators do not offer services to business customers.

Figure 4.9.5 – Business Post-paid Mobile Phone Services Basket (National)

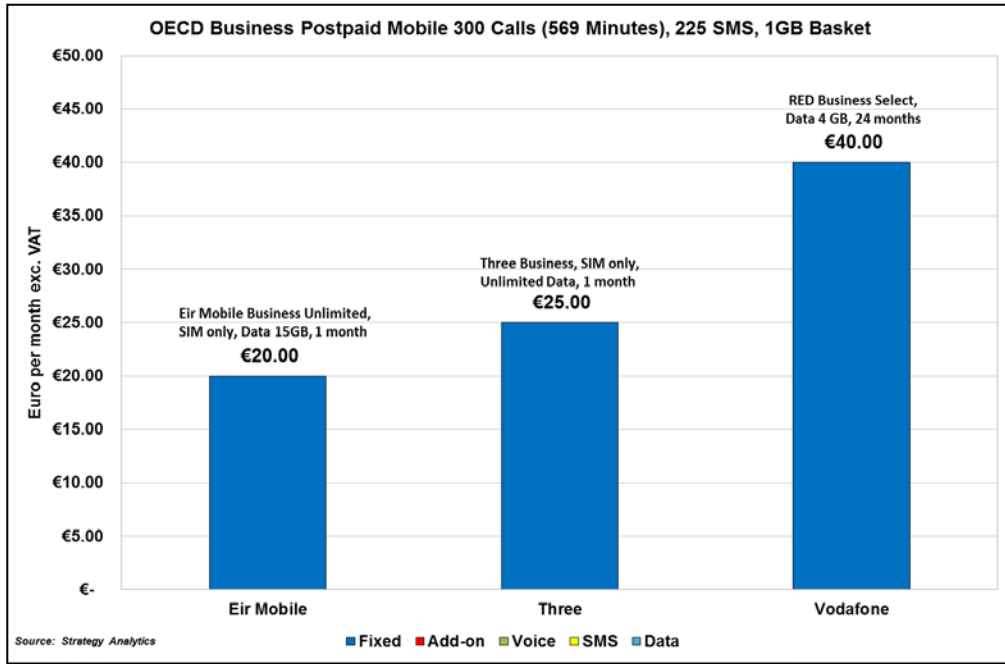
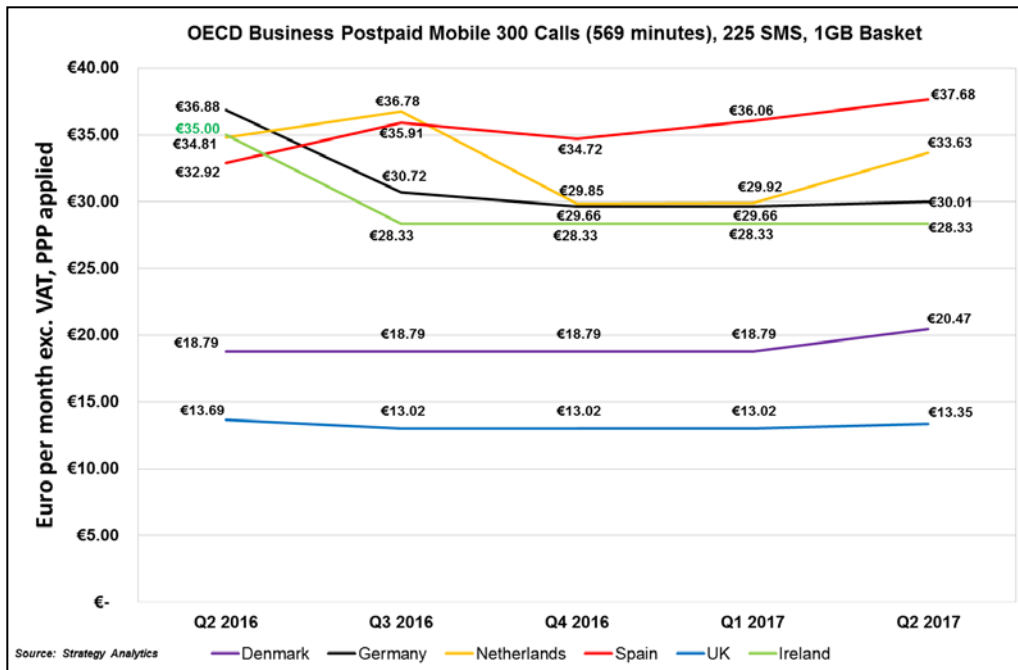


