



Commission for
Communications Regulation

Irish Communications Market

Quarterly Key Data Report

Data as of Q1 2013

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Corrigendum to Q3 2012 and Q4 2012 Reports

- Vodafone's Subscription Market Share of Fixed Broadband Market has been revised from 19.1% to 17.1% in Q3 2012 following operator revision.
- The number of Digital Cable and Satellite households has been revised from 1.513 million to 1.315 million which is an increase of 11% from January 2012. Digital Cable and Satellite households accounted for 84.7% of all TV households as of January 2013.
- Total fixed line revenues for Q4 2012 have been amended from €500,293,486 to €500,878,488.
- Total Fixed Voice Traffic for Q4 2012 has been amended from 1,445,731,216 minutes to 1,439,358,225.

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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

There was a decline in total industry revenues but a slight increase in broadband subscriptions in Q1 2013 compared to Q4 2012. Overall industry revenues decreased by 2.1%. Total revenues in the twelve months to March 2013 at €3.71 billion were down from over €3.80 billion over the 12 months previous. Total broadband subscriptions were 1,668,585 this quarter which was an increase of 0.1% from Q4 2012 and an increase of 0.1% compared to Q1 2012. Overall voice traffic volumes continued to decline, down by 2.1% this quarter. Presented below is a tabular summary of this quarterly report.

Irish Quarterly Communications Market Data Q1 2013				
	Q1'13	Q4'12	Quarterly Change	Annual change
Total Market Revenues	€912,752,742	€932,296,256	-2.1%	-2.2%
Fixed Line Revenues	€485,546,501	€500,878,488	-3.1%	-3.0%
Mobile Revenues	€383,157,067	€386,505,638	-0.9%	-1.4%
Broadcasting Revenues ¹	€44,049,174	€44,912,130	-1.9%	-1.9%
Total Voice Traffic (Minutes)	4,046,486,709	4,132,677,240	-2.1%	-6.7%
Fixed Voice Traffic (Minutes)	1,410,922,677	1,439,358,225	-2.0%	-11.2%
Mobile Voice Traffic (Minutes)	2,635,564,032	2,693,319,015	-2.1%	-4.1%
Total Internet Subscriptions	1,679,004	1,678,082	+0.1%	-0.5%
Narrowband Internet Subscriptions	10,419	11,437	-8.9%	-49.6%
Total Broadband Subscriptions	1,668,585	1,666,645	+0.1%	+0.1%
Fixed Broadband Subscriptions	1,126,121	1,112,082	+1.3%	+3.9%
Mobile Broadband Subscriptions (HSDPA)	542,464	554,563	-2.2%	-7.0%
Fixed Subscriptions ²	2,091,306	2,100,013	-0.4%	-3.5%
Fixed Voice Subscriptions	1,475,457	1,464,123	+0.8%	+2.9%
Total Mobile Subscriptions (inc. HSDPA)	5,432,182	5,460,507	-0.5%	-1.6%
Mobile Subscriptions (exc. HSDPA)	4,889,718	4,905,944	-0.3%	-1.0%

¹ ComReg only captures Cable/MMDS/IPTV revenues from a number of TV providers for Quarterly publication in the Report under broadcasting revenues. The collection and publication of licence fee and/or television revenues does not fall within ComReg's remit and therefore is not included in the broadcasting revenue figure.

² Fixed subscriptions to voice, internet and TV services (both single play and bundled subscriptions).

- Overall electronic communications network and service revenues at the end of March 2013 were €912.8 million for the quarter. Industry revenues decreased by 2.1% this quarter, and declined by 2.2% compared to Q1 2012. This decline was driven by decreases in broadcasting, fixed line and mobile revenues in the quarter.
- The mobile market represents approximately 72.2% of all voice and internet subscriptions (fixed and mobile), with fixed market subscriptions (voice and internet) representing the remaining 27.8%.
- At the end of the March 2013 there were 1,475,457 fixed voice subscriptions in Ireland, an increase of 0.8% since last quarter and an increase of 2.9% since Q1 2012.
- Total voice traffic minutes decreased by 2.1% this quarter. Mobile minutes form the majority of voice minutes at 65.1%, with fixed minutes representing the remaining 34.9%. Mobile voice minutes decreased by 2.1% this quarter and fixed voice minutes fell by 2.0% this quarter.
- This quarter, total internet subscriptions increased by 0.1% to 1,679,004.
- Narrowband internet subscriptions continued to fall (-8.9% in this quarter), declining by 49.6% since Q1 2012. There are now a total of just 10,419 narrowband subscriptions in Ireland as consumers continue to migrate away from slower dial-up technologies, towards higher speed fixed and mobile broadband subscriptions.
- Broadband subscriptions (fixed and mobile) increased by 0.1% this quarter, and by 0.1% compared to Q1 2012. Cable (+11,488), DSL (+3,647) and satellite/fibre (+585) subscriptions increased this quarter while FWA (-1,681) and dedicated mobile broadband subscriptions (-12,099) fell this quarter.
- The estimated fixed broadband household penetration rate³ rate was 57.0% in Q1 2013. The fixed broadband per capita penetration rate was 24.6%. The broadband per capita penetration rate (including mobile broadband) was 36.4%.
- Average broadband speeds continue to increase. In Q1 2013 approximately 21.9% of all broadband subscriptions were equal to or greater than 10Mbps up from 19.1% in Q1 2012. 14.4% of all broadband subscriptions were equal or greater than 30Mbps up from 2.4% in Q1 2012.

³ This estimate excludes business subscriptions and mobile broadband subscriptions.

- At the end of March 2013 there were 5,432,182 mobile subscriptions (including HSDPA) in Ireland, a decrease of 0.5% since last quarter. The mobile penetration rate was 118.5% including mobile broadband and 106.6% excluding mobile broadband.
- The number of smartphone/tablet users⁴ increased to 2,421,598 this quarter, up by 1.4% from Q4 2012 and up by 11.5% compared to Q1 2012.
- The amount of mobile numbers ported in Q1 2013 was 98,407 down from a peak of 123,646 in Q2 2011. On average there were 103,605 numbers ported per quarter over the last 12 months.
- In Q1 2013 mobile ARPU was €28 per month, down from €29 per month in Q1 2012. Declining ARPU is likely to be a reflection of a number of factors such as those attributable to worsened economic conditions in Ireland (e.g. reduced consumer spending), lower priced mobile plans, increased sales of bundled products (combining mobile with fixed calls and sometimes broadband) and reductions in mobile roaming and termination rates, among others.

Notes to data:

- Both Meteor and emobile brands are reported under the umbrella of eircom Group Mobile.
- 48, which is a brand of Telefónica, is included under O2.
- Sky Ireland have declined to provide information on subscriptions to TV services and TV revenues. Thus, this information is not included in the report.
- Aggregated SB-WLR Performance Statistics, as supplied by Eircom, are published in accordance with ComReg Decision Notice (07/61) Section 6.6 (vii) in the appendix.
- As since Q1 2013, an Irish population estimate from the Central Statistics Office (CSO) of 4,585,400 (April 2012 population numbers) is used for Q1 2013. This compares to 4,588,252 which was used in Q1, Q2, Q3 and Q4 2012.⁵ As since Q1 2013, an estimated household number of 1,687,500 from the CSO is used for Q1 2013. A household number of 1,654,208 was used in Q1, Q2, Q3 and Q4 2012.

⁴ Based on active 3G SIMS excluding dedicated mobile broadband SIMs.

⁵ This CSO's April 2012 population numbers can be found at:

http://www.cso.ie/en/media/csoie/releasespublications/documents/latestheadlinefigures/popmig_2012.pdf

- A number of external sources are used for international comparisons. These include the Central Statistics Office, Analysys Mason, and 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 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 13/56a.
- Extracts of data used in this report can be downloaded at www.comstat.ie
- Data previously published may have been amended since publication. Any such amendments are noted in the corrigendum on page 5.

1. Overall Market Data

Data presented in this report is based on questionnaires completed by authorised operators for the period from 1 January to 31 March 2013. The report is based on submissions from 59 active operators.

1.1 Number of Authorisations

Figure 1.1.1 - Total Number of Authorisations

Total Authorisations	March 2013
No. of fixed and wireless authorisations	352
No. of mobile telephony authorisations	10
No. of broadcasting authorisations (incl. Cable TV, MMDS, Deflectors)	63
Total Number	425

Before providing networks or services to third parties, operators are required to submit a notification to ComReg which is added to a central register of authorised operators. At the date of publication there were 425⁶ authorised undertakings in Ireland.

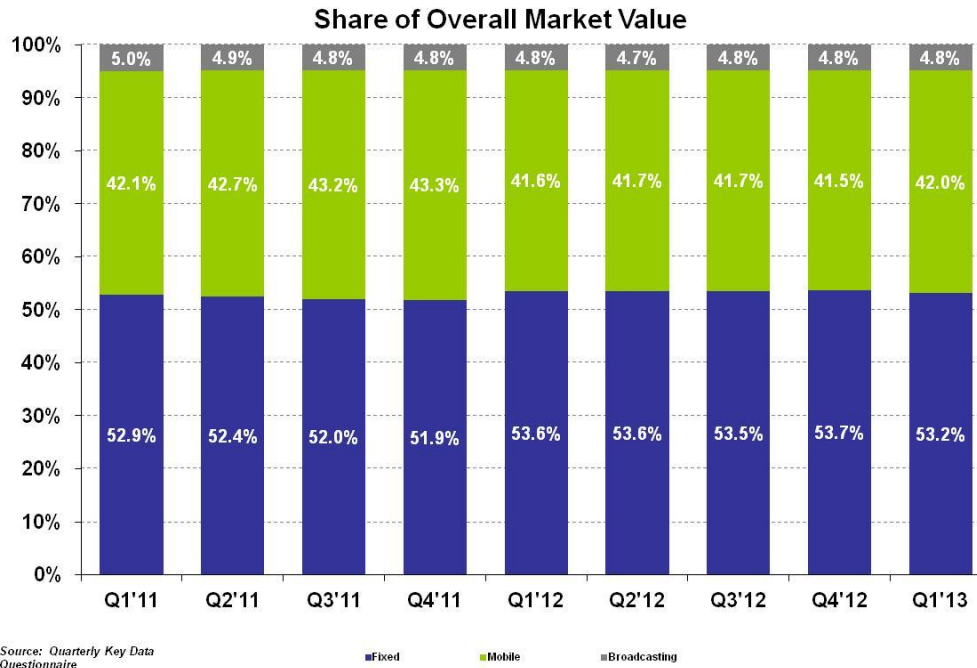
It should be noted that the list above refers to the number of general authorisations granted by ComReg under the European Framework for Authorisations, and does not necessarily reflect the total number of commercially active organisations or entities currently operating in the market. The total includes a number of undertakings who are authorised to use licence-exempt spectrum for the provision of services.

⁶ The decrease in the number of general authorisations reflects the audit on the number of active general authorisations and the expiry of the Deflector Licensing Scheme in December 2012.

1.2 Overall Electronic Communications Revenues⁷

Figure 1.2.1 shows the proportion of industry revenue attributable to the provision of fixed line, mobile and cable broadcasting services.

Figure 1.2.1 – Fixed, Mobile & Broadcasting as a % of Total Revenues



According to Central Statistics Office data, Ireland’s Gross National Product for Q4 2012 was approximately €33 billion. Based on the Q4 2012 revenue data reported to ComReg by operators in the Irish communications sector, these revenues were approximately 2.8% of GNP in that quarter.

Overall electronic communications network and service revenues for Q1 2013 were €912.8 million. This was a 2.1% decrease on the previous quarter. Comparing Q1 2012 to Q1 2013, industry revenues have decreased by 2.2%. Over the twelve months to March 2013, total revenues were over €3.7 billion.

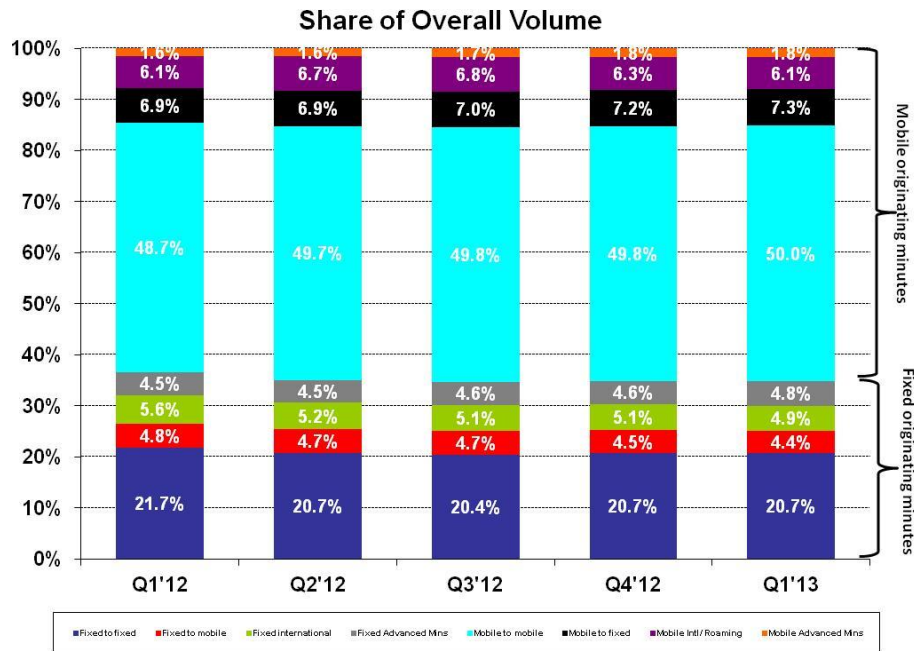
This quarter, mobile revenues decreased by 0.9% and declined by 1.4% when compared to Q1 2012. Fixed revenues decreased by 3.1% this quarter and decreased by 3.0% when compared to Q1 2012. (Cable/MMDS/IPTV) broadcasting revenues decreased by 1.9% and declined by 1.9% compared to Q1 2012. The broadcasting network revenues in this report exclude Sky Ireland’s satellite revenues and all content related revenues.⁸

⁷ Further detail on terms and definitions - ComReg Doc. 13/56a Explanatory Memorandum.

⁸ ComReg only captures Cable/MMDS/IPTV revenues from a number of TV providers for publication in the Quarterly 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.

1.3 Overall Call Volumes

Figure 1.3.1 - Share of Total Voice Call Volumes (Minutes)⁹



Source: Quarterly Key Data Questionnaire

Figure 1.3.1 profiles volumes of originating voice calls by call type on both fixed and mobile networks on a quarterly basis. Q1 2013 showed a continued decline in total voice minutes. Voice minutes for Q1 2013 totalled almost 4.05 billion minutes and there were 16.6 billion minutes in the twelve months to the end of March 2013. Total voice minutes decreased by 2.1% from the previous quarter and have fallen by 6.7% since Q1 2012.

It should be noted that in this quarterly report the split of managed VoB minutes by category (i.e. domestic, international, mobile, other) has been placed into those respective categories of calls originating from fixed networks in figure 1.3.1.

Mobile originating voice minutes (down 4.1% on Q1 2012) accounted for 65.1% of all voice minutes in Q1 2013 (compared to 63.4% in Q1 2012) while traffic originating on a fixed line network (down 11.2% on Q1 2012) accounted for the remaining 34.9% of all voice minutes (compared to 36.6% in Q1 2012). Figure 1.3.2 shows the total voice traffic in Ireland at the end of Q1 2013.

⁹ 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.

Figure 1.3.2 – Total Voice Traffic

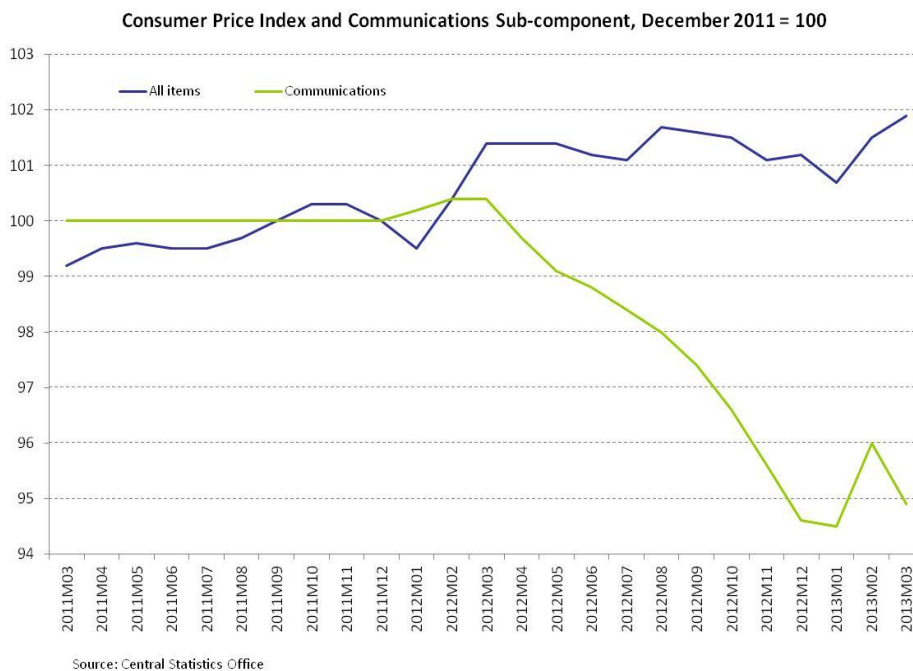
	Q1'13 Mins	Q4'12 – Q1'13 Growth	Q1'12 – Q1'13 Growth
Fixed voice minutes	1,410,922,677	-2.0%	-11.2%
Mobile voice minutes	2,635,564,032	-2.1%	-4.1%
Total voice minutes	4,046,486,709	-2.1%	-6.7%

1.4 Communications and the Consumer Price Index

Figure 1.4.1 shows the monthly change in the Consumer Price Index (CPI) and the communications sub-component from March 2011 to March 2013. The CSO has now revised its weighting for the communications basket to 3.133% of the total CPI down from 3.487% previously.¹⁰

Using December 2011 as the base period, communications prices have generally been declining over the last 9 months with a price increase observed only in February 2013. Communication prices have declined by 5.1 base points since March 2011.

Figure 1.4.1 – Consumer Price Index and Communications Sub-Component



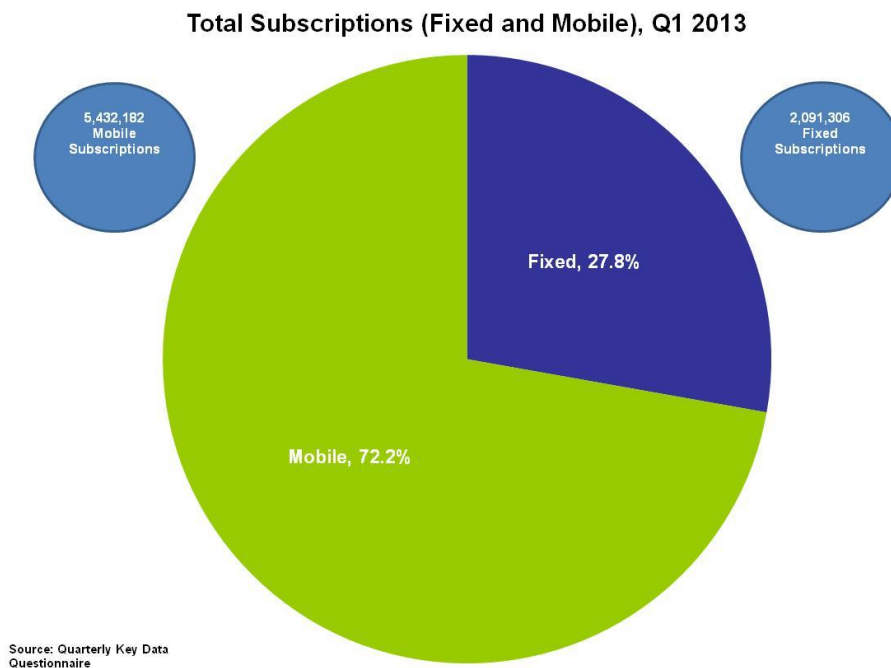
¹⁰ http://www.cso.ie/en/media/csoie/releasespublications/documents/prices/2013/prices/consumerpriceindex/cpi_jan2013.pdf

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

Figure 1.5.1 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 as of Q1 2013.

Customers purchasing either a single service or more than one service (as part of a bundle) are included in the fixed subscriptions category. The mobile market represents approximately 72.2% of all subscriptions with fixed line subscriptions representing the remaining 27.8%. 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 subscriptions across several offices.

Figure 1.5.1 – Total Subscriptions (Fixed and Mobile), Q1 2013



2. Fixed Market Data

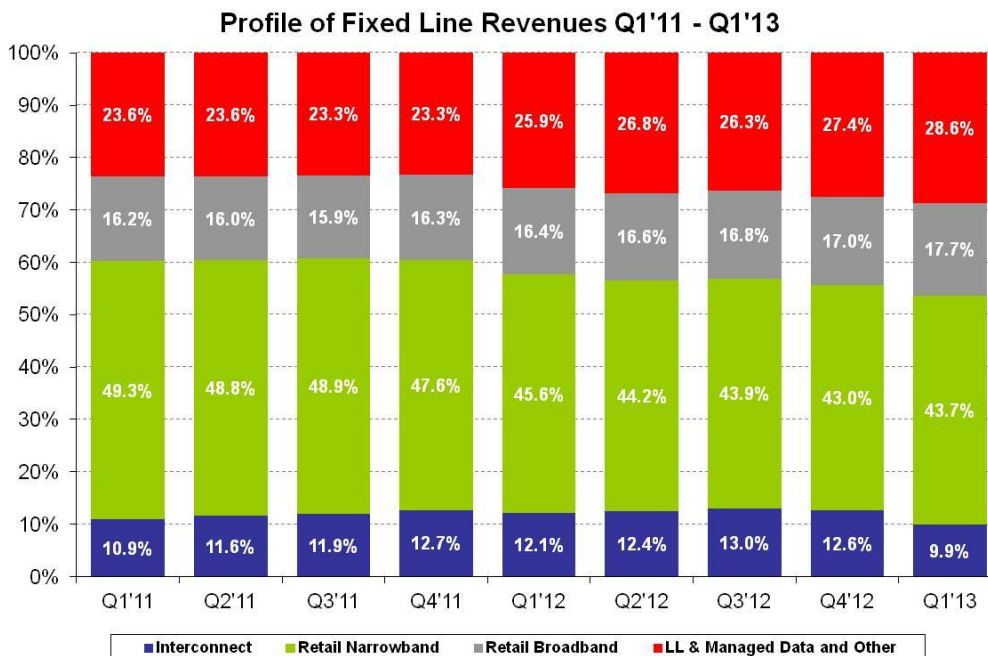
2.1 Total Fixed Line Revenues

Figure 2.1.1 shows the profile of fixed line wholesale and retail revenues in Ireland over the last two years. Total fixed line revenues for Q1 2013 were over €485 million. This was a decrease (-3.1%) on Q4 2012 revenues and a 3.0% decrease on Q1 2012 revenues.