Figure 4.9.6 illustrates Ireland’s ranking alongside five other Western European countries. Ireland ranks in third place with an average price of €28.33¹³⁶ for this particular basket. The average price in Ireland is 4.0% more expensive than the average price¹³⁷ for all of the countries included in the analysis.

Figure 4.9.6 – Business Post-paid Mobile Phone Services Basket (International)



¹³⁶ As noted previously, average prices used for international comparisons exclude VAT charges.

¹³⁷ The average of prices presented in Figure 4.9.6.

5. Broadcasting

5.1 Overall Broadcasting Market

This broadcasting data is from the Nielsen TV Audience Measurement (TAM) Establishment Survey.¹³⁸ The Survey indicated that there were 1,591,000 TV homes in Ireland in July 2017.¹³⁹ Figure 5.1.1 shows the estimated number of TV homes by reception type in July 2017 and July 2016 on the basis of the reception method through which the highest number of TV channels is received. Irish terrestrial DTT-only homes represented 12.1% of all TV homes (although 42% of TV homes receive Irish DTT) as of July 2017. Cable/satellite platforms represented the remaining 87.9% of all TV homes in Ireland.¹⁴⁰

Figure 5.1.1 – TV Homes by Reception Type¹⁴¹

Reception	July 2017 (000s)	July 2016 (000s)	July 2017 as % of Total TV Homes	% Change July '16 – July '17
Irish Terrestrial	192	187	12.1%	+2.7%
Multi Total	1,399	1,387	87.9%	+0.9%
Digital Cable/Sat	1,399	1,368	87.9%	+2.3%
IPTV	83	41	5.2%	+102.4%
Total Cable/Sat	1,399	1,387	87.9%	+0.9%
Total TV Homes	1,591	1,574	N/A	+1.1%

RECEPTION: Reception type categories are hierarchically defined and mutually exclusive. A home is classified once within reception type and this is based upon the highest form of reception available within the home.

Multi Total: Made up of UK DTT / FTA Satellite, Cable, and SKY homes.

Irish Terrestrial refers to homes which only receive any or all of the following: RTÉ One, RTÉ Two, UTV Ireland, TV3, TG4, 3e, RTÉ One+1, RTÉ News Now, RTÉ jr via an aerial and a set-top box or an aerial and an integrated digital TV or via Saorsat.

Cable/Satellite: Includes UK DTT / FTA Satellite, Cable, IPTV and SKY homes. Sky homes based on the possession of SKY boxes, not on being SKY subscribers.

¹³⁸ The Establishment Survey is a survey produced by Nielsen TV Audience Measurement (fieldwork is carried out by Behaviours and Attitudes) on behalf of Television Audience Measurement Ireland Ltd (a TV ratings body). The Establishment Survey covers areas such as ownership of TV related equipment, method of TV reception and demographics of TV household individuals such as age etc.

¹³⁹ From Q2 2016 TAM data is based on biannual surveys (January and July) rather than three times a year. Therefore Q2 and Q3 will contain the same data as will Q4 and Q1 of the following year.

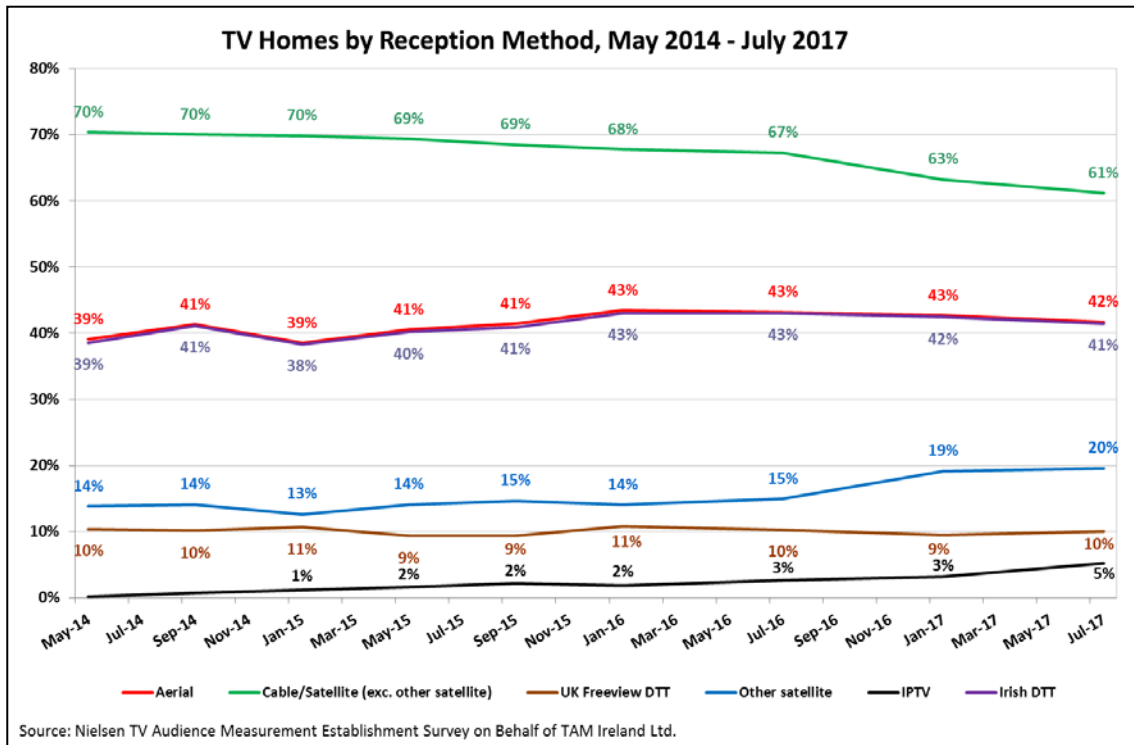
¹⁴⁰ Approximately 362,000 of those reported above as digital cable/sat and total cable/sat are UK DTT/FTA satellite. MMDS (Multichannel Multipoint Distribution Service), was discontinued in April 2016.

¹⁴¹ Source: Nielsen TV Audience Measurement Establishment Survey on behalf of TAM Ireland.

¹⁴² As of Q2 2017 analogue cable/satellite is no longer included in Nielsen TV reception types.

Figure 5.1.2 shows TV homes by reception method¹⁴³ from May 2014 to July 2017. The percentage of cable/satellite TV homes (this does not include other satellite i.e. respondents who said ‘don’t know’ and satellites that receive foreign language stations including freesat) has declined from 70% to 61% over the last three years.¹⁴⁴ Television homes that receive other satellite services (i.e. on a non-subscription basis) beside Sky represented 20% of TV homes in July 2017. Reception by IPTV method is relatively low (5% of TV homes). Approximately 41% of TV homes have Irish DTT.