Retail narrowband revenues (-7.0%) and interconnect revenues (-20.3%) have fallen since Q1 2012, but retail broadband revenues as well as leased lines, managed and other data services revenues have increased by 4.6% and 7.4% respectively.

Comparing Q1 2012 to Q1 2013, the proportion of fixed line revenues attributable to leased lines, managed data and other advanced data services increased by 2.7 percentage points, interconnect revenues declined by 2.2 percentage points and retail broadband revenues' market share increased by 1.3 percentage points. The proportion of retail narrowband revenues has fallen by 1.9 percentage points, to 43.7% of overall fixed line revenues.

Figure 2.1.1 – Profile of Fixed Line Revenues

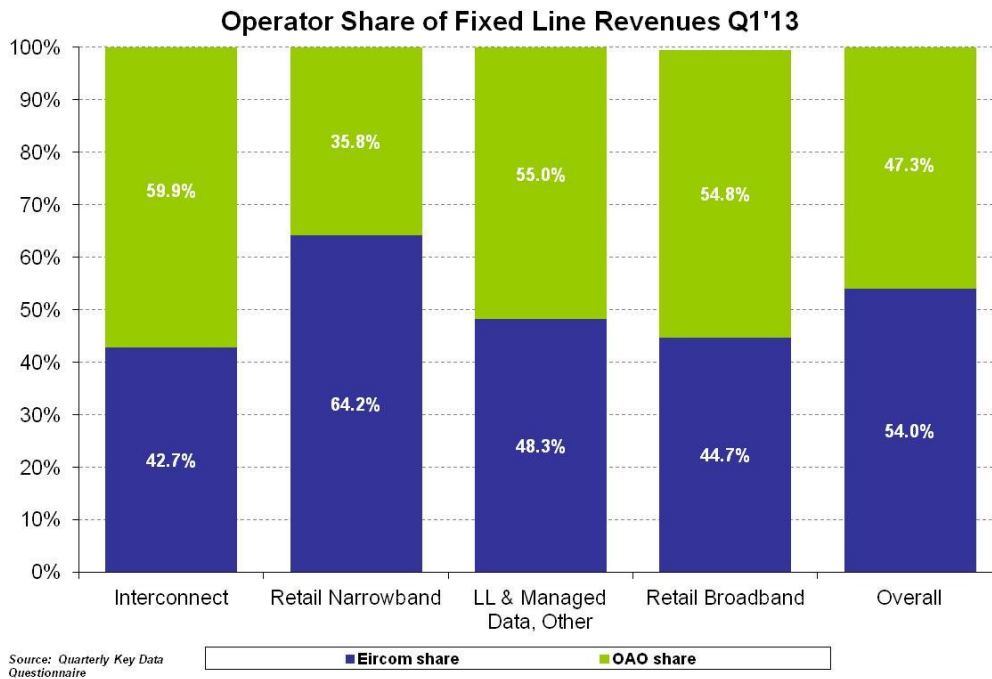


Source: Quarterly Key Data Questionnaire

2.1.1 Authorised Operators’ Share of Overall Fixed Line Revenues

Figure 2.1.1.1, below, shows the market shares of the incumbent and other authorised operators (OAOs) in each of the fixed line service categories mentioned in figure 2.1.1. Market shares are grouped within a number of revenue categories to link related services and are based on both retail and wholesale revenues; this classification does not reflect the specific markets identified in ComReg’s Market Analysis process.

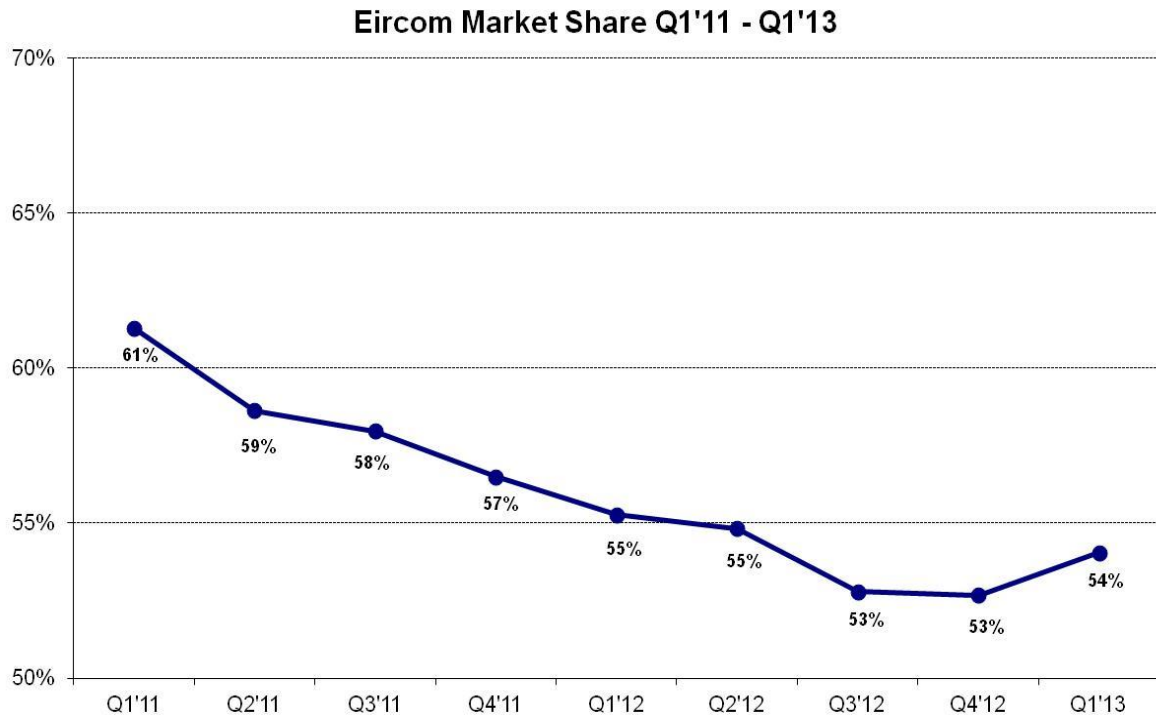
Figure 2.1.1.1 – Operator Share of Fixed Line Revenues¹¹



¹¹ Eircom’s retail broadband share includes DSL, Fibre and Satellite revenues.

Figure 2.1.1.2 below shows the revenue shares of the fixed market (interconnect, retail narrowband, retail broadband and leased line, managed and other data revenues). Eircom’s overall share of fixed line market revenue was 54.0% in Q1 2013.

Figure 2.1.1.2 – Eircom’s Share of Fixed Line Revenues



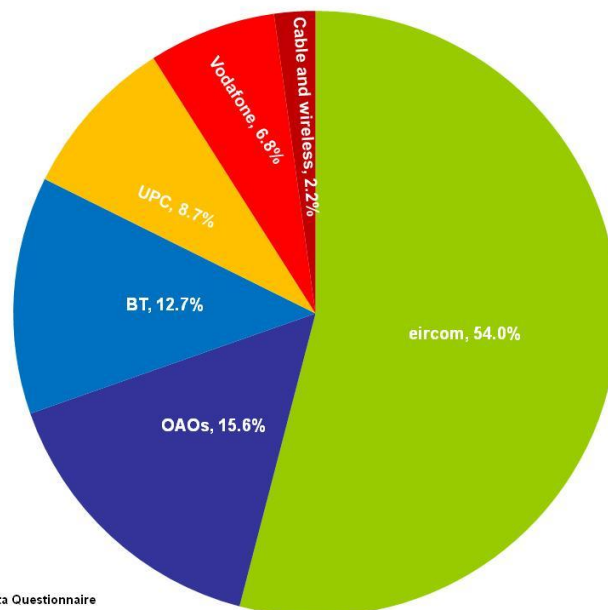
Source: Quarterly Key Data Questionnaire

Figure 2.1.1.3 below outlines the revenue shares of the fixed market (comprising interconnect, retail narrowband, retail broadband and leased line, managed and other data revenues) held by the incumbent fixed line operator (eircom), OAOs with a minimum 2% market share, and all other OAOs. 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 the market.

In Q1 2013, Eircom had the highest revenue share in the market with 54.0% market share. ComReg estimates that the next four largest operators (BT, UPC, Vodafone (fixed only), and Cable and Wireless Services) contribute a further 30.4% of industry revenue. This data includes both wholesale and retail revenues in the fixed market and, as such, should not be interpreted as a definitive statement of retail revenue market shares.

Figure 2.1.1.3 – Fixed Revenue Market Shares

Fixed Revenue Market Shares, Q1 2013



Source: Quarterly Key Data Questionnaire

2.2 Fixed Line Access Paths

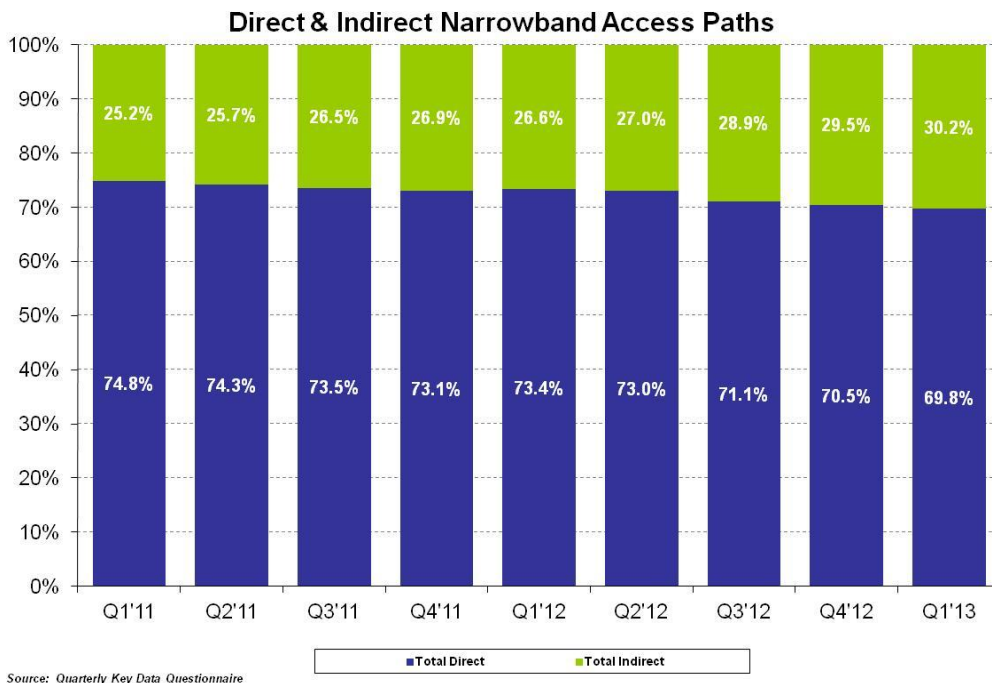
2.2.1 Access Paths

Figure 2.2.1.1 presents the total number of narrowband copper fixed access paths (PSTN and ISDN) broken out by direct and indirect access¹². These paths are usually used for voice services and internet access. There were just below 1.64 million direct and indirect PSTN and ISDN access paths in the Irish market in Q1 2013.

This represents a decrease of 1.1% on last quarter and a decline of 8.9% since Q1 2012. The general reduction in demand for fixed lines could be due to a number of reasons such as an increase in the number of business failures and exits, competition from other platforms (such as cable) and fixed line disconnections due to emigration or cancellation of lines used for dial up internet access.

In Q1 2013, indirect access accounted for 30.2% of all access paths in the fixed line market.¹³ While this chart shows the number of narrowband only access paths in Ireland, voice and data can also be supplied by other means such as broadband. Details on the broadband market in Ireland can be found in chapter 3 of this report.

Figure 2.2.1.1 – Direct & Indirect Narrowband Fixed Access Paths



12 - 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 Eircom). 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.

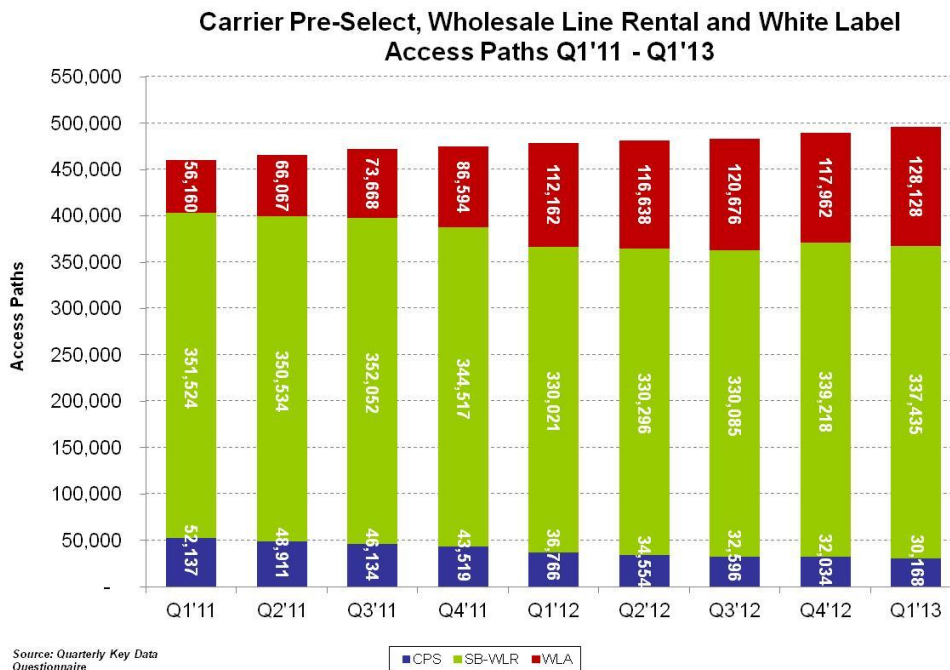
13 Access paths are not synonymous with access lines as for example in the case of ISDN paths, there may be more than 1 path provided via a single ISDN line.

2.2.2 Indirect Access Paths

Figure 2.2.2.1 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 Q1 2013, there were 495,731 indirect access paths in Ireland. The number of indirect access paths increased by 1.3% this quarter and rose by 3.5% in the year to Q1 2013 due to an increase in SB-WLR and WLA paths, as CPS access paths continue to decline.

The data indicates that OAOs continue to migrate their customer base to single-bill services, i.e. SB-WLR rather than CPS (i.e. calls only) while the number of White Label Access paths is also growing. SB-WLR managed by OAOs now accounts for 68.1% of indirect access paths compared to 76.4% in Q1 2011. WLA paths account for 25.8% of total indirect access paths compared to 12.2% in Q1 2011. The share of CPS only indirect access paths has declined by 5.2 percentage points in the last two years and now accounts for 6.1% of overall indirect access paths.

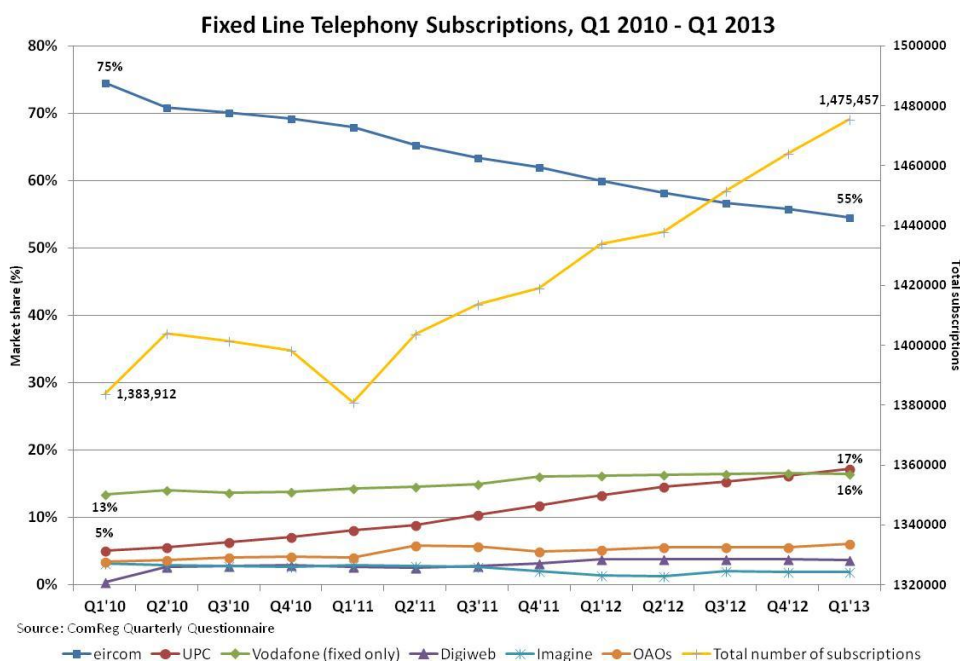
Figure 2.2.2.1 – Narrowband Indirect Access Paths



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 Q1 2013 there was 1,475,457 fixed voice subscriptions (an increase of 0.8% on Q4 2012 and an increase of 2.9% on Q1 2012). Fixed voice subscriptions are increasing quarter on quarter since Q1 2011. As of Q1 2013 Eircom had 55% of all fixed voice subscriptions followed by UPC (17%) and Vodafone (16%).

Figure 2.2.3 – Fixed Voice subscriptions, Q1 2010 – Q1 2013



2.2.4 Fixed Market Retail Subscriptions by Type

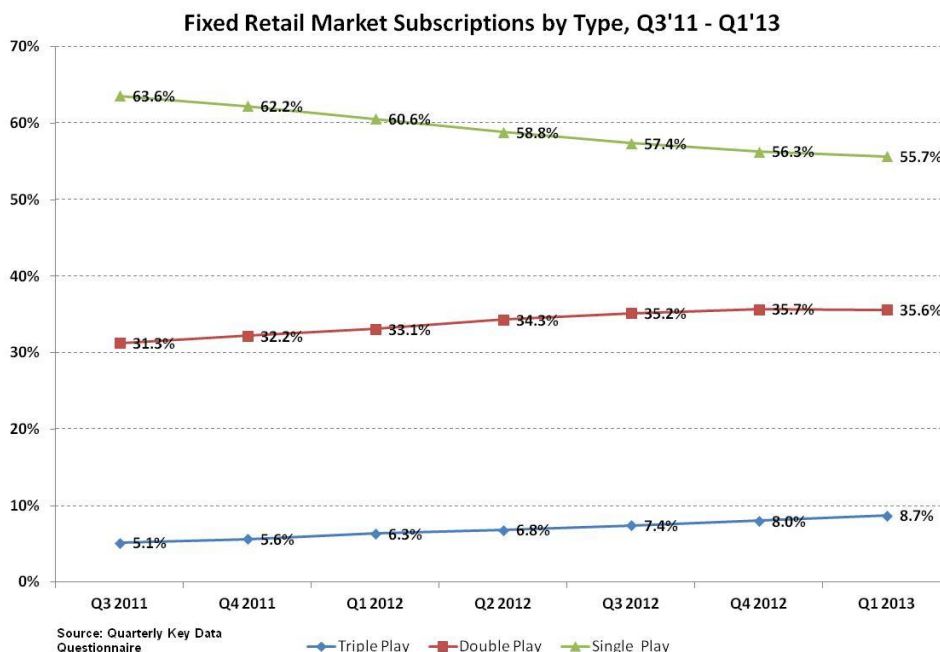
Figures 2.2.4 shows the estimated proportion of retail customers/subscriptions to fixed line services (mobile networks are excluded) broken out by those with a single service and those taking a bundle of two or more services as of Q1 2013 (subscriptions mean a customer with at least one contract with an electronic communications service provider).¹⁴

It is estimated that there were 2,091,306 fixed market retail subscriptions in Q1 2013 across both business and residential customers (a business customer may have multiple subscriptions). There was a continued decline in the share of single play subscriptions,

¹⁴ 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.

as double and triple plays’ share of subscriptions continued to increase. 55.7% of these subscriptions were single play compared to 60.6% in Q1 2012, 35.6% double play (a bundle of two services) compared to 33.1% in Q1 2012 and 8.7% triple play (a bundle of 3 services) compared to 6.3% in Q1 2012.

Figure 2.2.4 – Fixed Market Retail Subscriptions by Type, Q3 2011 - Q1 2013*¹⁵



2.3 Fixed Voice Call Volumes

Fixed voice traffic in Q1 2013 was over 1.41 billion minutes, which was a 2.0% decrease on Q4 2012 and a fall of 11.2% since Q1 2012. Fixed voice traffic has fallen consecutively quarter on quarter since Q1 2011.

Managed voice over broadband (VoB) minutes account for approximately 11.3% of total fixed voice minutes up from 9.6% in Q1 2012. This reflects a continued increase in managed VoB subscriptions. There were slightly more than 298,000 managed VoB subscriptions in Ireland in Q1 2013 and over 159 million managed VoB minutes, up from approximately 237,000 managed VoB subscriptions and 152 million managed VoB minutes in Q1 2012.

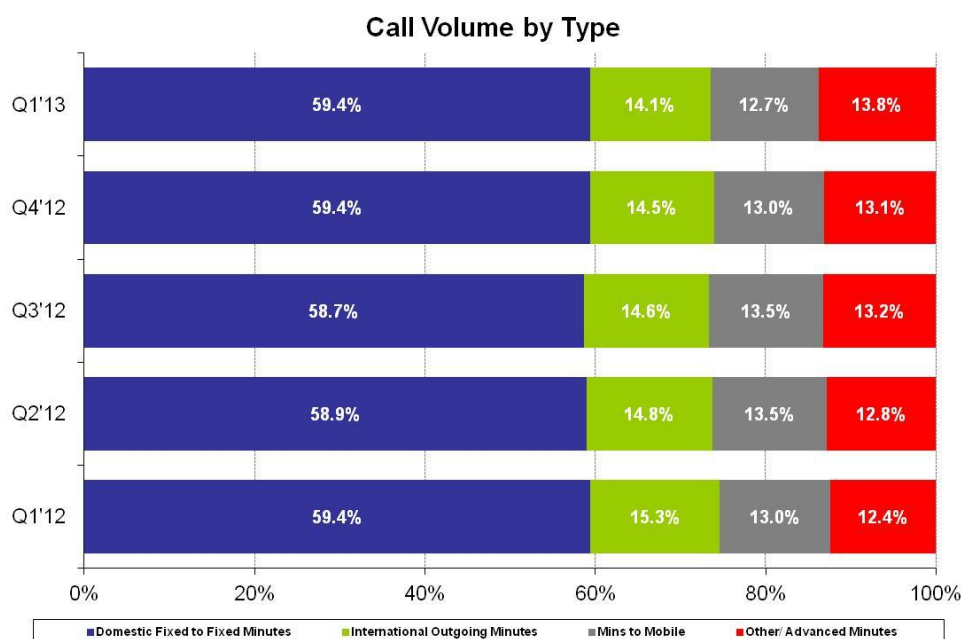
The numbers quoted in this report represent managed VoB data only (for example by Eircom, UPC and other providers such as Blueface) and do not include unmanaged or over the top VoB services by providers such as Skype.

¹⁵ Sky Ireland have declined to provide information on TV subscriptions. This will have the effect of increasing the number of single play subscriptions reported (as a double play that includes TV will be reported as a single play), and decreasing the number of triple play subscriptions (as a triple play that includes TV will be reported as a double play subscription).