Figure 5.1.2 – TV Homes by Reception Method¹⁴⁵



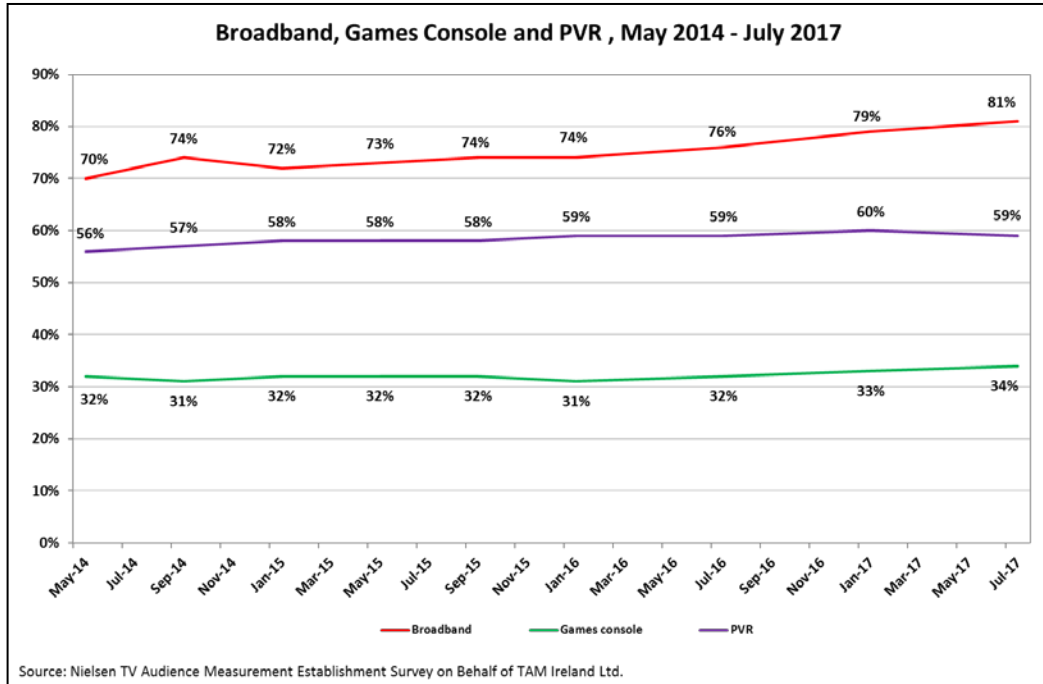
¹⁴³ This is determined by the method by which homes with a TV receive their channels. Each home can have more than one method of reception e.g. aerial and cable or digital satellite, digital satellite and cable, etc. The question is asked for their main and up to 9 TV sets. For this reason, the total for the reception methods adds up to more than 100%.

¹⁴⁴ It should be noted that from September 2011 the reporting of the cable/satellite figure has changed. This is because up to September 2011 cable/satellite reception method included homes that had both cable and satellite twice (i.e. (1) cable, (1) satellite). Nielsen now publish homes with cable and satellite as one reception method - as cable or satellite (i.e. cable or satellite (1)).

¹⁴⁵ As of November 2012 'Aerial' includes Saorsat homes. Irish DTT includes Saorsat. Cable/satellite includes IPTV, excludes UK DTT, Irish DTT and Saorsat.

Figure 5.1.4 shows TV homes by broadband ¹⁴⁶ access, game console and PVR ¹⁴⁷ ownership between May 2014 and July 2017. Broadband access was present in circa 81% of homes with a television in July 2017. The number of homes with games consoles has increased over the last three years from 32% to 34%. PVR ownership was 59% in July 2017, up from 56% in May 2014.

Figure 5.1.4 – Broadband, Games Console and PVR Trends

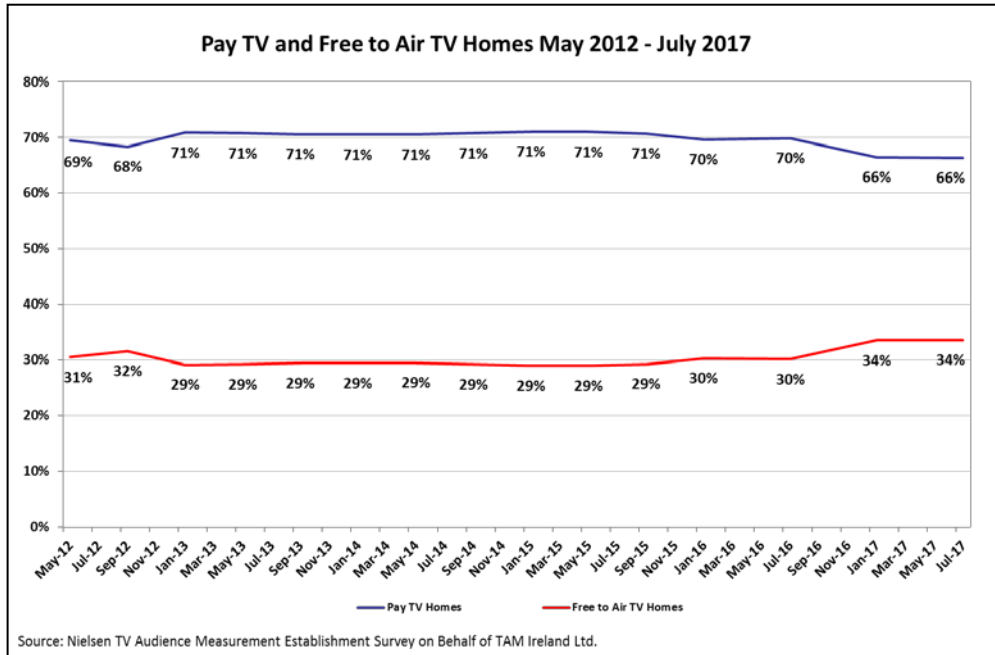


¹⁴⁶ Both fixed and mobile broadband.

¹⁴⁷ A PVR is an electronic device used to record media digitally. The PVR is also known as a digital video recorder or DVR. A PVR records and plays back television programmes, but, unlike the VCR, it stores the programs in digital rather than analogue format, for example, SKY+Box, or Virgin Media Digital Video Recorder.

Figure 5.1.5 shows the level of household penetration of pay TV services and free to air TV services in Ireland based on reception method. This chart has been derived by ComReg using Nielsen data and is not a classification used by Nielsen or a classification used as part of the survey itself. Homes with a pay TV (cable, satellite and IPTV homes) ¹⁴⁸ service were generally stable from January 2013 to July 2016 at 71% average of all TV homes. However, we have seen a decrease in the latter half of 2016 with the figure at 66% in July 2017.

Figure 5.1.5 – Pay TV vs Free to Air TV Homes, 2012 - 2017



¹⁴⁸ IPTV is included from September 2011.

6. Appendix

Sky Ireland's distribution of subscriptions by type (single play, double play or triple play) is estimated using percentage distribution of Sky Ireland's subscriptions obtained from the market survey data conducted by Behaviour & Attitudes Ltd. The fieldwork on ComReg's behalf was carried out between 25th May – 6th June, 2017. 999 respondents¹⁴⁹ were asked the following question:

- Does the service provider, Sky, provide any of the following services in your home?
 - TV
 - Broadband
 - Home Landline service

Respondents who stated that Sky provides more than one service (135 respondents) were then asked the following question:

- You mentioned that Sky provides your (previous answer). Do you receive one bill for these services (if 2 services mentioned) receive one bill for at least two of this services (if 3 services mentioned)?

The respondents who gave a positive answer to the second question (108 respondents) are categorized as bundle subscribers.

Table A1: Sky Ireland's Distribution of Subscriptions Type

Subscription type (n=525) ¹⁵⁰	Number of Sky's subscriptions	% share of total Sky's subscriptions
TV	341	68.5%
Broadband	39	7.8%
Fixed Voice	10	2.0%
TV and Fixed Voice	3	0.6%
TV and Broadband	49	9.8%
Fixed Voice and Broadband	1	0.2%
TV, Fixed Voice and Broadband	55	11.0%