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

Figure 2.3.1 shows that domestic fixed to fixed minutes accounted for 59.4% of all fixed voice traffic in Q1 2013. International outgoing minutes had a 14.1% market share of all fixed voice traffic. The market share of fixed to mobile minutes was 12.7% while other/advanced minutes (which include premium rate minutes) represented 13.8% of all fixed voice traffic.

Figure 2.3.1 – Fixed Voice Call Volume (Minutes)¹⁶



Source: Quarterly Key Data Questionnaire

Figures 2.3.2 and 2.3.3 show the change in the average monthly mobile voice call minutes per business and residential subscribers respectively. In Q1 2013 the average business subscriber originated 740 minutes of voice calls, up 0.6% on Q4 2012 but down 10.1% on Q1 2012. The average residential subscriber usage was slightly below 220 minutes per month, down 4.4% on Q4 2012 and down 14.7% on Q1 2012.

Changes in the volumes and profile of fixed line traffic will continue to be monitored by ComReg for evidence of changes in fixed line usage, such as increased fixed-mobile substitution and voice over broadband substitution.

¹⁶ 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)

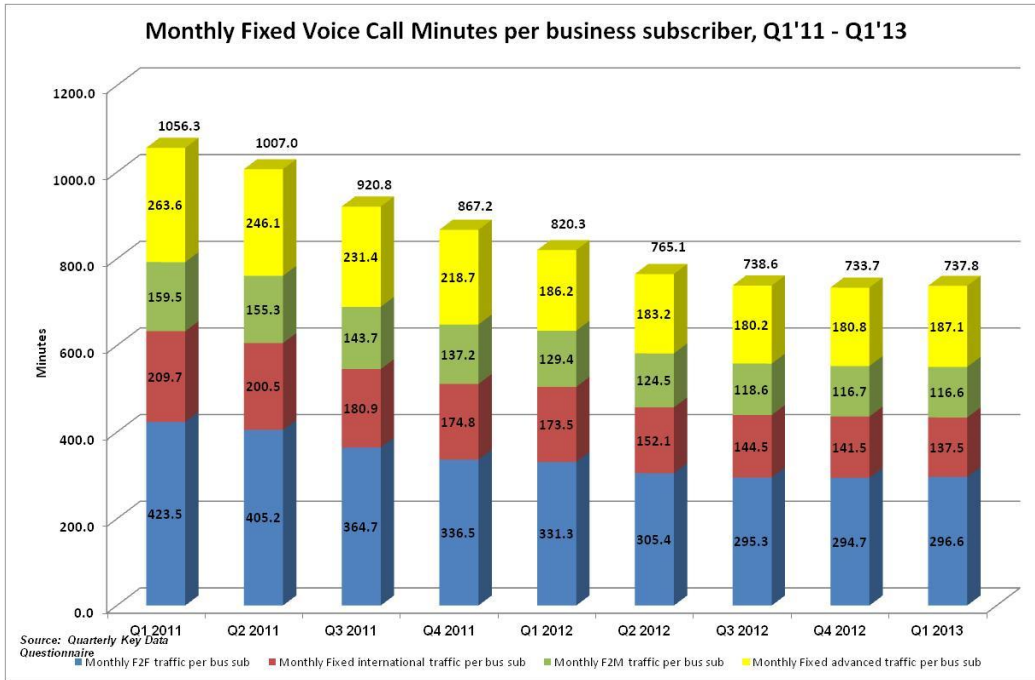
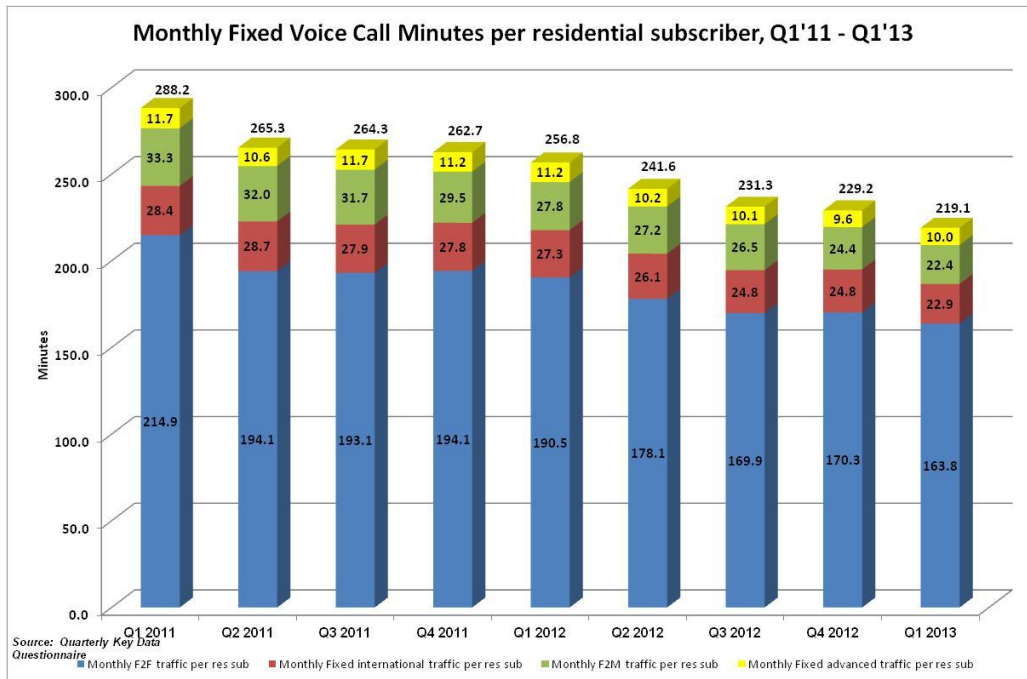


Figure 2.3.3 – Fixed Voice Call Volume per residential subscriber (Minutes)



2.4 PSTN Pricing Data

ComReg uses independently-collated Teligen data based on an OECD-approved methodology to examine the relative costs of a number of specific baskets of national and international telecoms services for both residential and business users. The data presented includes EU countries for which data is available¹⁷.

Using this methodology, data is presented in Euro Purchasing Power Parities (PPPs). The latter provides an indication of the cost of telecoms services in countries analysed in relation to the cost of all other products and services. The basket methodologies are reviewed and revised periodically, the latest of which was in early 2010.

The methodology used by the OECD/Teligen is based on the following baskets of calls:

Residential and business PSTN baskets

Type of basket	Basket
Residential	20 calls basket
Residential	60 calls basket
Residential	140 calls basket
Residential	420 calls basket
Business	100 calls business basket, single user
Business	260 calls business basket, single user

For the PSTN baskets, only the incumbent operator is covered. Discounts are incorporated and only tariffs presented as current tariffs on the operator web pages are considered. Nonrecurring charges (installation of a service) are discounted over 5 years and other fixed costs are included such as line rental and any other additional charges. Fixed, mobile and international calls are included in the baskets. For more detailed information please see ComReg's accompanying Memorandum, document 13/56a.

2.4.1 OECD Residential PSTN Basket

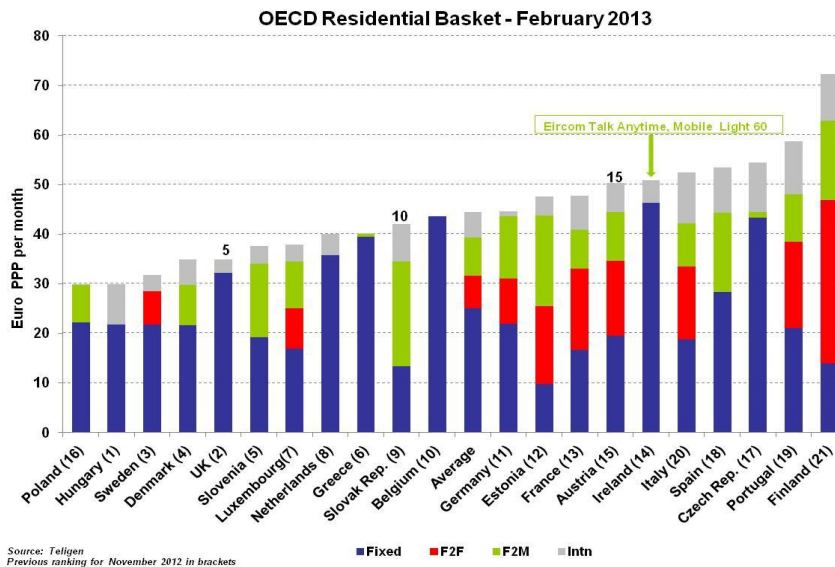
Figure 2.4.1.1 illustrates Ireland's ranking, alongside another 20 EU countries, for residential calls, based on a basket of 140 calls per month. This chart is based on a comparison of the cheapest incumbent package available for a specific customer usage profile. In many cases this will include both line rental and call minutes for a fixed monthly charge.

It should therefore be noted that the "fixed" element in this basket is not an indication of the cost of basic line rental. In February 2013 Ireland ranked in 16th position, five

¹⁷ This will be determined by whether the EU country is also an OECD member.

places higher than the average of the benchmarked countries in terms of the most competitive pricing for this basket. The Irish package used for this comparison was Eircom’s Talk Anytime Mobile Light 60, which was 14.3% more expensive than the average of the European countries charted.

Figure 2.4.1.1 - OECD Residential PSTN Basket – February 2013¹⁸



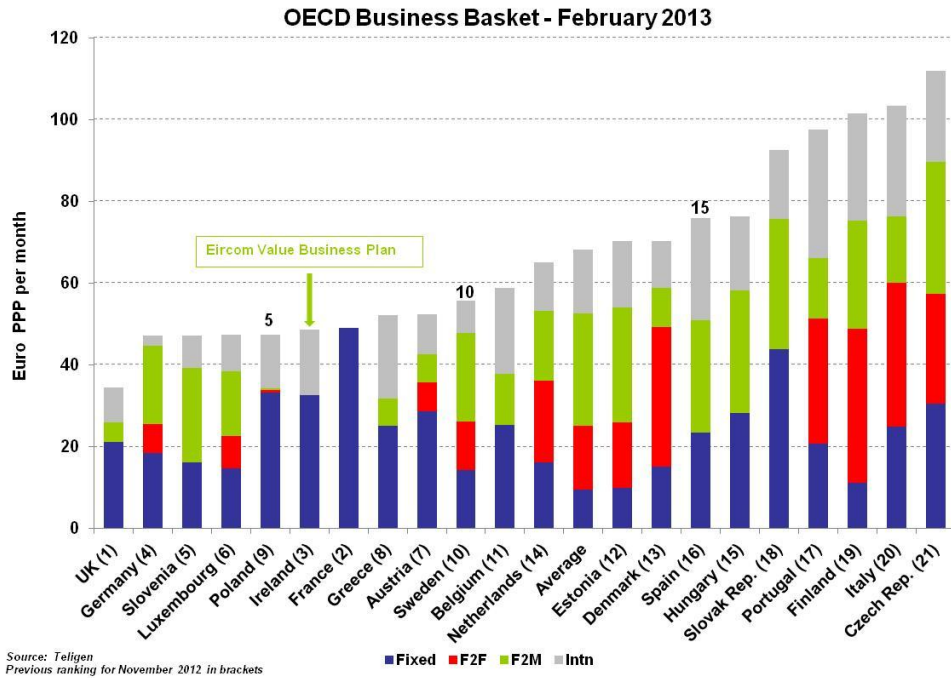
2.4.2 OECD Business PSTN Basket

Figure 2.4.2.1 illustrates Ireland’s ranking, alongside another 20 EU countries, for business calls, based on a basket of 260 calls per month, which also includes a fixed charge for access as part of a bundled service.

It should be noted that the “fixed” element in this basket is not an indication of the cost of basic line rental. In February 2013 Ireland ranked in 6th position, 7 places lower than the average of the benchmarked countries in terms of the most competitive pricing for this basket. The Irish package used for this comparison was Eircom’s Value Business Plan, which was 27.4% cheaper than the average of the European countries charted.

18 Residential tariffs include VAT. VAT rates vary between member states.

Figure 2.4.2.1 - OECD Business PSTN Basket – February 2013



3. Internet and Broadband

3.1 Total Internet Subscriptions

At the end of March 2013, there were almost 1.68 million active internet subscriptions in Ireland. This was an increase of 0.1% on the previous quarter but a 0.5% decrease on March 2012. There was an increase in the number of cable, DSL, and 'other' broadband subscriptions while the number of FWA, narrowband and mobile broadband subscriptions decreased this quarter.

Narrowband subscriptions fell by 1,018 this quarter. Narrowband subscriptions have fallen by 49.6% since Q1 2012. Narrowband subscriptions now account for 0.6% of all internet subscriptions.

Since last quarter, cable subscriptions were up by 3.7% while DSL and 'other' broadband subscriptions were up in the order of 0.5% and 4.8%. On the other hand, FWA subscriptions were down by 2.6% while mobile broadband subscriptions fell by 2.2% since last quarter. Figure 3.1.1 shows the total number of narrowband and broadband internet subscriptions in Ireland as of Q1 2013.

Figure 3.1.1 – Total Number of Active Internet Subscriptions

Subscription Type	Q1'13 Subs	Quarterly Growth Q4'12 – Q1'13	Year-on-Year Growth Q1'12 – Q1'13
Total Narrowband	10,419	-8.9%	-49.6%
DSL Broadband¹⁹	731,024	+0.5%	+0.6%
Mobile Broadband	542,464	-2.2%	-7.0%
Cable Broadband	318,448	+3.7%	+15.6%
FWA Broadband²⁰	63,987	-2.6%	-8.0%
Other Broadband²¹	12,662	+4.8%	+9.9%
Total Internet Subscriptions	1,679,004	+0.1%	-0.5%

19 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.

20 FWA subscriptions include an estimate of 2,000 since Q1 2011. This is based on subscriptions to small FWA firms who may not be required to submit a questionnaire response to ComReg as they do not meet ComReg's minimum turnover threshold.

21 Other Broadband includes fibre, and satellite broadband connections.

Figure 3.1.2 profiles internet subscriptions in Ireland using the classifications of subscription type outlined in Figure 3.1.1. The market share of narrowband subscriptions has fallen by 0.6 percentage points between Q1 2012 and Q1 2013.

Broadband subscriptions accounted for 99.4% of all internet subscriptions in Q1 2013. DSL subscriptions account for the single largest majority of internet subscriptions (43.5%) and its share has increased by 0.4 percentage points over the last year. Mobile broadband subscriptions share has declined again this quarter, now accounting for 32.3% of all internet subscriptions. Cable has a 19.0% share of all internet subscriptions up from 16.3% in Q1 2012. FWA has a 3.8% share of internet subscriptions down from 4.1% in Q1 2012 while other (satellite/fibre) broadband subscriptions represent 0.8% of internet subscriptions in Q1 2013 up from 0.7% in Q1 2012.

Figure 3.1.2 – Profile of Active Internet Subscriptions

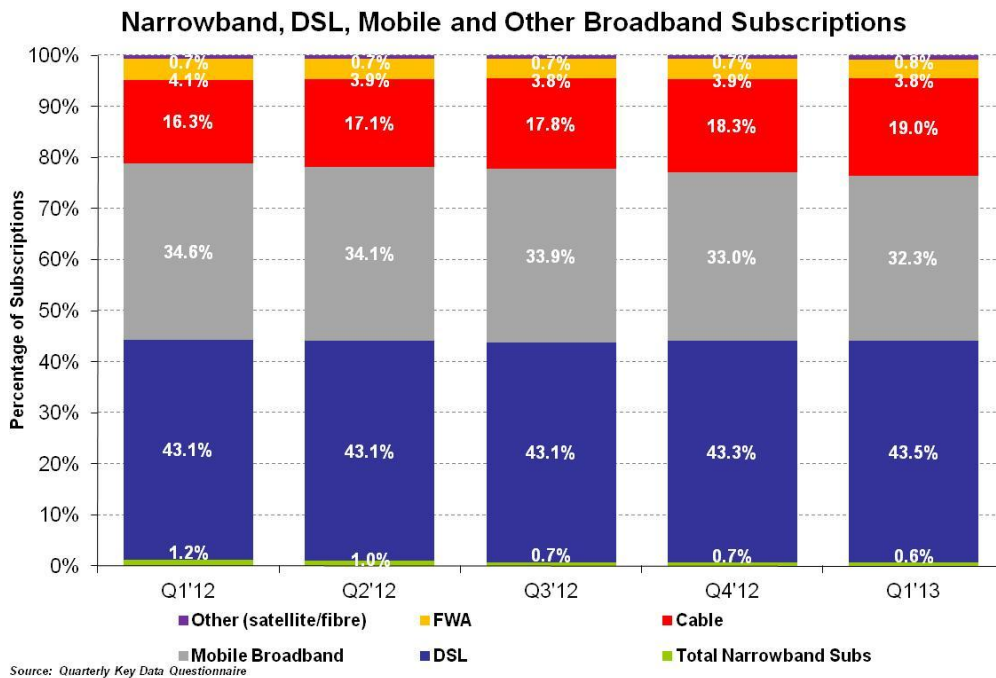


Figure 3.1.3 shows the change in total internet subscriptions, narrowband subscriptions and broadband (fixed, mobile and total) subscriptions since Q1 2011. Broadband subscriptions exceeded narrowband subscriptions for the first time in Q1 2007. In the last two years, narrowband subscriptions have declined from 40,604 to 10,419 subscriptions (-74.3%). Fixed broadband subscriptions continued to increase (up by 9.0% since Q1 2011) while mobile broadband subscriptions continued to decline (down by 8.3% since Q1 2011).

Figure 3.1.3 – Total Internet Subscriptions

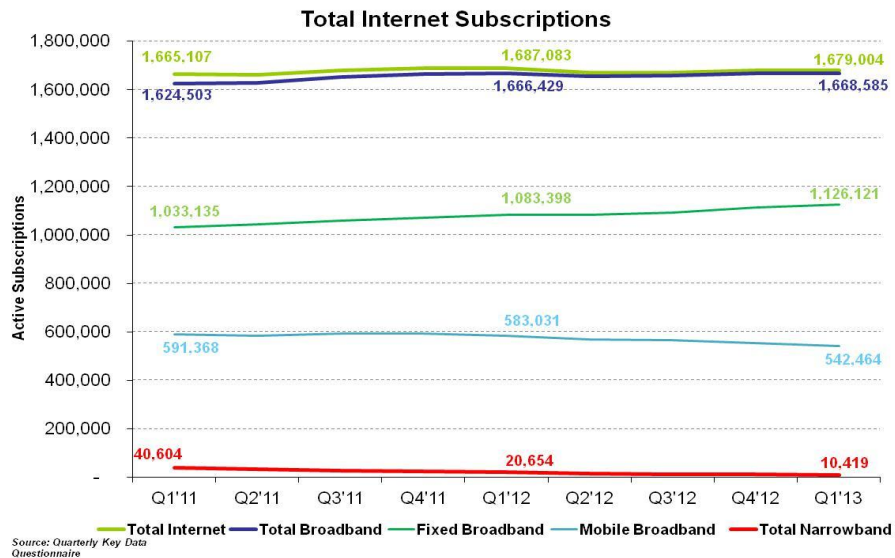


Figure 3.1.4 shows the quarterly percentage change in broadband and internet subscriptions since Q1 2006. In general, there has been a continual slowdown in the rate of growth of broadband subscriptions over the period. It should be noted that ComReg reports active broadband subscriptions and the mobile broadband numbers reported by ComReg do not include broadband access over mobile handsets such as smartphones.

Figure 3.1.4 – Quarterly Growth in Total Internet and Broadband subscriptions

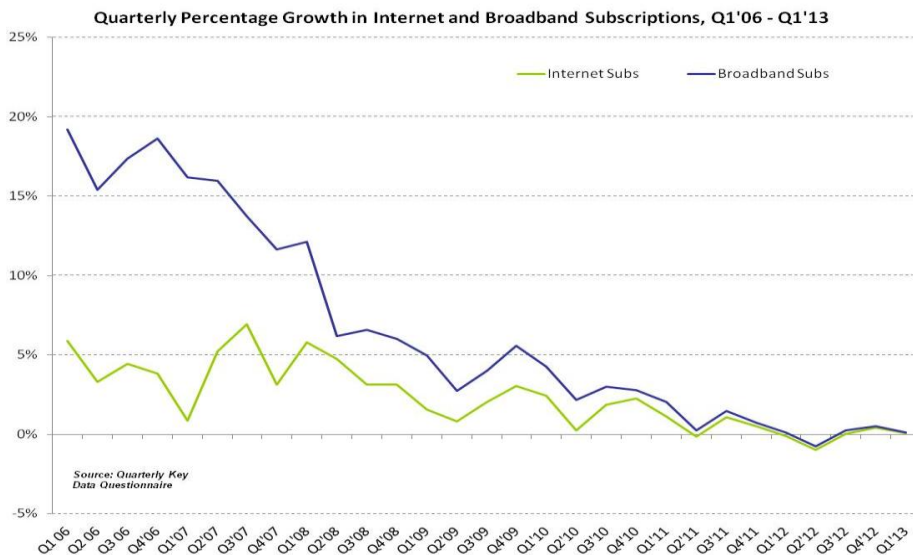
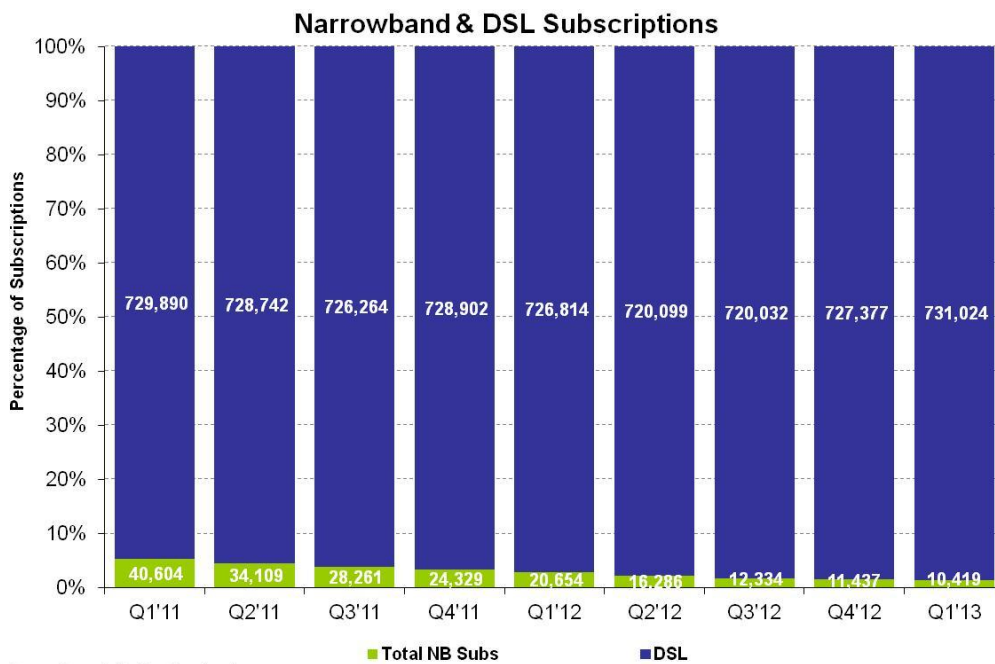


Figure 3.1.5 profiles only those internet subscriptions delivered over the copper telecoms network. It shows narrowband and DSL subscriptions. There were 741,443 active internet subscriptions over the copper telecoms network at the end of March 2013. This was a decrease of 6,025 (-0.8%) in the total number of copper-based subscriptions since Q1 2012.

This decline has been driven mainly by the fall in narrowband subscriptions. DSL accounted for 98.6% of copper-based internet subscriptions in Q1 2013 compared to 97.2% in Q1 2012 with the remainder accounted for by narrowband subscriptions.

Figure 3.1.5 – Profile of Copper Based Internet Subscriptions



Source: Quarterly Key Data Questionnaire

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 Eircom using direct access to its network; this accounted for 62.2% of all DSL subscriptions in Q1 2013. Retail DSL may also be provided by alternative operators (OAOs) who use either wholesale bitstream, which enables OAOs to resell another operator’s DSL service, or by offering DSL-based broadband using local-loop unbundling (LLU).

In Q1 2013, 28.4% of all DSL lines were provided by OAOs using wholesale bitstream. In absolute terms there were 207,853 wholesale bitstream lines in Q1 2013, an increase of 5.6% since Q1 2012. The remaining 9.4% of DSL lines were provided to subscribers by OAOs using local-loop unbundling. In Q1 2013 there were 68,511 unbundled local

loops, up from 59,981 in Q1 2012 and up from 62,344 in Q4 2012. Eircom’s market share of retail DSL lines has declined by 2.5 percentage points over the last year.

Figure 3.2.1 - Provision of DSL Access

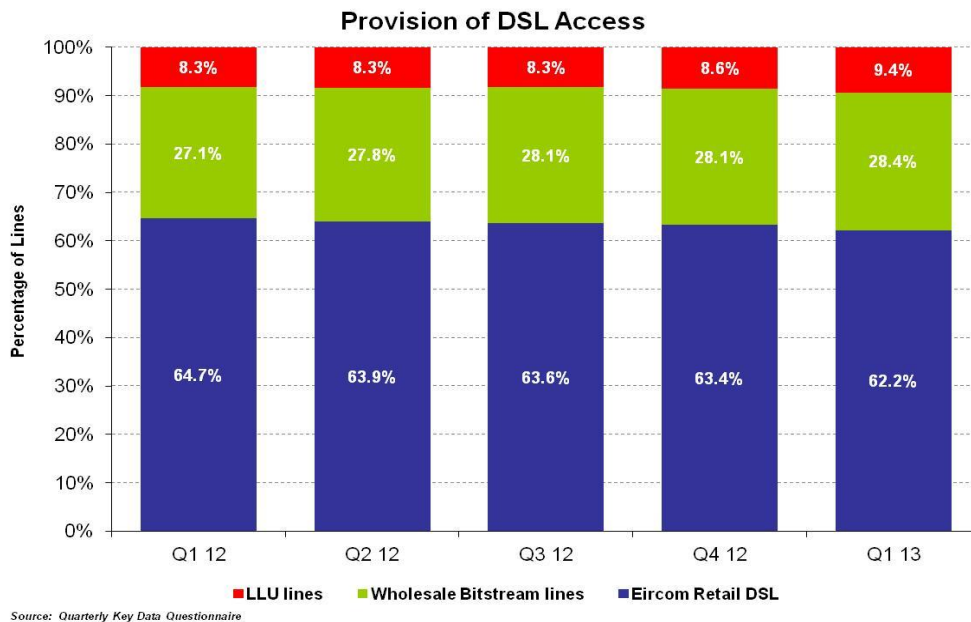
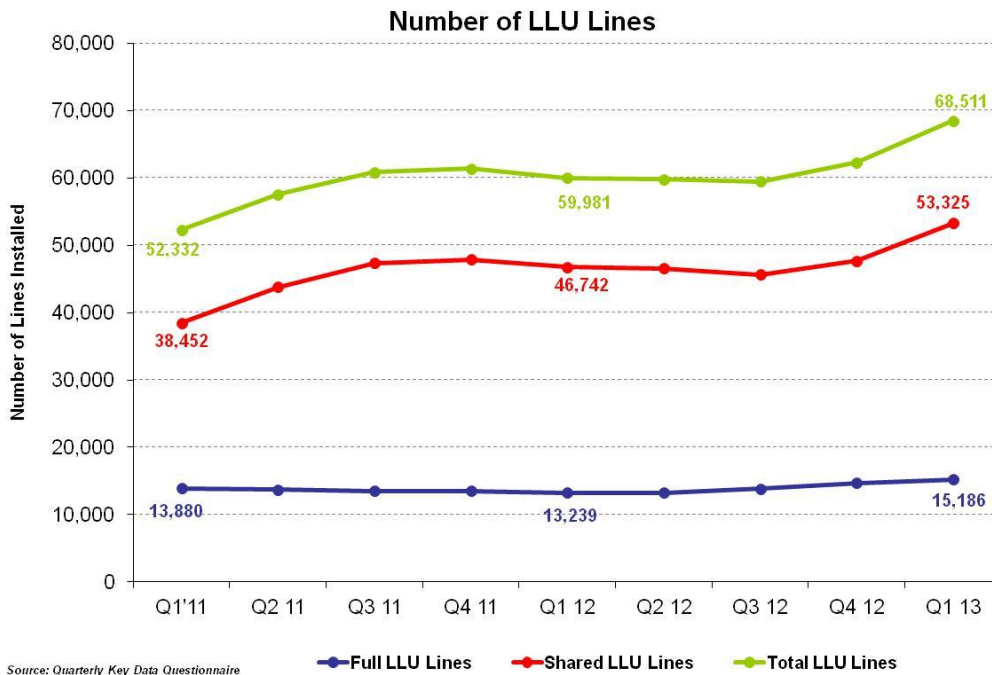


Figure 3.2.2 shows the number of unbundled lines classified by shared and full²² status. Between Q1 2011 and Q1 2013 the total number of LLU lines increased by 30.9%. Total LLU lines increased by 9.9% this quarter. Full LLU lines increased by 3.4% while shared LLU lines rose by 11.9% this quarter.

Figure 3.2.2 – Number of Local Loops Unbundled



²² 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.

3.3 Provision of Broadband Services

At the end of March 2013, there were 1,668,585 broadband subscriptions in Ireland. This is an increase of 0.1% since Q1 2012, and an increase of 0.1% since last quarter. There was an increase in total fixed line subscriptions this quarter (up by 14,039), but mobile broadband subscriptions fell again this quarter (down 12,099 subscriptions). ComReg reports active mobile broadband subscriptions and does not include broadband access over mobile handsets such as smartphones in these numbers.

Cable (up by 3.7%), DSL (up by 0.5%) and 'other' (up by 4.8%) subscriptions showed positive growth this quarter. Cable subscriptions increased by 15.6% over the last year. FWA²³ (down by 2.6%) and mobile broadband subscriptions (down by 2.2%) fell this quarter.

Figure 3.3.1 – Broadband Subscriptions²⁴ and Growth Rates by Platform

Platform	Q1'13 Subs	Quarterly Growth Q4'12-Q1'13	Year-on-Year Growth Q1'12-Q1'13
DSL	731,024	+0.5%	+0.6%
Cable	318,448	+3.7%	+15.6%
FWA	63,987	-2.6%	-8.0%
Other²⁵	12,662	+4.8%	+9.9%
Sub-Total	1,126,121	+1.3%	+3.9%
Mobile Broadband	542,464	-2.2%	-7.0%
Total	1,668,585	+0.1%	+0.1%

23 It should be noted that FWA subscriptions include an estimate of 2,000 since Q1 2011. This is based on subscriptions to smaller FWA firms who may not be required to submit a questionnaire response to ComReg as they do not meet ComReg's minimum turnover threshold. ComReg will update this additional estimate on an annual basis.

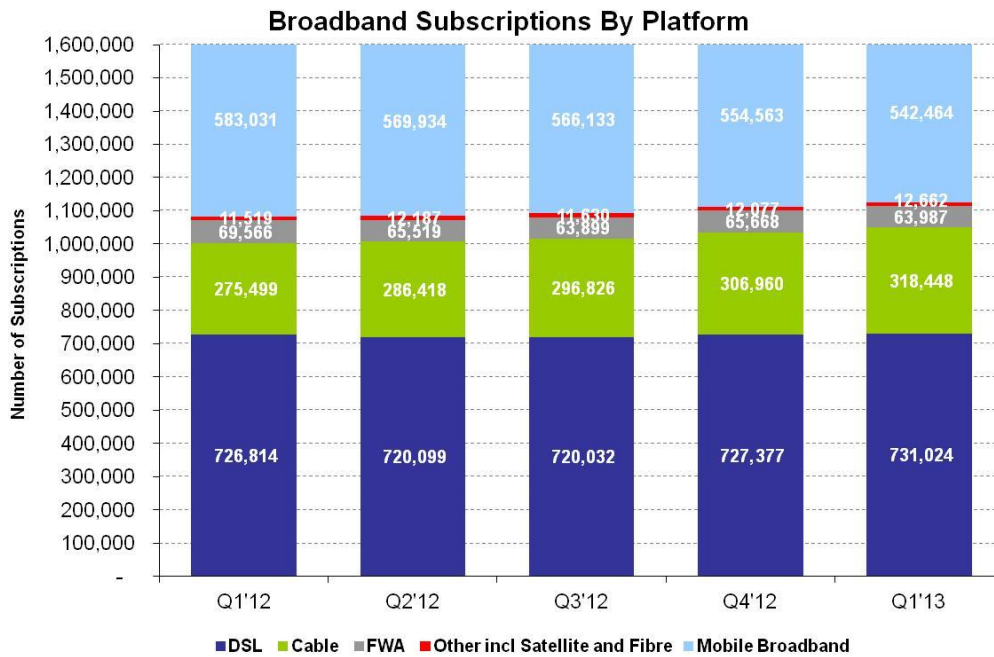
24 ComReg notes that the data provided in this section relates to active subscriptions reported by operators. It takes into account multiple active subscriptions to broadband offerings by individual subscribers.

25 Other Broadband includes Satellite and Optical Fibre broadband subscriptions.

DSL remains the largest broadband access platform in terms of subscriptions. DSL accounts for 43.8% of all broadband subscriptions though this is a 0.2 percentage point decrease since Q1 2012. Of the remaining broadband subscriptions, mobile broadband accounts for 32.5%, a 2.5 percentage point decrease on Q1 2012. Cable has 19.1% market share, which is a 2.6 percentage point increase on Q1 2012. FWA accounts for 3.8% of broadband subscriptions, down 0.4 percentage points on Q1 2012. Satellite and fibre broadband subscriptions combined account for the remaining 0.8% of the market.

Figure 3.3.2 illustrates the split by type of broadband subscriptions in the Irish market since Q1 2012, while Figure 3.3.3 shows the net additions of broadband subscriptions by each platform. In Q1 2013, the net total broadband increase was driven by fixed broadband subscriptions as mobile broadband contributed negatively to broadband growth.

Figure 3.3.2 – Broadband Subscriptions by Platform



Source: Quarterly Key Data Questionnaire

Figure 3.3.3 – Broadband Subscriptions - Net additions, Q4 2011 – Q1 2013

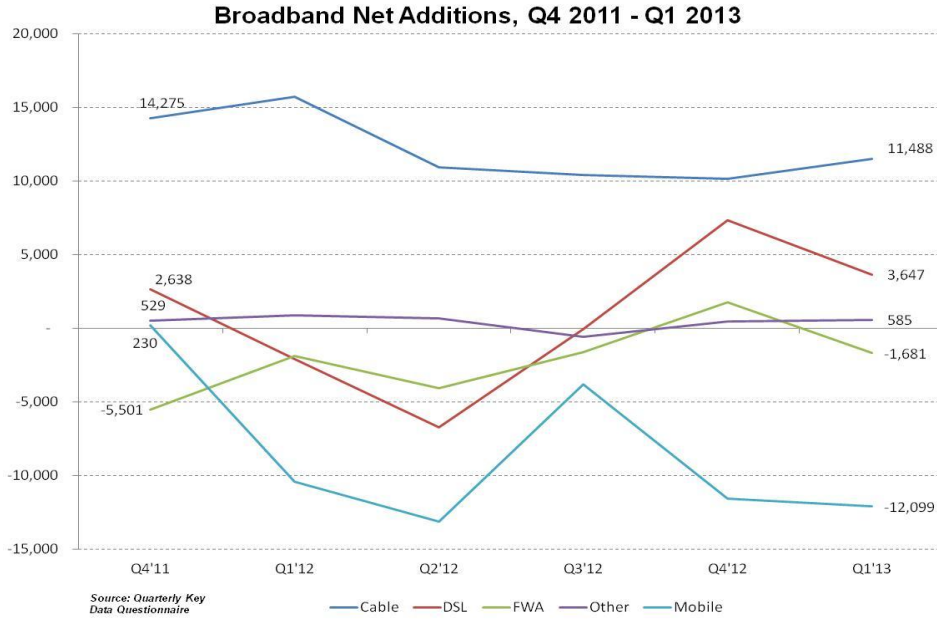


Figure 3.3.4 provides an estimate of the proportion of business and residential subscriptions to DSL, cable, fixed wireless, mobile broadband, fibre and satellite broadband services. In Q1 2013 83.3% of broadband subscriptions on all platforms were classed as residential broadband subscriptions. The platform with the highest percentage of residential vis a vis business subscriptions is cable broadband, while the 'other' category (satellite/fibre) has the highest percentage of business customers.

Figure 3.3.4 – Broadband Subscriptions by Subscription Type

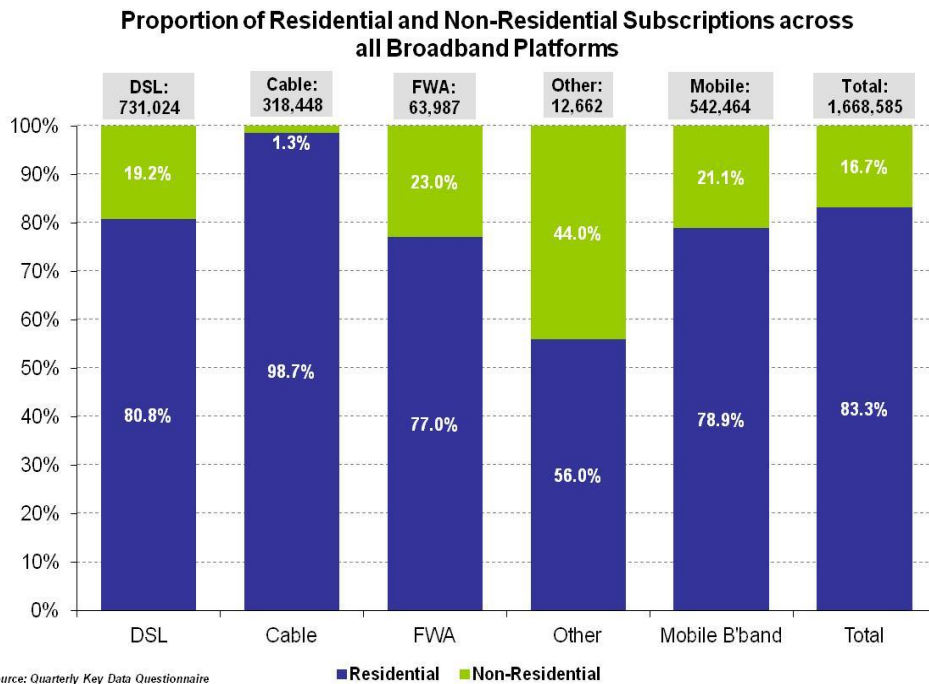


Figure 3.3.5 illustrates the breakdown of broadband subscriptions by contracted speed across all broadband platforms (including mobile broadband). In total, approximately 21.9% of broadband subscriptions were ≥ 10 Mbps (with 14.4% ≥ 30 Mbps). This equates to approximately 25.2% (17.0% ≥ 30 Mbps) of residential subscriptions and 5.3% (1.4% ≥ 30 Mbps) of business subscriptions. Residential subscriptions ≥ 10 Mbps are primarily accounted for by cable subscriptions, where almost 100% of subscriptions are ≥ 10 Mbps.

The data suggest that both residential and business users are most likely to subscribe to packages of between 2Mbps - 10Mbps. Many larger firms 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.

Figure 3.3.5 – Broadband Subscriptions by Contracted Download Speeds and Subscription Type

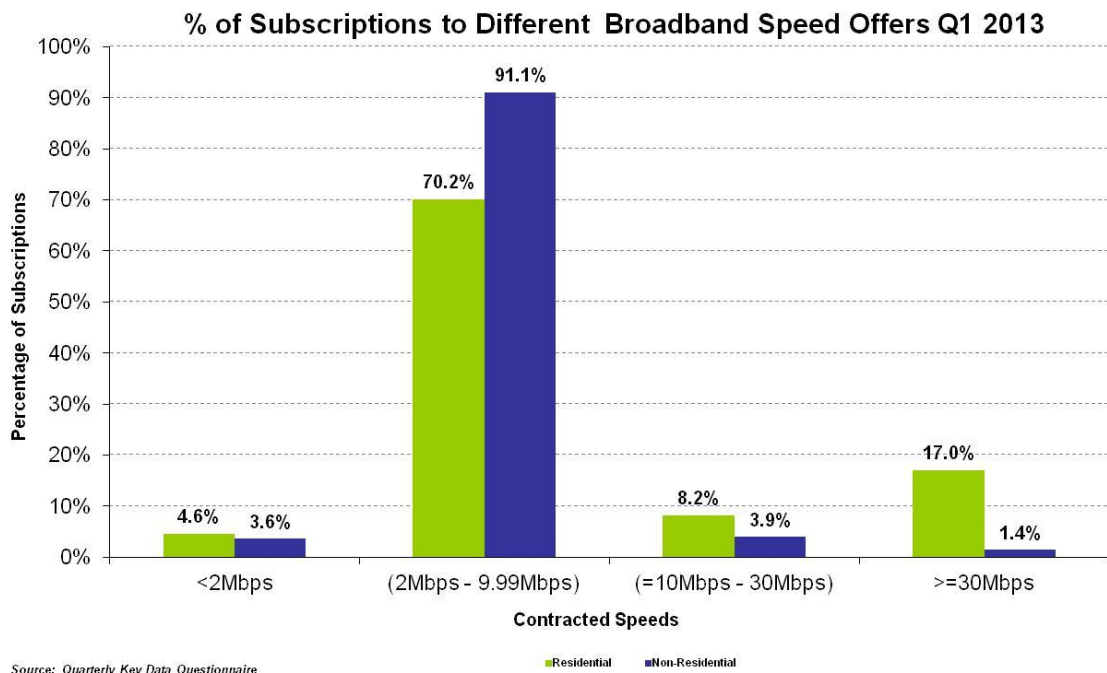


Figure 3.3.6 shows broadband subscriptions by contracted speed and the type of broadband platform subscribed to.

Figure 3.3.6 – Broadband Subscriptions by Contracted Download Speeds and Broadband Platform²⁶

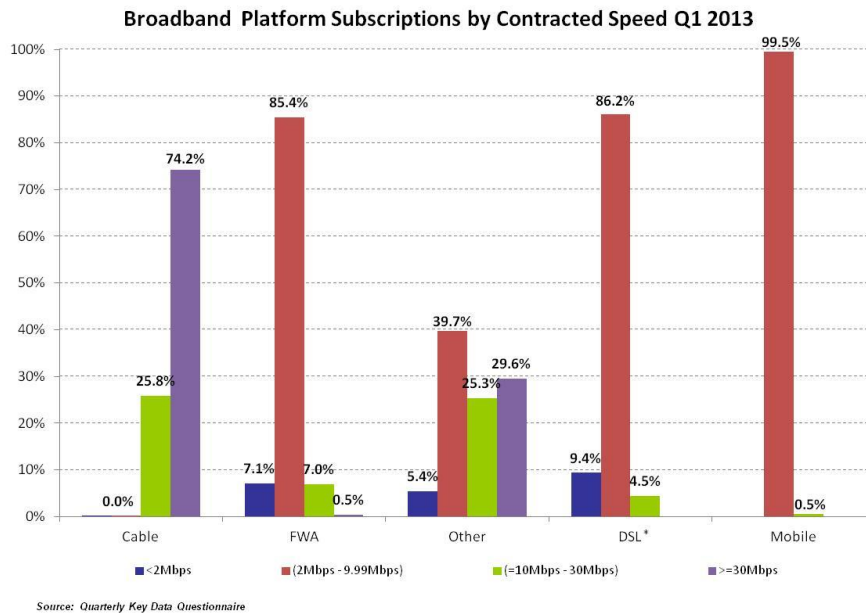
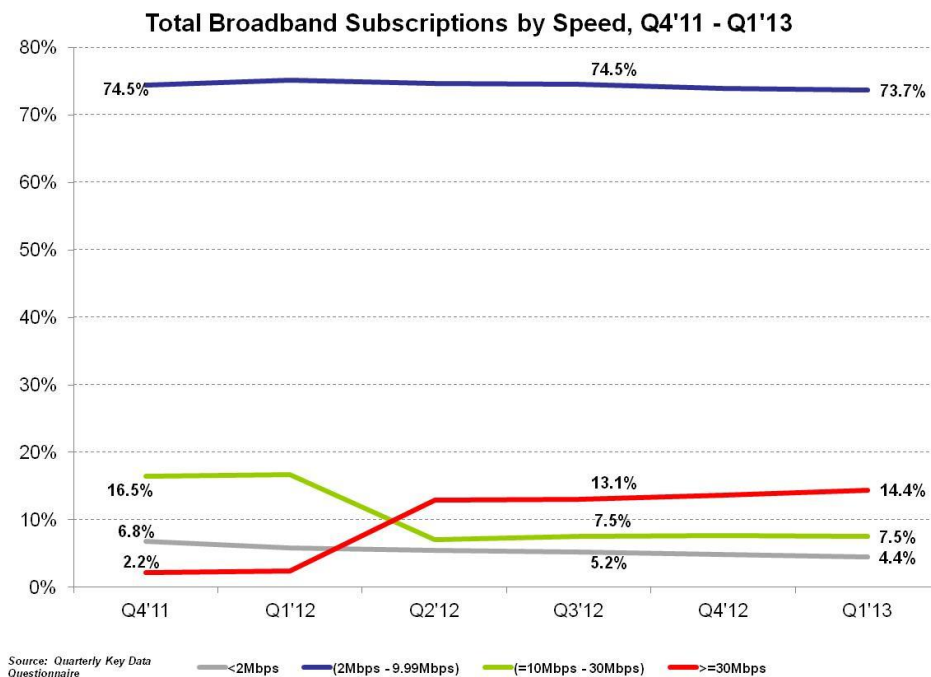


Figure 3.3.7 shows the change in broadband subscriptions by contracted downloaded speeds between Q4'11 and Q1'13. Growth in broadband speeds has been in the >=30Mbps category, which has increased from 2.2% to 14.4% over this period. Cable subscriptions represented approximately 98% of total subscriptions >=30Mbps.