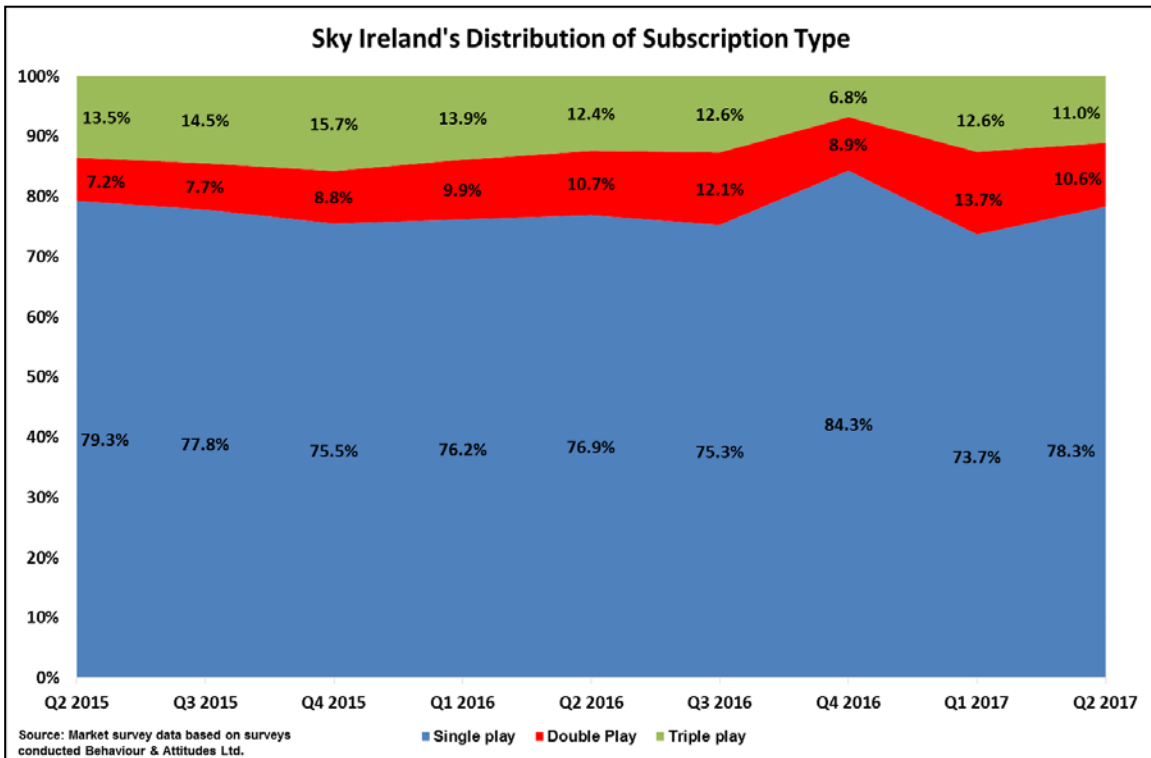
¹⁴⁹ The sample was nationally representative.

¹⁵⁰ The margin of error for the sample who stated that Sky Ireland provided them with at least one service is approximately +/- 4.5%.

Survey results showed that 78.3% of Sky Ireland’s subscribers were subscribing to one service, 10.6% to two services and 11.0% to three services.

Figure A2 shows the estimated distribution of Sky Ireland’s subscriptions by type over the last two years. As of Q2 2017 the number of bundled subscriptions (double and triple play) accounts for 21.7% of all Sky Ireland’s subscriptions compared to 20.7% in Q2 2015.

Figure A2: Sky Ireland’s Distribution of Subscription Type



The following table lists Respondents who submitted data which was used to produce the Q2 2017 Quarterly Key Data Report.

Table A3: List of Respondents

Respondent Name (N=41)
AirSpeed Telecom
AT&T Global Network Services Ireland Ltd.
ATS Voice Ltd.
Blueface Ltd.
BT Communications Ireland Ltd.
Casey Cablevision Ltd.
Colt Technology Services Ltd.
Crossan CableComm Ltd.
Digitalforge
Digiweb Ltd.
Edge Telecommunications Ltd.
Eircom Ltd.
E-Net
Equant operations in Ireland (EGN BV and ENS Ltd.)
ESB Telecoms
EuNetworks Ireland Private Fiber Ltd.
Europasat Satellite (Ireland) Ltd.
Fastcom Broadband Ltd.
Fulnett Limited t/a Strencom
ID
IFA Telecom
Imagine Group
Level 3 Communications (Ireland) Ltd.
Lycamobile Ireland Ltd.
Magnet Networks Ltd.
Meteor Mobile Communications Ltd.
Modeva Networks
Nova Networks Ltd.
Permanet Ltd.
Postmobile
Pure Telecom Ltd.
Rapid Broadband Ltd.
Ripplecom Ltd.
Sky Ireland Ltd.
SprintLink Ireland Ltd.
Tesco Mobile Ireland Ltd.
Three Ireland (Hutchison) Ltd.
Virgin Media Business Ltd.
Virgin Media Ireland Ltd.
Verizon Ireland Ltd.
Vodafone Ireland Ltd.