Figure 3.3.7 – Broadband Subscriptions by Contracted Download Speeds



²⁶ *Estimate percentage split.

Figure 3.3.8 illustrates Eircom’s market share of fixed broadband subscriptions when compared to other authorised operators’ (OAO) share of overall fixed broadband subscriptions (DSL, cable, FWA, satellite, and fibre broadband subscriptions). Eircom’s share of fixed broadband subscriptions continued to decline this quarter. In Q1 2013 Eircom’s market share was 40.4% compared to 43.4% in Q1 2012, and OAOs had the remaining 59.6% of fixed broadband subscriptions.

Figure 3.3.8 – Market Share of Fixed Broadband Market

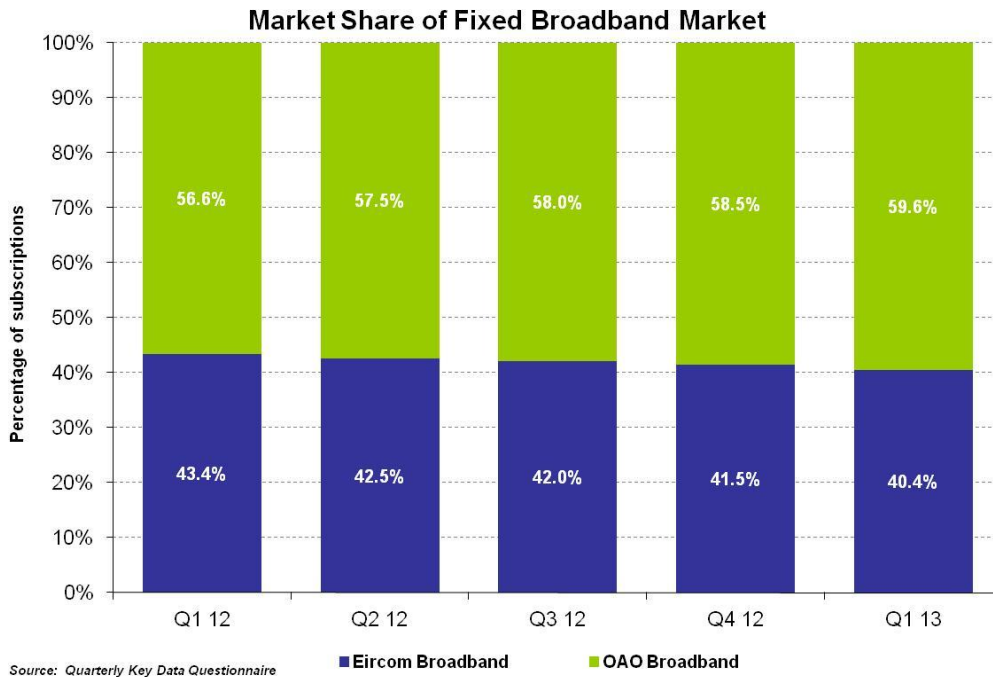


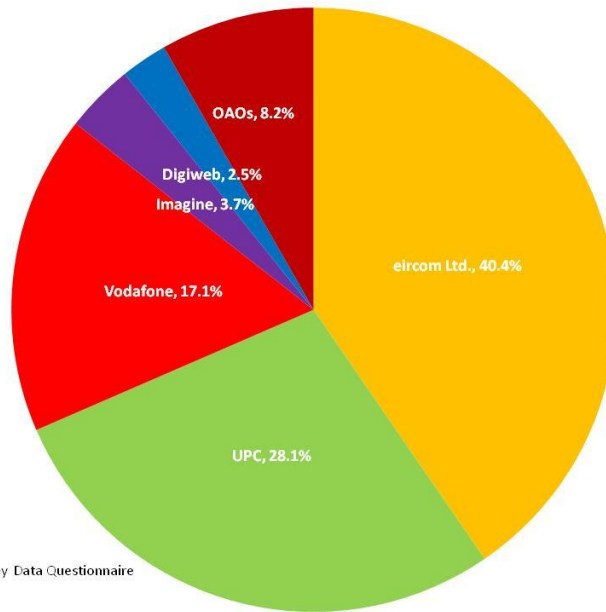
Figure 3.3.9 provides the market share of fixed broadband operators by number of subscriptions. DSL, cable modem, FWA, satellite and fibre subscriptions are all used to calculate fixed broadband market shares.

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 then grouped together under OAOs.

According to the data received from operators for Q1 2013, Eircom had 40.4% of total fixed broadband subscriptions, followed by UPC who had 28.1% of subscriptions. Vodafone had a 17.1% market share (excluding mobile broadband subscriptions), while Imagine had 3.7% and Digiweb had 2.5%. All other operators combined accounted for the remaining 8.2% fixed broadband subscriptions.

Figure 3.3.9 – Subscription Market Share of Fixed Broadband Market

Fixed Broadband Market Share (Subscriptions), Q1 2013

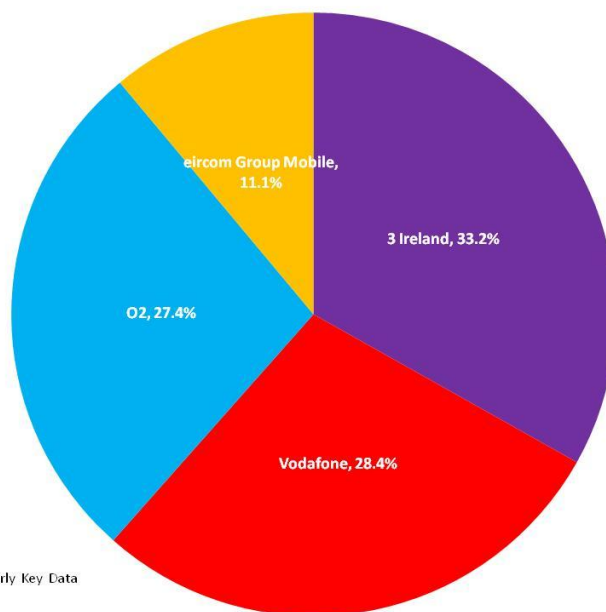


Source: Quarterly Key Data Questionnaire

Figure 3.3.10 shows the market share of mobile broadband operators by subscriptions. As of Q1 2013, 3 had the largest share with 33.2%,²⁷ up from 32.8% in Q1 2012. Vodafone’s market share was 28.4%, up from 28.0% in Q1 2012. O2 had a market share of 27.4% down from 27.7% in Q1 2012, while eircom group mobile had a market share of 11.1% down from 11.5% in Q1 2012.

Figure 3.3.10 – Subscription Market Share of Mobile Broadband Market

Mobile Broadband Market Shares (Subscriptions), Q1 2013



Source: Quarterly Key Data Questionnaire

²⁷ 3’s National Broadband Scheme subscriptions are included in this data.

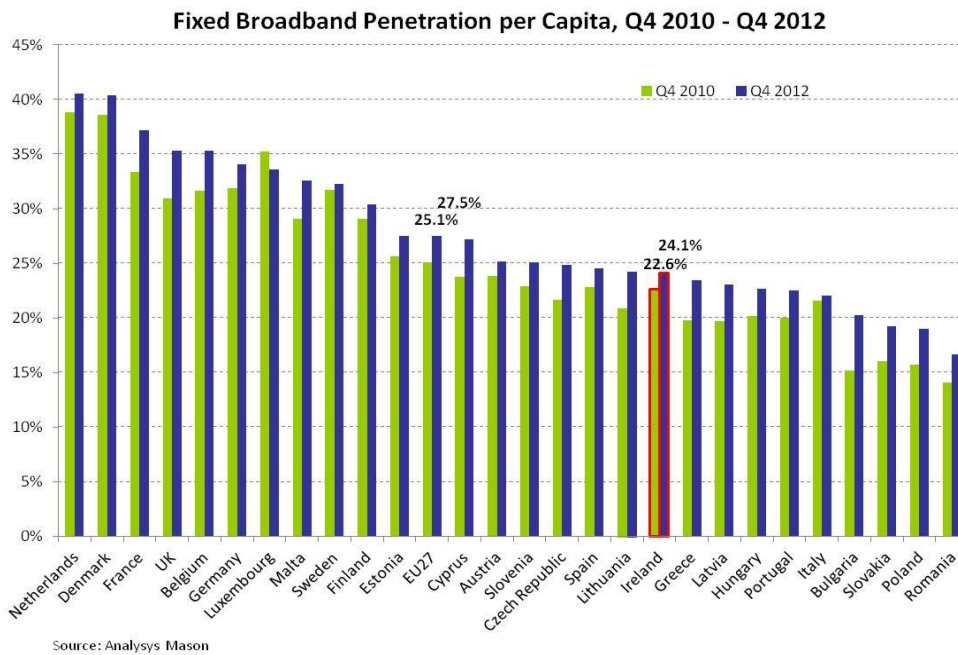
3.4 Broadband Penetration

The total number of broadband subscriptions in Ireland for Q1 2013 was 1,668,585. Using fixed residential broadband subscriptions only, 961,062 (i.e. excluding business subscriptions and mobile broadband subscriptions), the estimated fixed broadband household penetration rate (there were 1,687,500 households in Ireland using CSO Q4 2012 estimate) as of Q1 2013 was 57.0%.

Based on the total number of broadband subscriptions in Ireland for Q1 2013, the broadband per capita penetration rate (including mobile broadband) was 36.4%. When mobile broadband is excluded, the penetration rate was 24.6%.²⁸ These figures are based on a population of 4,585,400 from Central Statistics Office (CSO) data.²⁹

Figure 3.4.1 shows fixed broadband subscriptions per capita among 27 EU countries in Q4 2010 and Q4 2012. Based on this data, Ireland’s fixed broadband per capita penetration rate (24.1%) remains behind the benchmarked EU25 average of 27.5%.

Figure 3.4.1 – Broadband Subscriptions per Capita, Q4 2010 – Q4 2012



²⁸ It should be noted that ComReg reports dedicated mobile broadband subscriptions (i.e. on the basis of mobile dongles/datacards) only. Mobile broadband subscriptions over a handset are not included. Therefore, the total number of mobile broadband users (i.e. dedicated and handset mobile broadband subscriptions) 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.

²⁹ http://www.cso.ie/en/media/csoie/releasespublications/documents/latestheadlinefigures/popmig_2012.pdf

Figure 3.4.2 shows the proportion of households with broadband connections from 2008 to 2012. Both fixed and mobile broadband³⁰ are included. Ireland's household broadband penetration rate at 65% is lower than the EU27 average of 72%. Penetration has increased by 22 percentage points since 2008 while the EU27 penetration has increased by 23 percentage points.

Figure 3.4.2 – Household Broadband Subscriptions, 2012

	Broadband internet connections		
	2008	2010	2012
AT	54	64	77
BE	60	70	75
BG	21	26	51
CY	33	51	62
CZ	36	54	68
DE	55	75	82
DK	74	80	85
EE	54	64	74
EL	22	41	51
ES	45	57	67
EU-27	49	61	72
FI	66	76	85
FR	57	66	77
HU	42	52	68
IE	43	58	65
IT	31	49	55
LT	43	54	61
LU	61	70	68
LV	40	53	67
MT	55	69	77
NL	74	80	83
PL	38	57	67
PT	39	50	60
RO	13	23	50
SE	71	83	87
SI	50	62	73
SK	35	49	72
UK	62	:u	80

Source: Eurostat, Statistics in Focus 50/2012.

³⁰ Households with at least one member aged 16–74. Broadband connection includes: DSL, wired fixed (cable, fibre, Ethernet, PLC), fixed wireless (satellite, WiFi, WiMax) and mobile wireless (3G/UMTS).

3.5 WiFi Broadband Access

While WiFi 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 players with different business models and services which include in home connectivity, outdoor access for nomadic users, and off-loading and coverage alternative for mobile operators.

ComReg presents data on the WiFi market based on the number of public WiFi 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 an iPhone or tablet can connect to the internet. A WiFi hotspot can be made up of one or more WiFi access points³¹. WiFi hotspots tend to be found in airports, hotel lobbies and cafés and restaurants. In most 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 Bitbuzz, Eircom, Sky Ireland and BT Ireland.

The number of WiFi hotspots and access points have increased by approximately 85.6% and 28.8% respectively, comparing Q1 2012 to Q1 2013. WiFi minutes increased by 204.8% over this period. This may be a reflection of the increasing take up of smartphones and tablet devices among Irish consumers, as well as changes in WiFi operators' conditions of access. It should be noted that due to changes in policy by some WiFi operators towards termination of a session (i.e. in the past a users session was terminated if they dropped of the network for a short period of time. However, a user can now be off the network for longer periods before the session is terminated) the number of WiFi minutes has increased as a result.

A breakout of the data by operators' percentage shares in Q1 2013 is also provided below.

³¹ 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.

Figure 3.5.1 – WiFi Hotspots, Access Points and Minutes of Use

	Q1 2013	Q1'12-Q1'13 Growth	Q4'12-Q1'13 Growth
WiFi Hotspots	2,415	85.6%	14.0%
WiFi Access Points	4,224	28.8%	7.7%
WiFi Minutes of Use	200,653,561	204.8%	19.3%

% Share - Q1 2013	Bitbuzz	Eircom	BT	OAOs
WiFi Hotspots	14.8%	82.3%	2.3%	0.7%
WiFi Access Points	42.2%	54.6%	2.7%	0.6%
WiFi Minutes of Use	53.2%	45.3%	0.6%	0.9%

3.6 Broadband Pricing Data³²

In this report broadband tariff baskets have been supplied by Teligen using their T-Connect product for fixed broadband comparisons and their T-Wireless product for mobile broadband comparisons.

The speed categories were chosen for these operators across all benchmarked countries to ensure that a meaningful comparison can be made between packages in terms of contracted speeds offered. Operators' broadband packages are compared on the assumption that their products should be available nationally. The prices represented in each basket are based on the lowest priced tariffs available for those baskets. Packages which limit usage with speed restrictions when usage exceeds allowance are included.

Further information on the composition of the broadband basket can be found in the Explanatory Memorandum which accompanies this report.³³

T-Connect (Fixed Broadband Baskets)

In order to ensure that services can be adequately compared, the benchmarking model prices a range of DSL and cable services based on defined usage of 30 hours per month, with each session assumed to last for 30 minutes for residential consumers while a usage of 100 hours per month with a 60 minute average session for business consumers is assumed.

While broadband is an always-on product, the assumption of an average user profile ensures that packages are comparable across countries. It further assumes a download usage of 5 Gigabytes every month for each service for residential consumers and 20 Gigabytes every month for business consumers. Upload and download speeds (based on contracted speeds) are also analysed.

³² This section does not include broadband tariff packages that are offered as special promotions. All residential tariffs are inclusive of VAT but all business tariffs are exclusive of VAT. VAT rates vary between Member States.

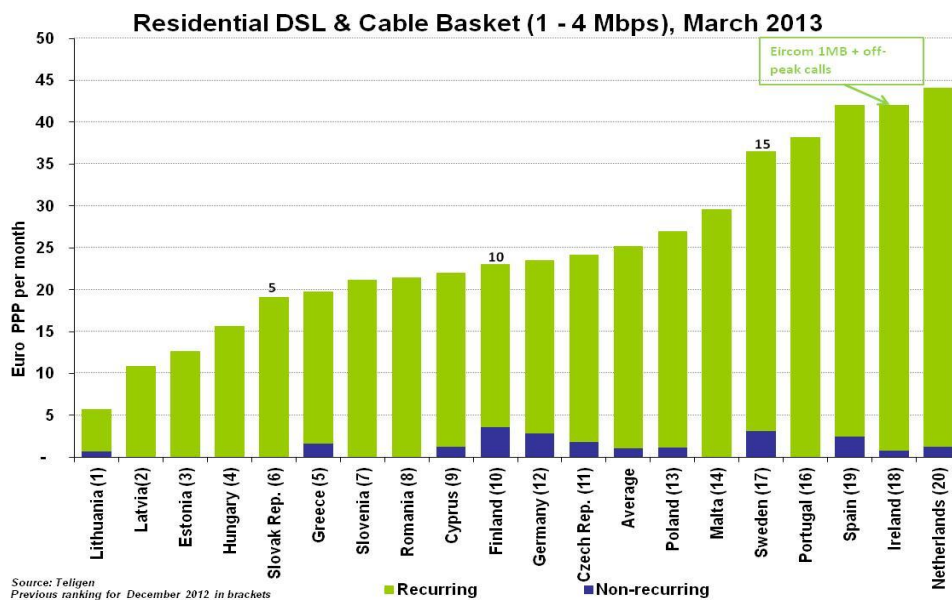
³³ ComReg Document 13/56a.

The data presented in the following charts illustrates the cheapest product available in each country from the largest fixed line market player (Eircom for Ireland), the next largest DSL operator (Vodafone for Ireland) and the largest cable operator (i.e. UPC for Ireland) under these usage assumptions.

These packages are based on advertised download speeds. The charts below represent speed categories of 1-4 Mbps and 4-10Mbps in the residential market, all residential speeds and 4-10 Mbps in the business market.

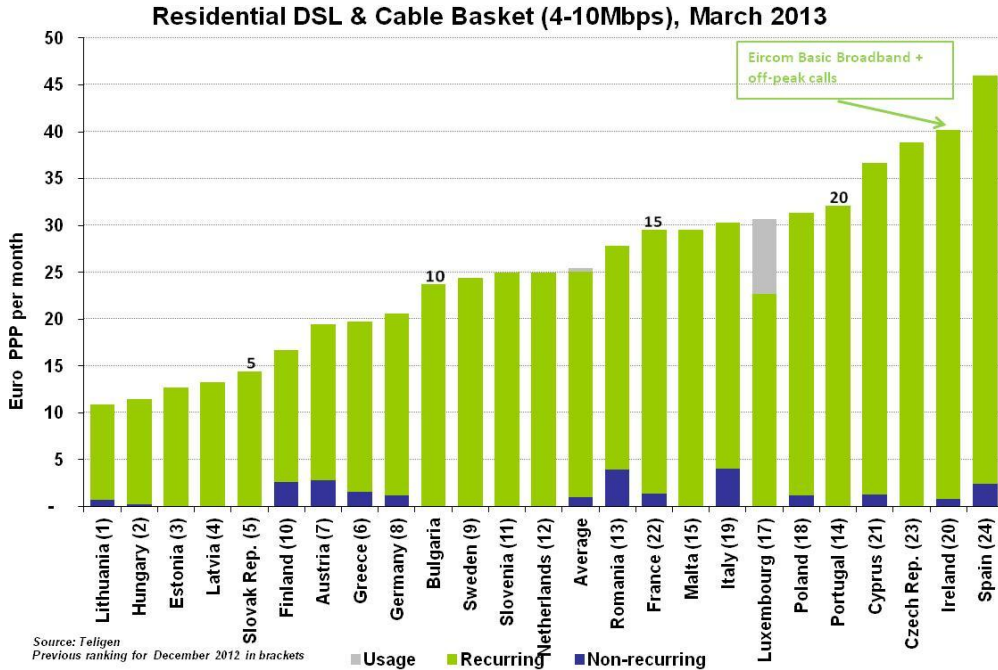
The lowest monthly residential DSL & cable pricing for the 1-4 Mbps speed category is charted in figure 3.6.1. Ireland ranks in 18th place among the group of 19 European countries. Ireland is 6 places behind the benchmarked country average. The pricing for Ireland is based on Eircom’s 1MB package.

Figure 3.6.1 - Residential DSL & Cable Basket (1-4 Mbps)



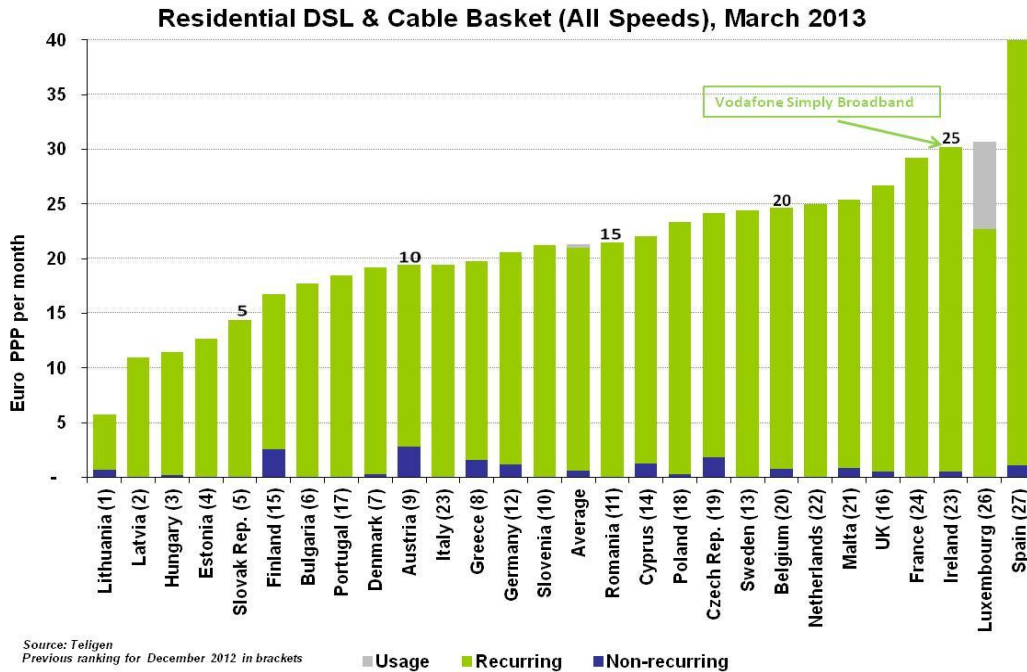
The lowest monthly residential DSL & cable pricing for the 4-10 Mbps speed category is charted in figure 3.6.2. Ireland ranks in 23rd place among the group of 24 European countries. Ireland is 10 places behind the benchmarked country average. The pricing for Ireland is based on Eircom’s Basic Broadband.

Figure 3.6.2 - Residential DSL & Cable Basket (4-10 Mbps)



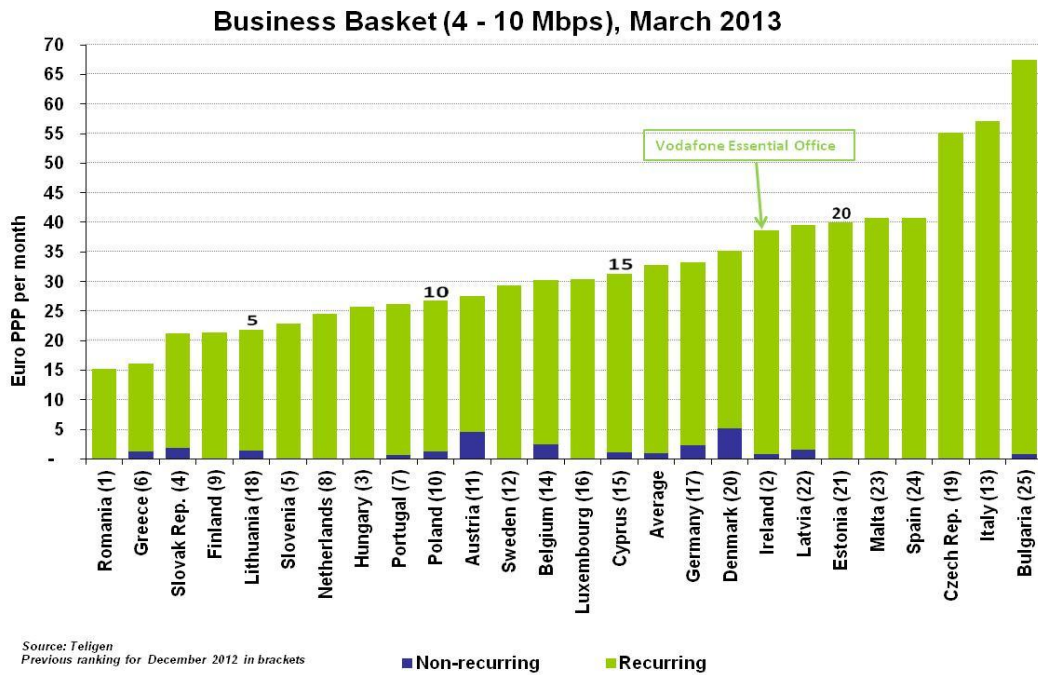
The lowest monthly residential DSL & cable pricing for all speeds is charted in figure 3.6.3. Ireland ranks in 25th place in the group of 27 European countries. Ireland is 11 places behind the benchmarked country average. The pricing for Ireland is based on Vodafone’s Simply Broadband package.

Figure 3.6.3 - Residential DSL & Cable Basket (All Speeds)



The lowest monthly business pricing for DSL and cable in the 4-10 Mbps speed category is charted in figure 3.6.4. Ireland is in 18th place among the group of 25 European countries. Ireland’s package is 3 places behind of and 17.8% more expensive than the benchmarked country average. The pricing for Ireland is based on Vodafone’s Essential Office package.

Figure 3.6.4 – Business DSL and Cable Basket (4-10Mbps)



T-Connect (Mobile Broadband Baskets)

This benchmarking model prices a range of mobile broadband services for PC, tablet and standalone tariffs. All Irish mobile network operators are included in the model. These packages are based on advertised download speeds.

The pre-pay residential basket is based on a usage profile of 8 hours and 1.5GB downloaded per month and the post-pay residential basket is based on a usage profile of 15 hours and 3GB download per month. For business customers the basket chosen is based on a usage profile of 5 hours and 1.5GB downloaded per month.

These baskets have been chosen to be representative of the market on the basis of the average size of monthly download/upload traffic among mobile broadband consumers in Ireland in Q1 2013.

Figure 3.6.5 shows that out of the 20 benchmarked European countries, Ireland (13th) ranks one place behind the benchmarked country average. The pricing for Ireland is based on Vodafone’s iPad 30 day plan package. Ireland’s pricing is approximately 1.6% more expensive than the benchmarked country average.

Figure 3.6.5 – Pre-Pay Residential Mobile Broadband Basket (All Speeds)

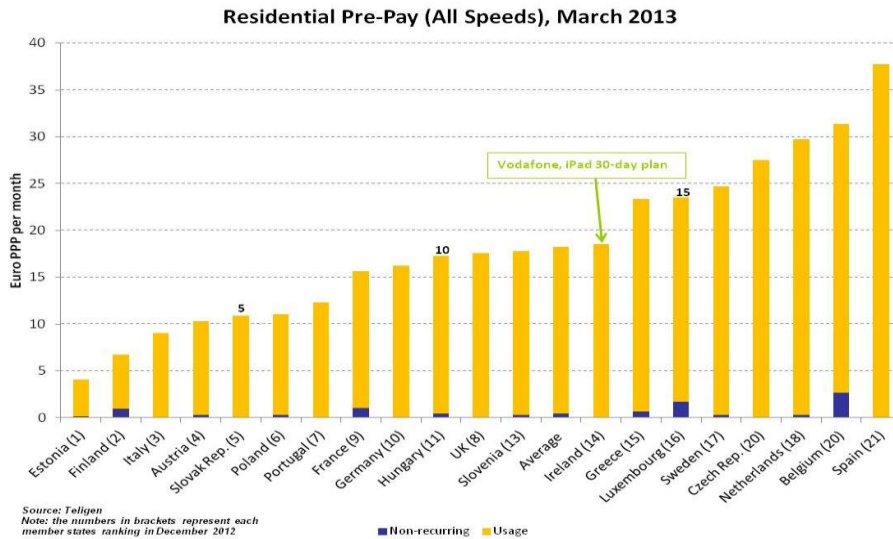


Figure 3.6.6 compares post-pay residential mobile broadband tariffs. Ireland ranks in 11th place among the 21 benchmarked European countries, three places ahead of the benchmarked country average. Ireland’s pricing is based on Meteor’s Broadband to Go 5GB package and is approximately 10.9% cheaper than the benchmarked country average.

Figure 3.6.6 – Post-Pay Residential Mobile Broadband Basket (All Speeds)

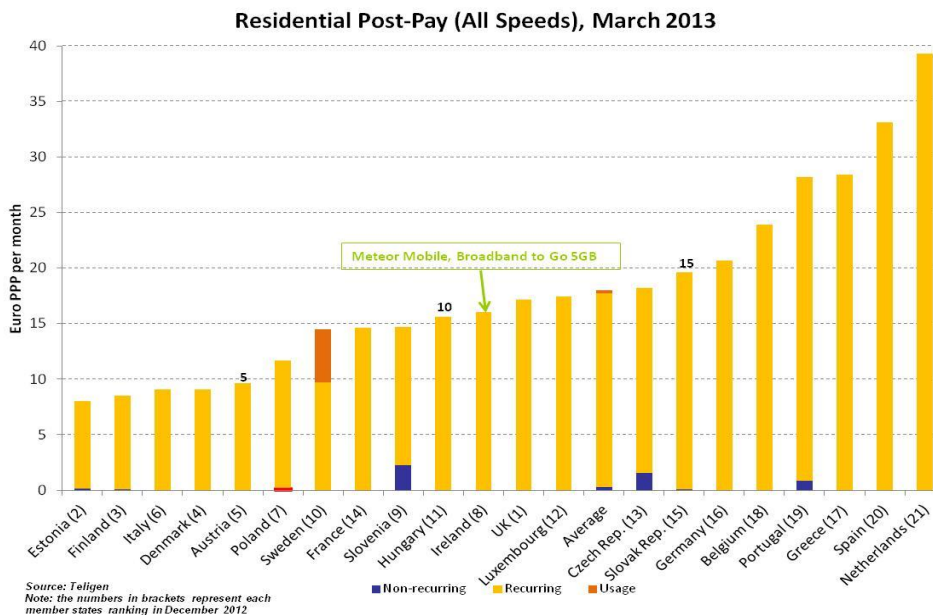
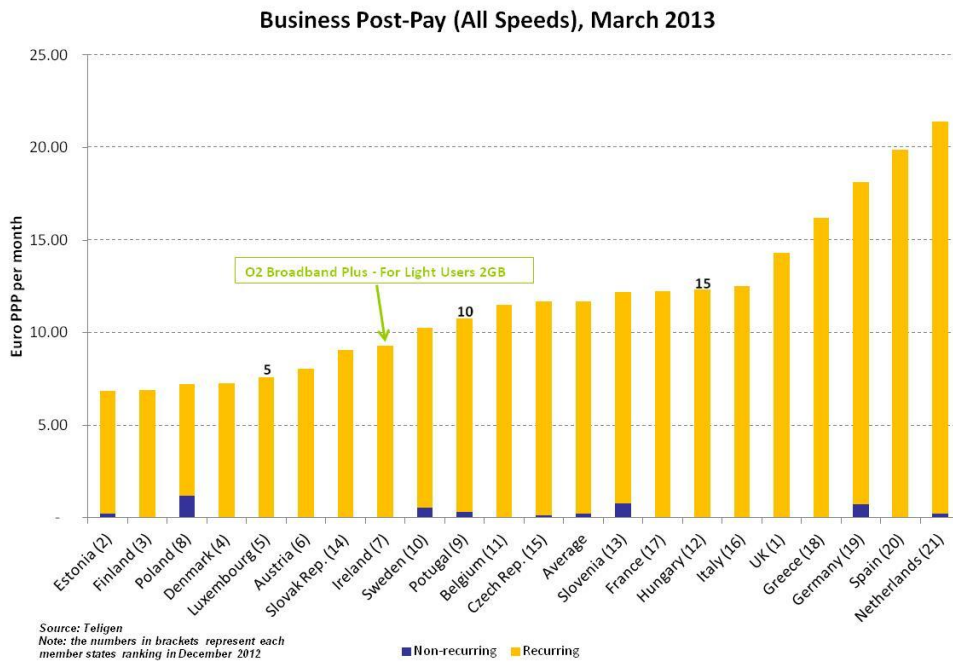


Figure 3.6.7 compares the pricing for a post-pay business mobile broadband basket among 21 European countries. Ireland ranks in 8th place among these countries, 5 places ahead of and 20.7% cheaper than the benchmarked country average. Ireland’s pricing is based on O2’s Broadband Plus for Light Users 2GB package.

Figure 3.6.7 – Post-Pay Business Mobile Broadband Basket (All Speeds)

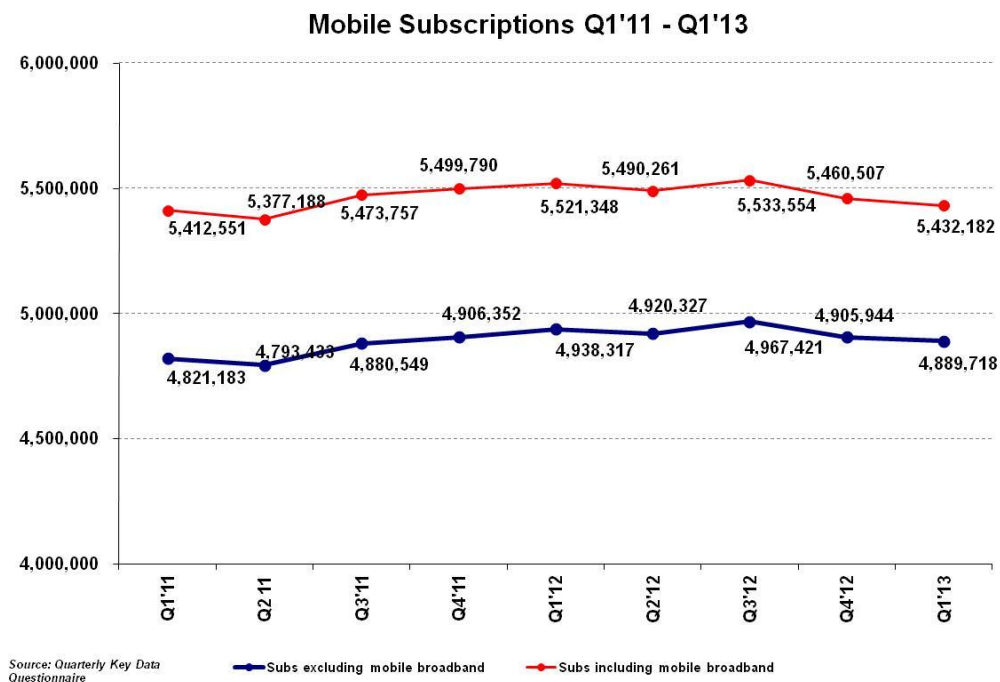


4. Mobile Market Data

4.1 Number of Subscriptions and Penetration Rate³⁴

At the end of March 2013 there were 5,432,182 mobile subscriptions in Ireland, including mobile broadband subscriptions. If mobile broadband subscriptions (542,464 this quarter) are excluded, the total number of mobile subscriptions in Ireland was 4,889,718. Total mobile subscriptions have decreased by 0.5% this quarter and decreased by 1.6% in the year to Q1 2013. Mobile broadband subscriptions declined by 2.2% this quarter.

Figure 4.1.1 – Mobile Subscriptions



In Q1 2013 there were 4,337,776 3G SIMs in Ireland. These 3G SIMs are based on 3G equivalent standards, protocols or technologies, enabling access to 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). SIMs used in mobile handsets as well as other mobile devices such as USB modems and tablet computing devices are included in this metric.

³⁴ Mobile subscriptions do not include data from MVNOs Postfone and Lycamobile.

As a subset of total 3G SIMs in Ireland, there were (including dedicated mobile broadband) 2,964,062 active 3G users in Ireland in Q1 2013. Total active 3G users as a proportion of total 3G SIMs was 68.3% in Q1 2013. Active 3G users are users who have made a transaction in the last 90 days via a handset, dongle/USB modem or other mobile internet device, whereby they accessed advanced data services such as web/internet content, online multiplayer gaming content, video on demand or other equivalent advanced data services (excluding SMS and MMS). SIMs used in mobile handsets as well as other mobile devices such as tablets and USB modems are included.

Total active 3G users (2,964,062) minus dedicated mobile broadband subscriptions (542,464) can be taken as a general indication of the number of active smartphones and tablet users (for example ipads) in Ireland. This represents approximately 49.5% of all mobile subscriptions (excluding dedicated mobile broadband) in Q1 2013, up from 48.7% last quarter.

Figure 4.1.2 below shows the breakdown of total active SIMs, total 3G SIMs and active 3G users in Ireland from Q1 2012 to Q1 2013.

Figure 4.1.2 – Mobile Subscriptions including Smartphones/Tablets (SIMs)

	Q1 '13	Q1'12	Quarterly Change (Q4'12 – Q1'13)	Annual Change (Q1'12 – Q1'13)
Total active SIMs	5,432,182	5,521,348	-0.5%	-1.6%
Total 3G SIMs	4,337,776	4,366,983	-0.2%	-0.7%
Dedicated mobile broadband and Smartphone/tablets (SIMs)³⁵	2,964,062	2,755,283	+0.8%	+7.6%
Smartphone/tablets (SIMs)³⁶	2,421,598	2,172,252	+1.4%	+11.5%

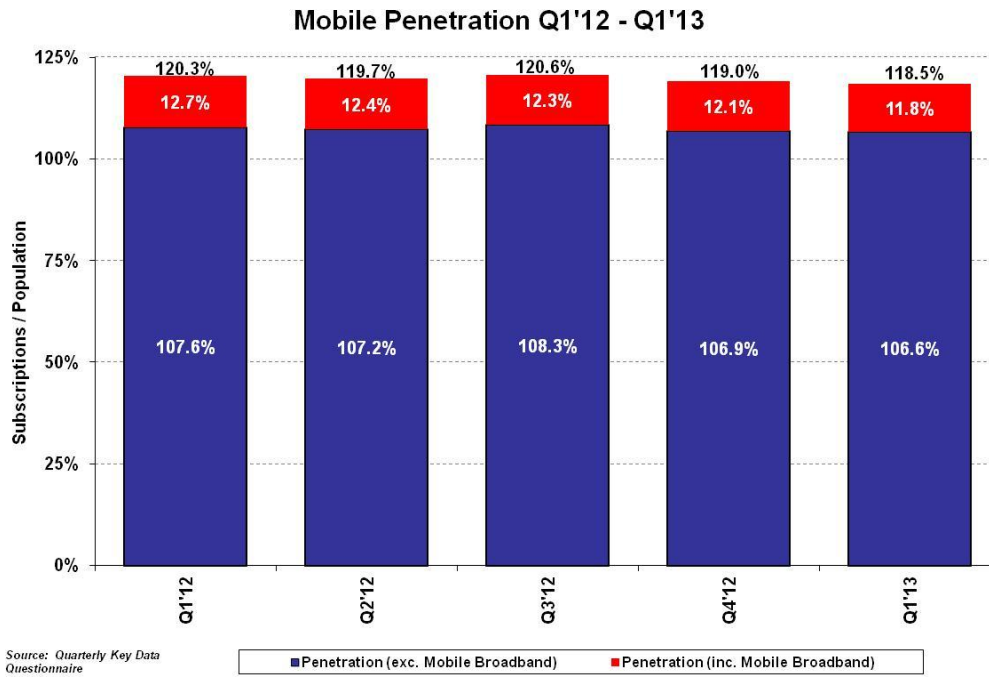
Figure 4.1.3 charts mobile penetration since Q1 2012 and shows that at the end of March 2013, mobile penetration, based on a population of 4,585,400 (using CSO April 2012 estimate), was 118.5% including mobile broadband and 106.6% excluding mobile broadband. Mobile penetration is recognised as the standard 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.

³⁵ Active 3G SIMs.

³⁶ Active 3G SIMS excluding dedicated mobile broadband SIMs.

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 datacards and USB modems for internet access via laptops/PCs as well as SIM cards used in mobile phones for voice and data services.

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 option.

Figure 4.2.1 and 4.2.2 illustrate the mobile subscription base (including mobile broadband) in Ireland classified by the proportion of pre-paid and post-paid subscriptions on both 2G and 3G networks at the end of March 2013. Post-paid subscriptions are becoming more popular, accounting for 41.1% of subscriptions in Q1 2013, up from 37.7% one year previously at the expense of a decline in pre-paid subscriptions. The majority of both pre-paid and post-paid subscriptions include broadband/data packages.

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

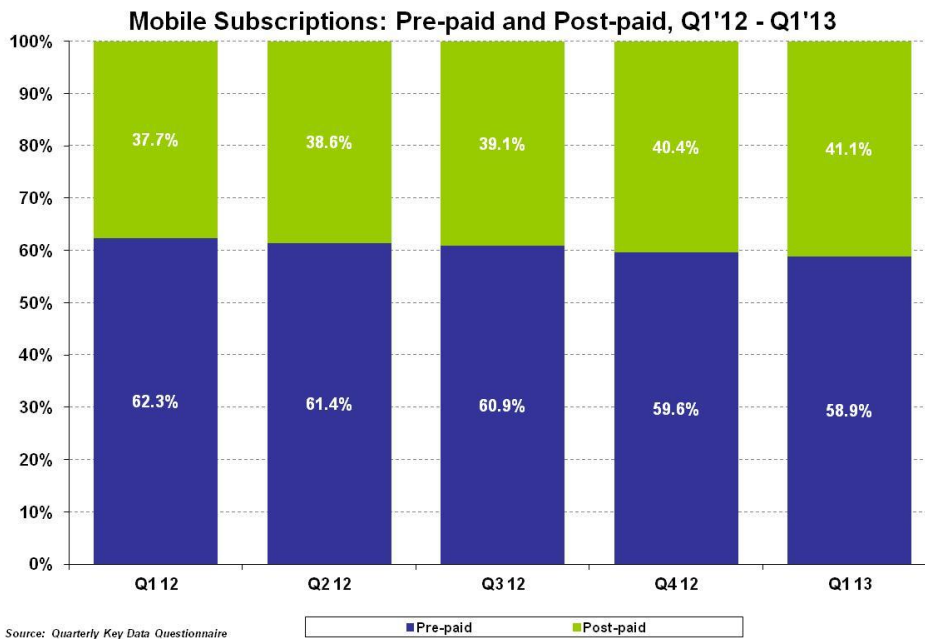


Figure 4.2.2 – Mobile Subscriptions by Pre-pay/Post-pay Split, Q1'12 – Q1'13

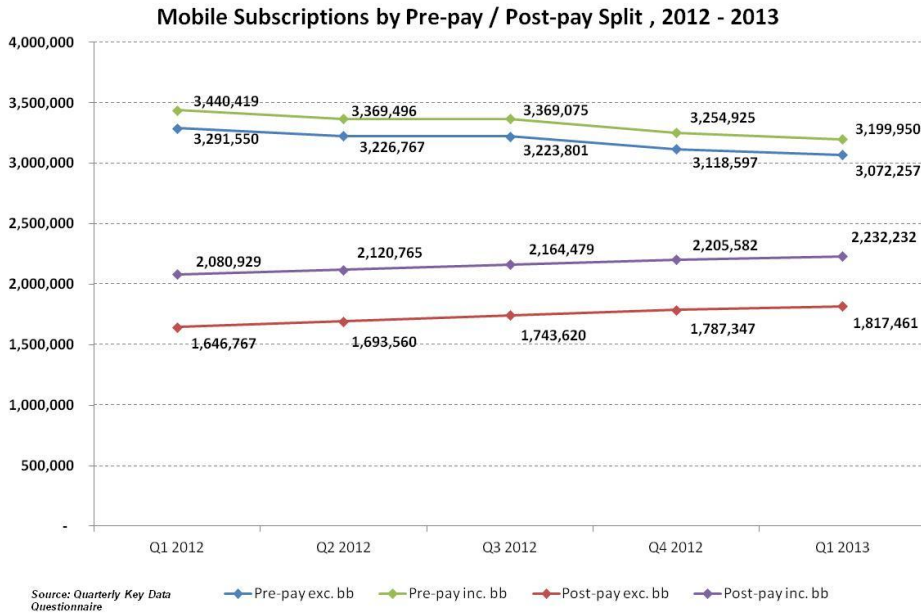


Figure 4.2.3 shows the pre-paid and post-paid subscription profile for each of the mobile operators in the Irish market. Mobile broadband subscriptions are included in this data. As of Q1 2013, 64.1% of Vodafone’s subscriptions were pre-paid. O2 had 48.3% pre-paid subscriptions, eircom Group Mobile had 69.1% pre-paid subscriptions, and 34.9% of 3’s mobile subscriptions were pre-paid. 93.9% of Tesco Mobile’s subscription base was pre-paid.

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

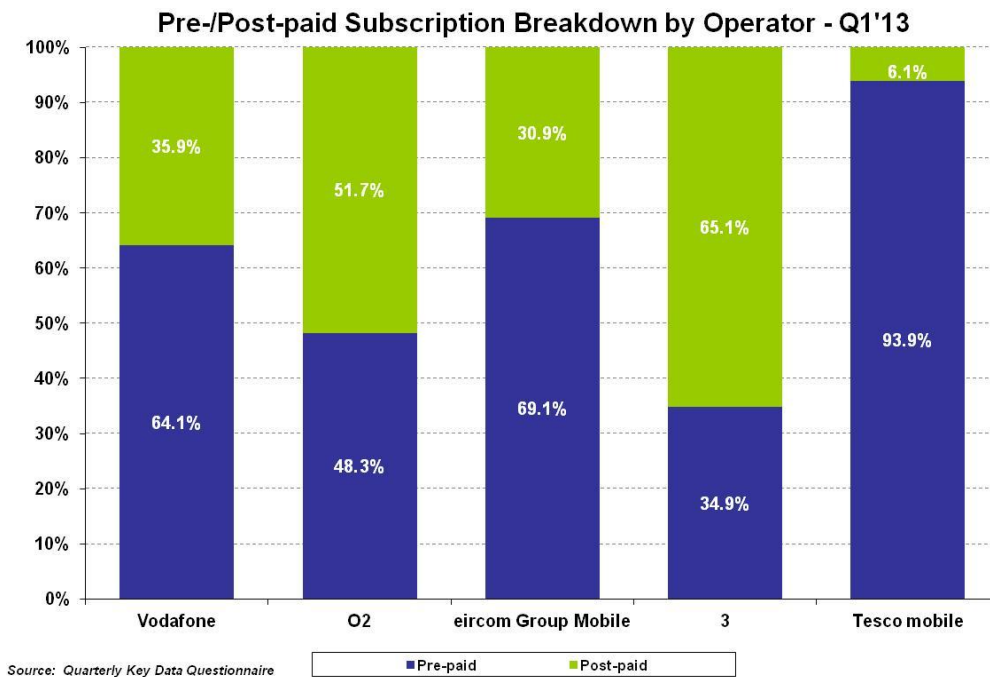


Figure 4.2.4 shows the split between pre-paid and post-paid mobile broadband subscriptions between Q1 2012 and Q1 2013. 76.5% of all mobile broadband subscriptions were post-paid at the end of March 2013, up from 74.5% one year previously.

Figure 4.2.4 – Profile of Pre-Paid and Post-Paid Mobile Broadband Subscriptions

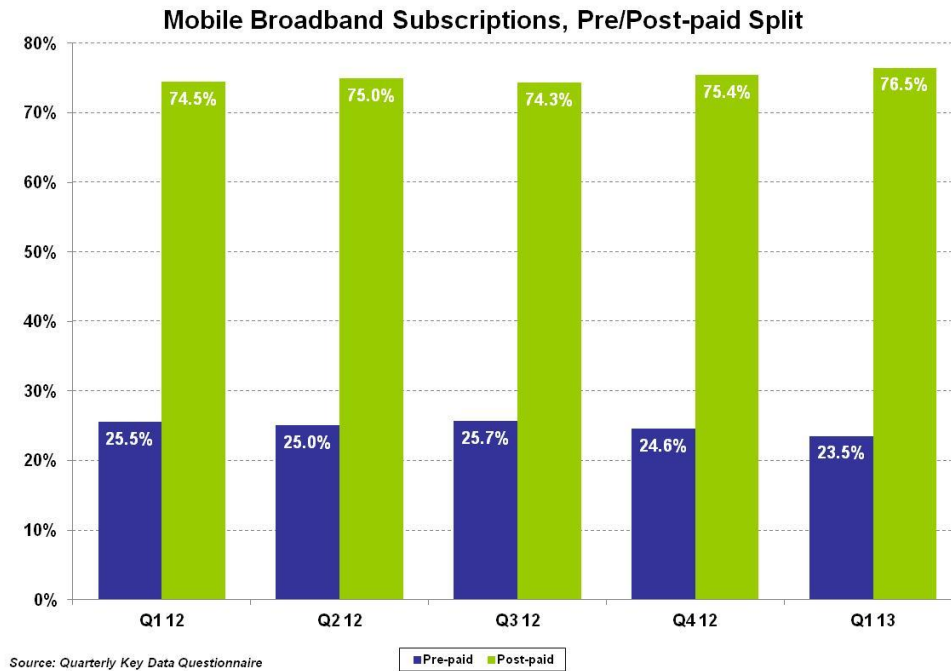


Figure 4.2.5 shows the split of post-paid business and non business mobile subscriptions including and excluding mobile broadband in Q1 2012 to Q1 2013. The number of post-paid subscriptions increased across all categories. Approximately 39.9% of post-paid mobile subscriptions (including mobile broadband) and 42.7% of post-paid mobile subscriptions (excluding mobile broadband) were classed as business subscriptions in Q1 2013.

Figure 4.2.5 – Post-Paid Business and Residential Mobile Subscriptions

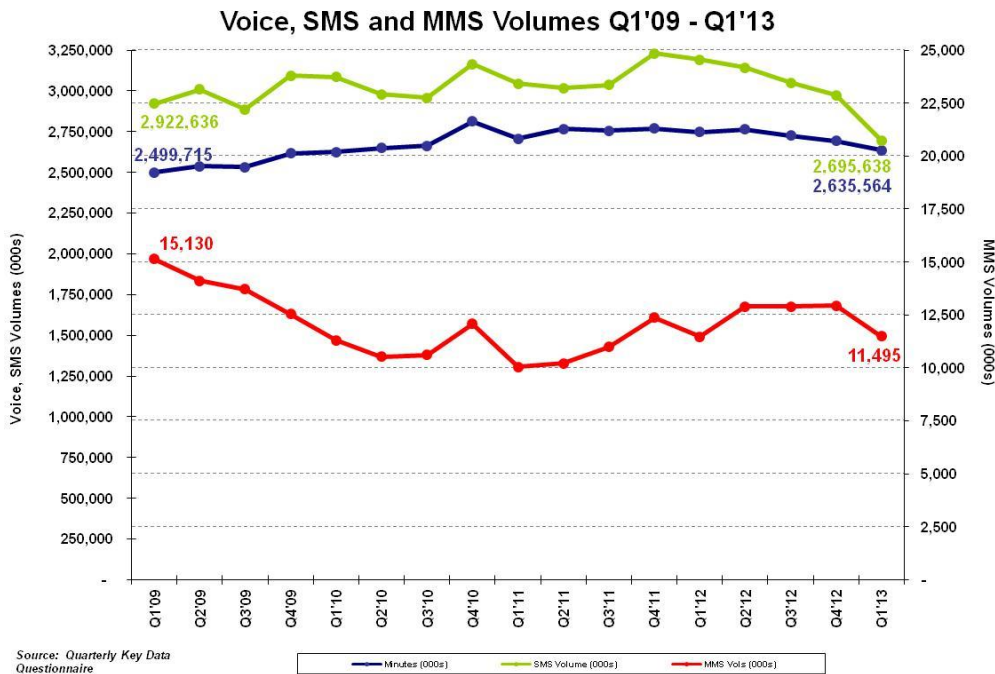
	Q1 2013	Q4 2012	Q3 2012	Q2 2012	Q1 2012
Residential subs inc. mobile broadband	1,341,780	1,336,669	1,311,777	1,280,486	1,260,097
Residential subs exc. mobile broadband	1,041,383	1,028,298	1,000,668	963,724	935,413
Business subs inc. mobile broadband	890,452	868,913	852,702	840,279	820,832
Business subs exc. mobile broadband	776,078	759,049	742,952	729,836	711,354

4.3 Mobile Volumes

Figure 4.3.1 illustrates the change in voice minutes, SMS, and MMS (Multimedia Messaging Service) messages sent over mobile networks since Q1 2009. Total retail mobile voice traffic totalled 2.64 billion minutes in Q1 2013, a decrease of 2.1% on the previous quarter and a decrease of 4.1% on Q1 2012.

The total number of SMS messages sent by mobile users in Ireland was over 2.69 billion in Q1 2013, down 9.3% on the previous quarter and down 15.6% on Q1 2012. The number of multimedia messages (MMS) sent decreased by 11.2% this quarter but was up 0.2% compared to Q1 2012. Some of these changes may be reflective of seasonal activity (i.e. peaks during Q4 holiday period, and decline in summer months).

Figure 4.3.1 – SMS, MMS and Call Minute Volumes³⁷



³⁷ It should be noted that prior to Q1 2009 some mobile data minutes were included under mobile advanced minutes. As these volumes are not based on voice calls, they were removed in Q1 2009 as they had a downward impact on overall mobile voice traffic.

Figure 4.3.2 illustrates the share of types of mobile voice call minutes. As of Q1 2013, 76.7% of all mobile voice minutes were classified as mobile-to-mobile (on-net and off-net); 11.2% of mobile voice minutes were to fixed line phones, 9.4% were classified as international and roaming and the remaining 2.8% were advanced voice minutes which include calls to premium rate services.

Figure 4.3.2 – Voice Call Minute Volumes by Type

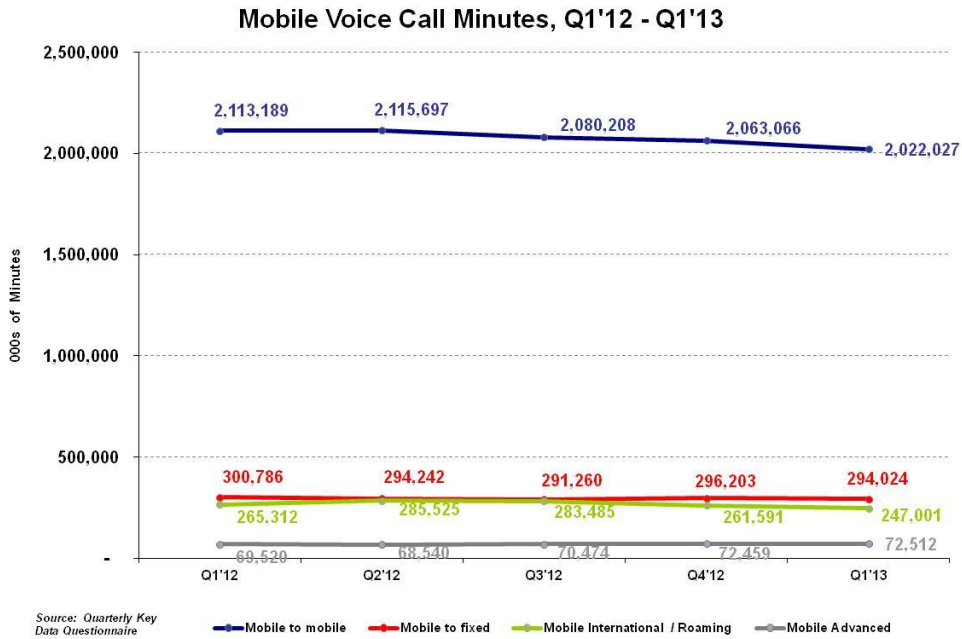


Figure 4.3.3 shows the change in the on net/off net mobile to mobile voice call minutes since Q1 2012. As of Q1 2013, 67.8% of all mobile to mobile voice minutes were classified as on-net down from 67.9% last quarter and down from 70.5% in Q1 2012.

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

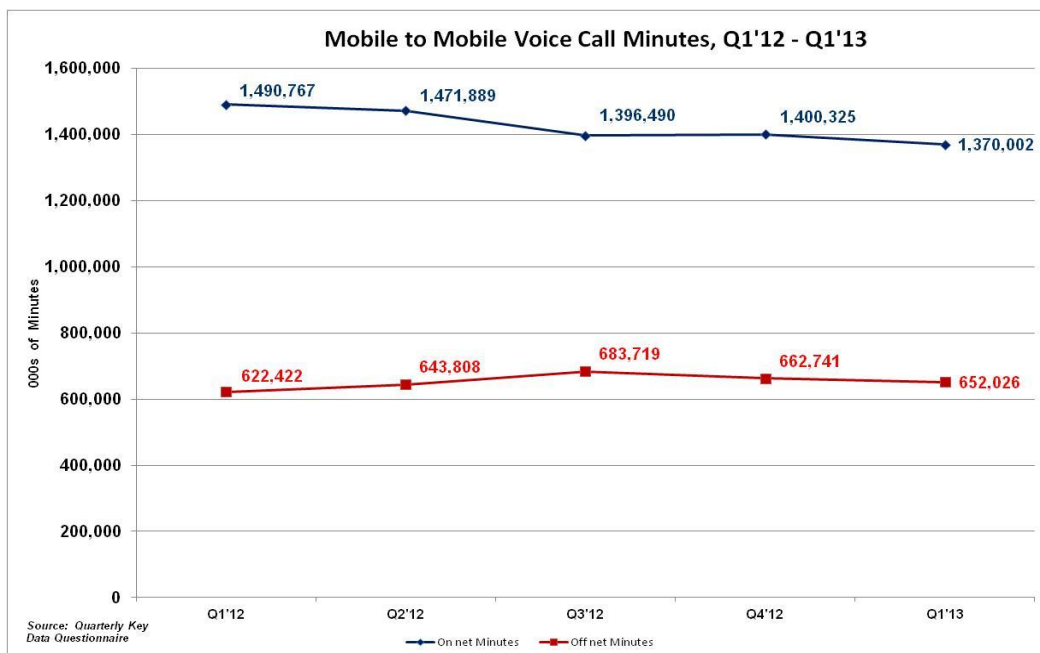
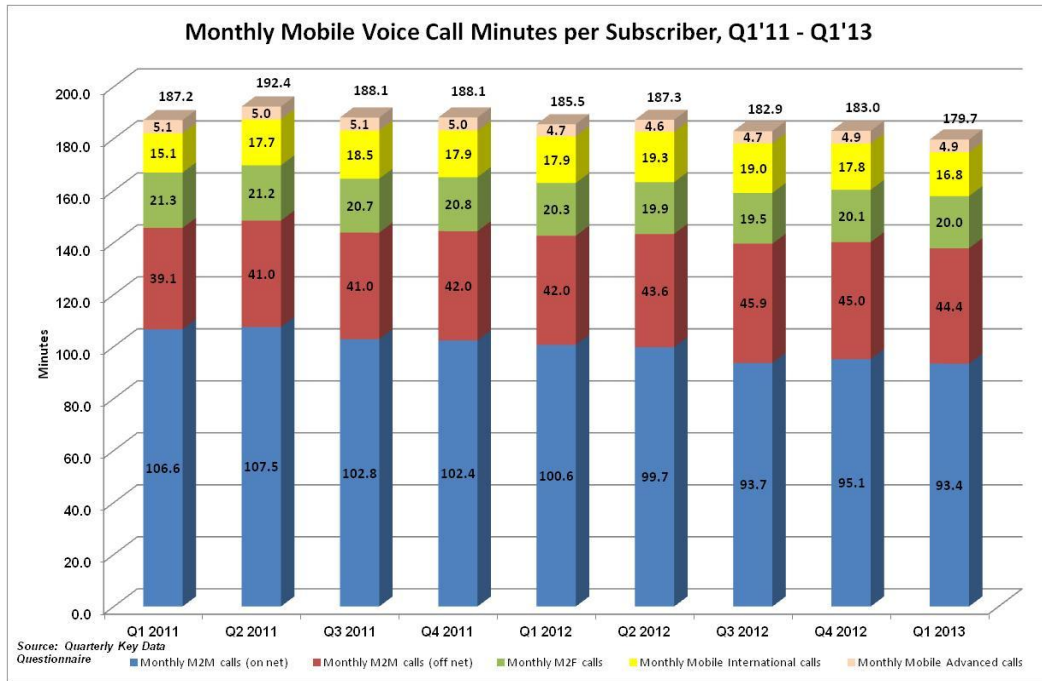


Figure 4.3.4 shows the change in the monthly mobile voice call minutes per subscriber. In Q1 2013 the average usage was just below 180 minutes down 1.8% on Q4 2012 and down 3.2% on Q1 2012. In Q1 2013 the decrease in volumes was observed across all types of mobile calls except for mobile advanced calls which includes calls to premium rate services.

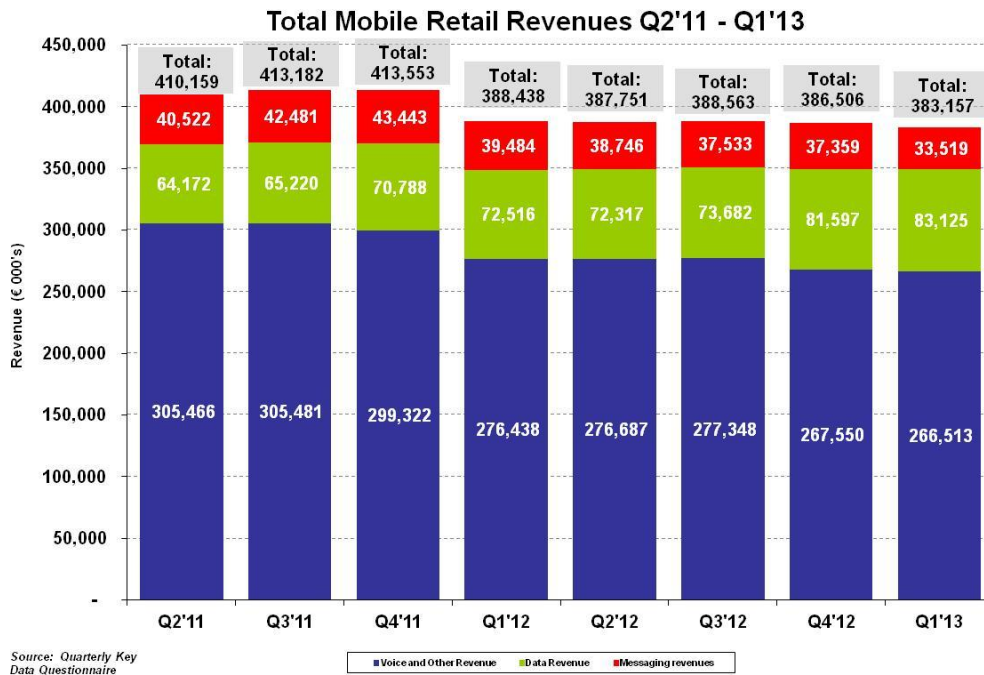
Figure 4.3.4 – Monthly Mobile Voice Call Minutes per Subscriber by Type



4.4 Mobile Revenues

Figure 4.4.1 shows that mobile retail revenues for Q1 2013 were over €383 million, down by 0.9% from Q4 2012 and down by 1.4% since Q1 2012. Data revenues³⁸ increased by 1.9% this quarter, messaging revenues³⁹ declined by 10.3% and voice and other revenues⁴⁰ decreased by 0.4% this quarter. Comparing Q1 2012 to Q1 2013, voice and other revenues were down by 3.6%, messaging revenues were down by 15.1% but data revenues were up by 14.6%.

Figure 4.4.1 – Total Mobile Retail Revenues



38 Revenues from mobile broadband and mobile internet services.

39 SMS and MMS revenues.

40 Please note that since Q2'09 the voice and other category revenues includes voice call revenues and net handset sales revenues, connection and rental charges, premium rate SMS and MMS revenues, roaming SMS, MMS and data revenues. Handset sales revenues prior to Q2'09 were reported on a gross revenue basis.

4.5 Average Monthly Minutes of Use (MOU) and Average Monthly Revenue per User

The most frequently used metric to determine levels of mobile telephony usage is monthly minutes of use. Further information on the definition and calculation of average minutes of use by ComReg is detailed in the explanatory memorandum which accompanies this report.⁴¹ Based on the data collected from Irish mobile operators, the average minutes of use in Ireland was 253 minutes per month in Q1 2013, down 1.4% on Q4 2012.

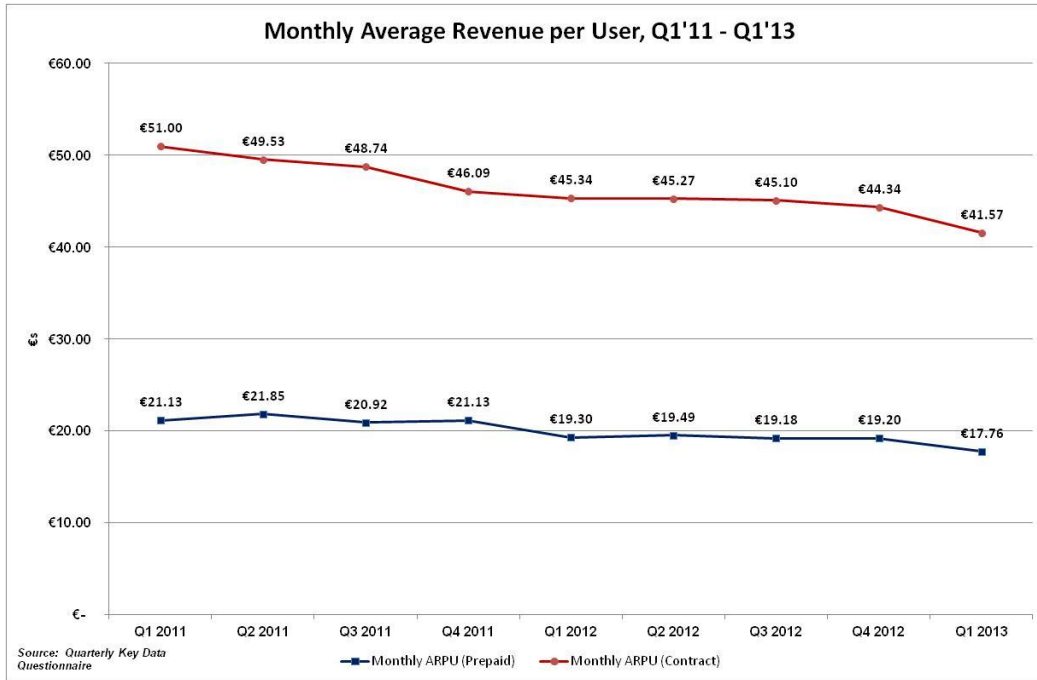
Mobile ARPU is a function of both the price of mobile services and the level of usage of mobile services. In Q1 2013 mobile ARPU was €28 per month, down from €29 last quarter and down from €29 in Q1 2012. This decline is in line with a general downward trend in ARPU across Western European countries. Based on data from Analysys Mason's Telecom Matrix monthly mobile ARPU across the average of 14 Western European countries fell by 6.4% in Q4 2012 compared to Q4 2011.

Figure 4.5.1 illustrates the change in ARPU for prepaid and contract subscribers. In Q1 2013 mobile ARPU for prepaid subscriber was just below €18 per month (down 8.0% since Q1 2012) while mobile ARPU for contract subscribers was over €41 per month (down 8.3% since Q1 2012).

This decline in ARPU is likely to be a reflection of a number of factors such as those attributable to worsened economic conditions in Ireland (e.g. reduced consumer spending), lower priced mobile plans, increased sales of bundled products (combining mobile with fixed calls and sometimes broadband) and reductions in roaming and mobile termination rates, among others.

⁴¹ ComReg Document 13/56a.

Figure 4.5.1 – Monthly Average Revenue per User by Type



4.6 Competition in the Mobile Market

Figures 4.6.1 and 4.6.2 outline mobile market shares based on the number of active subscriptions reported by each operator. Figure 4.6.1 includes mobile broadband while figure 4.6.2 excludes mobile broadband. Vodafone has the highest market share including and excluding mobile broadband (39.4% and 40.6%), followed by O2 (28.1% and 28.2%), eircom Group Mobile (19.7% and 20.6%), 3 (9.4% and 6.7%) and Tesco Mobile (3.4% and 3.8%).

Figure 4.6.1 – Market Share – Number of Subscriptions (inc. mobile broadband)

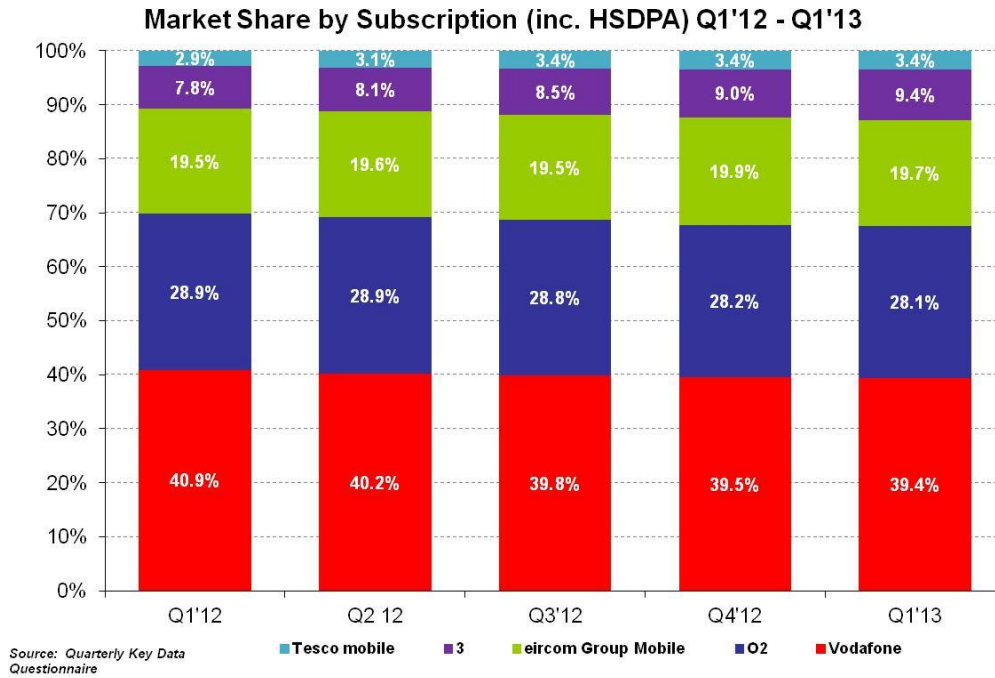


Figure 4.6.2 – Market Share – Number of Subscriptions (ex. mobile broadband)

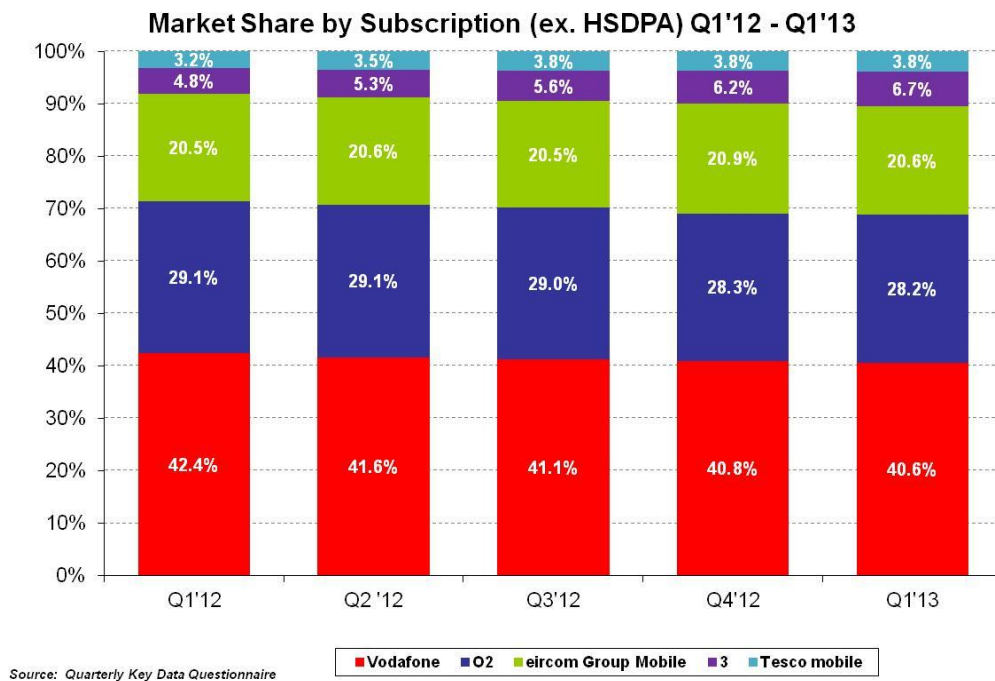
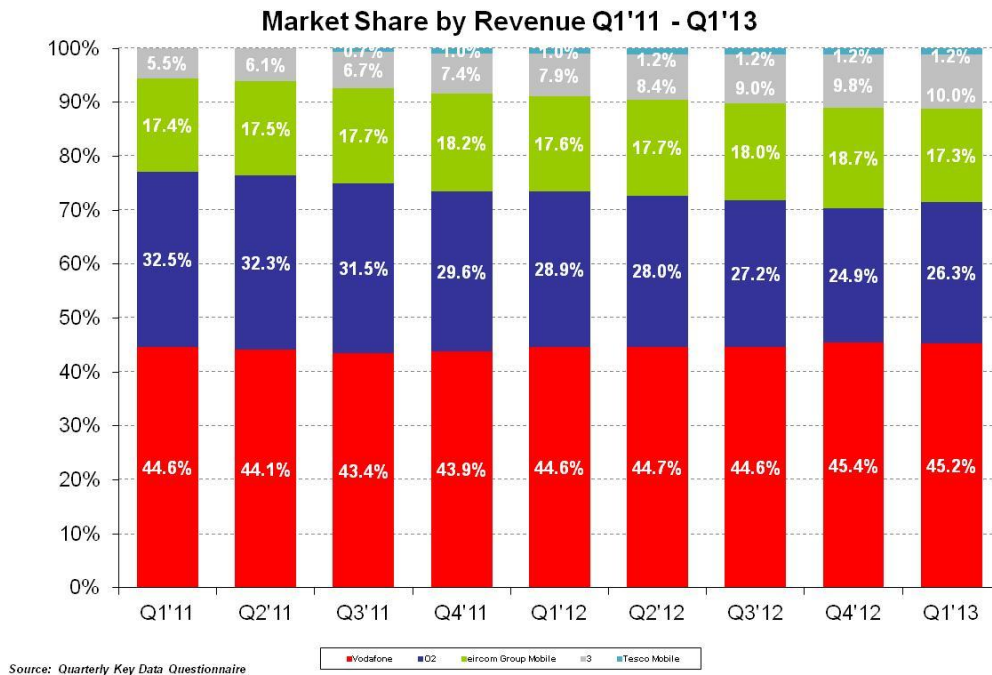


Figure 4.6.3 provides an analysis of market shares by total revenue for mobile operators in the Irish market. Tesco Mobile is included for the first time from Q3 2011 in this chart. Therefore, changes in market shares previous to Q3 2011 are not directly comparable. Vodafone’s market share remains highest at 45.2% followed by O2 at 26.3%. Eircom Group Mobile’s market share is the next largest at 17.3% followed by 3 and Tesco mobile at 10.0% and 1.2% respectively.

Figure 4.6.3 – Revenue Market Share

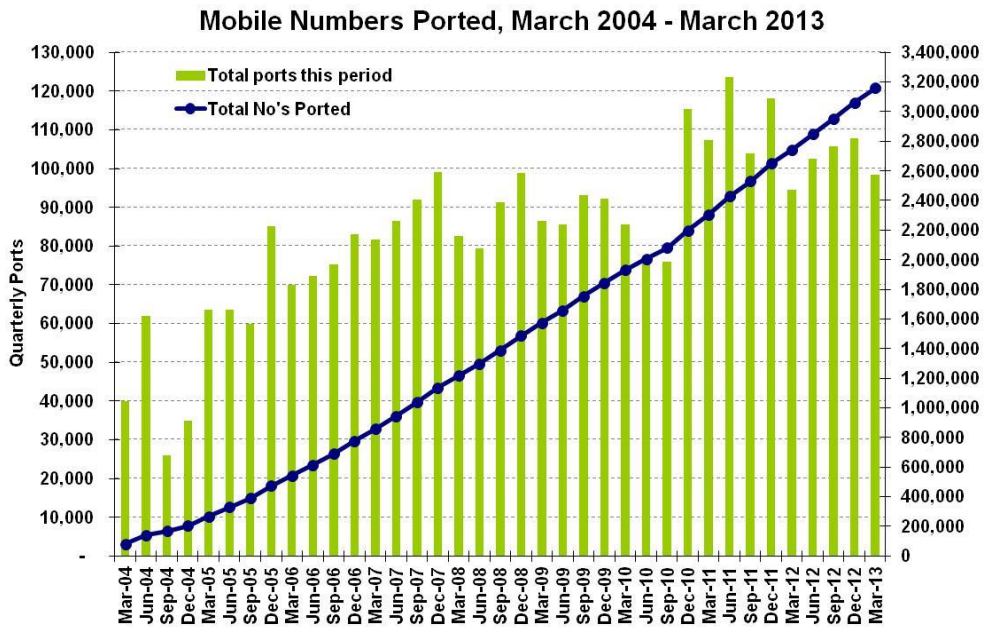


4.7 Switching in the Mobile Market

Figure 4.7.1 illustrates the cumulative total of mobile numbers ported between Irish mobile operators since March 2004. MNP allows consumers to switch mobile operator while retaining their mobile number.

Over 3.15 million numbers have been ported since June 2003. In the quarter to March 2013, 98,407 numbers were ported between operators (414,419 numbers in the twelve months to March 2013). Over the last 12 months, an average of 103,605 numbers has been ported each quarter.

Figure 4.7.1 – Cumulative Mobile Numbers Ported



Source: Quarterly Key Data Questionnaire

4.8 Mobile Pricing Data⁴²

The OECD mobile pricing basket definitions have been updated by Teligen and were adopted by the OECD in March 2010. These definitions have been derived from data provided by operators and regulators in OECD countries, and have been reviewed by the OECD country authorities.

The OECD mobile baskets include at least 2 operators for each country. If these cover less than 50% of subscriptions in any country, additional operators may be included as well. Therefore, the reported figures reflect the cheapest prices offered by these operators, which may not necessarily be the cheapest offers in the entire market. All of the most common packages are included for each operator. This means that the current update covers over 3,730 packages across the 34 OECD countries. Both pre-paid and post-paid packages are included.

Mobile offers used are typically 2G and 3G services with the main focus on voice. The basket methodologies can be used to compare different types of offers such as pre-paid, post-paid or SIM-only plans. The new methodology used by the OECD/Teligen is based on the following baskets of calls:

Baskets
30 calls per month
100 calls per month
300 calls per month
900 calls per month
40 calls per month pre-paid basket
400 messages per month basket

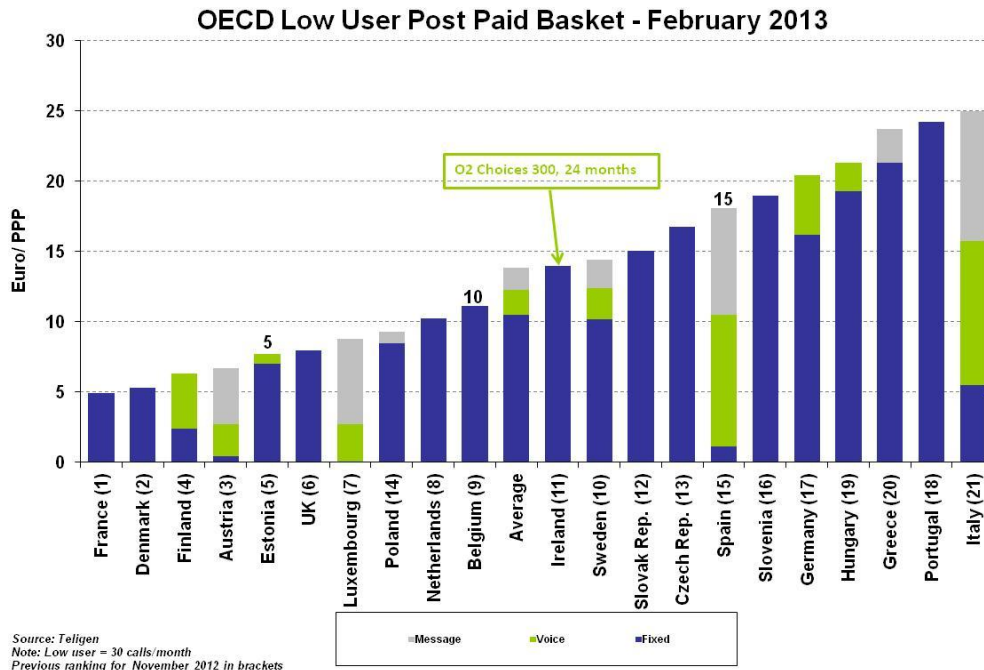
The Teligen mobile baskets presented in this Quarterly Report, termed as “low user”, “medium user” and “high user” are, based on the 30 calls, 100 calls and 300 calls per month baskets respectively described above. They are calculated and analysed independently by Teligen, using an OECD methodology which includes PPPs (Purchasing Power Parities) to reflect the real cost of mobile services compared to all other costs within a country.

42 The ‘Fixed’ component of price refers to the standard charges imposed by operators, regardless of the amount of calls made (i.e. connection and rental). Teligen’s calculation of this Figure is made up of: Installation Charge/5 + Rental charge for 1 year. The ‘Voice’ component of price refers to the charges imposed by operators, arising from the number of voice calls made by the user, while “Message” refers to the charges imposed by operators, arising from the number of SMS and MMS messages sent by the user.

4.8.1 Low User Post Paid Mobile Basket⁴³

For the “low user” post paid mobile basket, Ireland ranks in 11th position among the European countries benchmarked. Ireland is one place behind of and 0.9% more expensive than the benchmarked country average. The Irish package represented here is O2’s Choices 300, 24 months package.

Figure 4.8.1.1 - OECD Low User Post Paid Mobile Basket (30 calls)

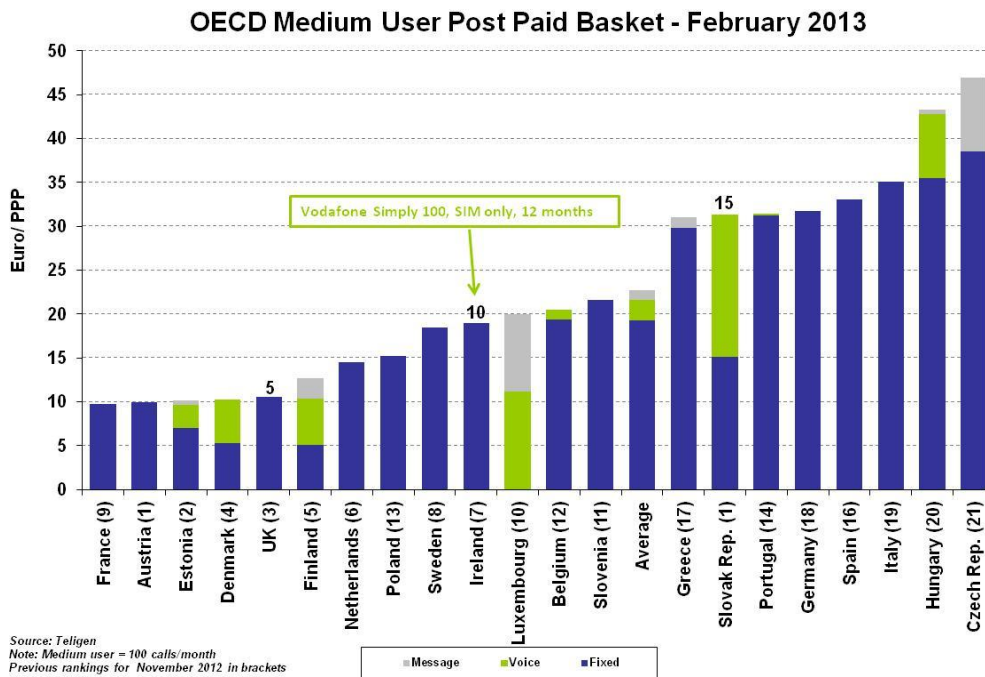


43 All tariffs are inclusive of VAT, rates will vary between Member States.

4.8.2 Medium User Post Paid Mobile Basket

For the medium user post paid mobile basket, Ireland ranks in 10th position out of the 21 benchmarked countries. Ireland is 4 places ahead of and 16.2% cheaper than the benchmarked average. The package used for Ireland is Vodafone’s Simply 100, SIM Only, 12 month package.

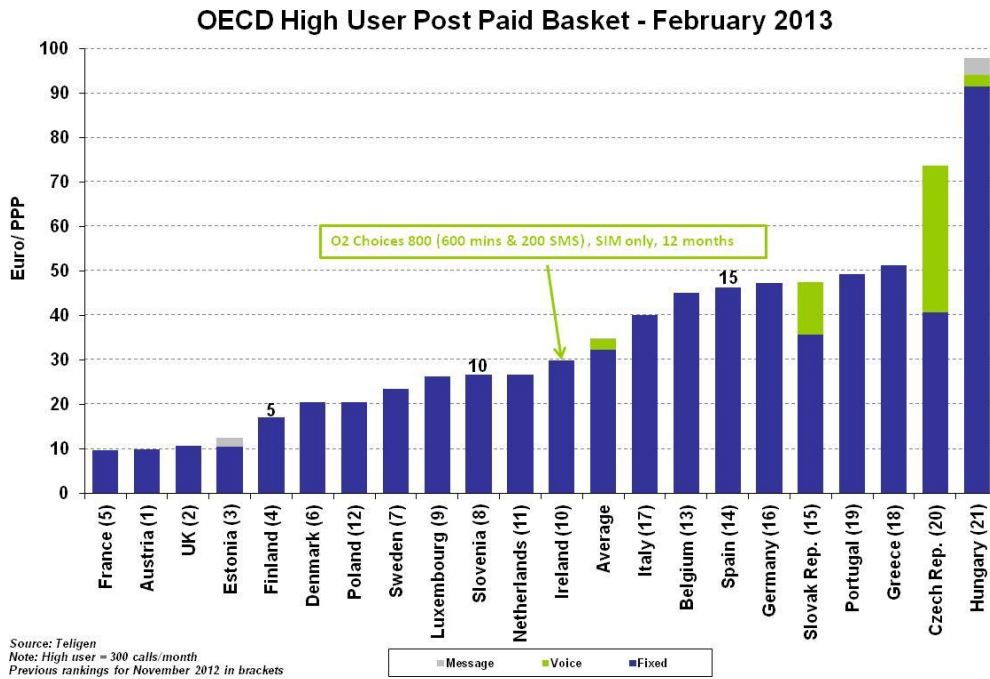
Figure 4.8.2.1 - OECD Medium User Post Paid Mobile Basket (100 calls)



4.8.3 High User Post Paid Mobile Basket

Ireland ranks in 12th place among the countries benchmarked in the high user post paid mobile basket. The Irish package in this basket is O2's Choices 800, SIM Only 12 months package. Ireland is one place ahead of and 14.3% cheaper than the average of the 21 benchmarked countries.

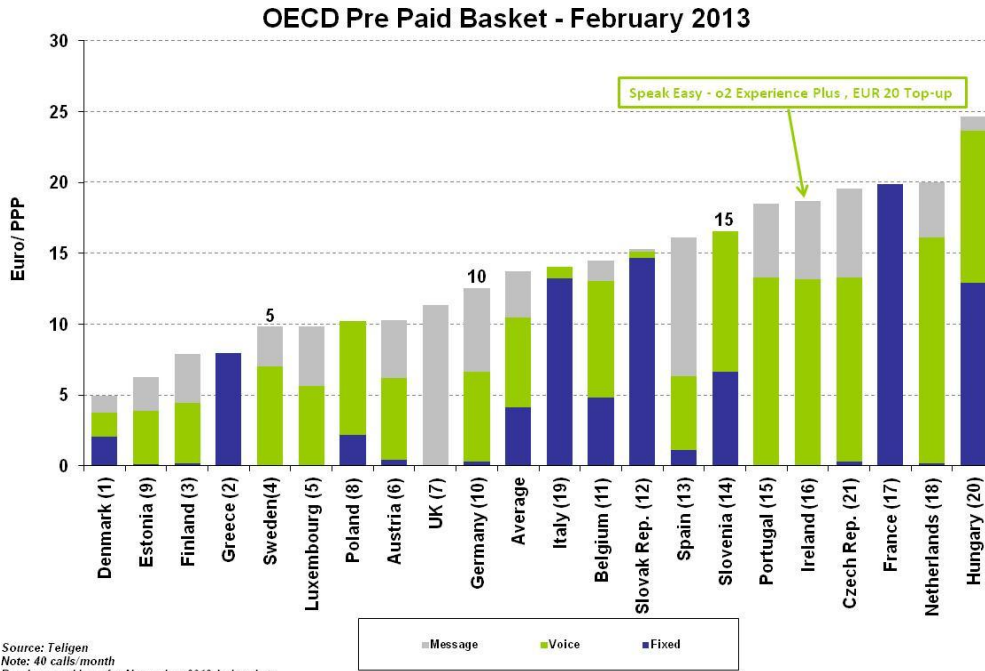
Figure 4.8.3.1 - OECD High User Post Paid Mobile Basket (300 calls)



4.8.4 Pre-Paid Mobile Basket

In the pre-paid mobile basket, Ireland is in 17th position among the benchmarked countries. The package used for Ireland in this basket is O2’s Speak Easy, Experience Plus, €20 Top-up. Ireland is 7 places behind the average of the 21 benchmarked countries and the cost of this basket in Ireland is approximately 36.0% more expensive than the benchmarked country average.⁴⁴

Figure 4.8.4.1 - OECD Pre-Paid Mobile Basket (40 calls)



⁴⁴ This is the cheapest plan available from operators that cover at least 50% of the market i.e. Vodafone and O2, and does not necessarily reflect the cheapest offer available in the entire market.

5. Broadcasting

5.1 Overall Broadcasting Market*⁴⁵

As analogue terrestrial TV switch off (ASO) occurred on the 24th of October 2012 the numbers reported in this section for April 2013 show some fluctuations from previous periods. ComReg expects that the data should become more stable in future reporting. Some analogue terrestrial TV customers did not switch at ASO, and this therefore, affects the numbers reported for April 2013 (see footnote 45 for more detail). This broadcasting data is from the Nielsen TV Audience Measurement (TAM) Establishment Survey.⁴⁶ The survey indicated that there were 1,572,000 TV homes in Ireland in April 2013. Figure 5.1.1 shows the estimated number of TV homes by reception type in May 2012 and April 2013 on the basis of the reception method through which the highest number of TV channels is received. Irish terrestrial DTT only homes represented 11.6% of all TV homes as of April 2013. Cable/satellite platforms represented the remaining 88.4% of all TV homes in Ireland.⁴⁷

Figure 5.1.1 – TV Homes by Reception Type⁴⁸

	April 2013	May 2012	April 2013 as % of Total TV Homes	% Change May '12 – April '13
Reception	(000s)	(000s)	%	% change
Irish Terrestrial	183	192	11.6%	-4.7%
Multi Total	1,390	1,384	88.4%	+0.4%
Multi Terrestrial	N/A	103	N/A	N/A
Analogue Cable/Sat	36	69	2.3%	-47.8%
Digital Cable/Sat	1,354	1,211	86.1%	+11.8%
Total Cable/Sat	1,390	1,280	88.4%	+8.6%
Total TV Homes	1,572	1,577	N/A	-0.3%
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 In April 2013 homes which only receive any or all of the following: RTÉ One, RTÉ Two, TV3, TG4, 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.				

45 *Note to data. The April 2013 Irish DTT figure represents all homes that use Irish DTT as their reception type. Universes for "Irish Terrestrial" prior to November 2012 would have included both analogue and digital terrestrial homes. The penetration of TV as of the January 2013 universes is 93% (1,572,000 TV homes compared to 1,687,500 total homes as per smoothed CSO Q4 2012 estimate).

46 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.

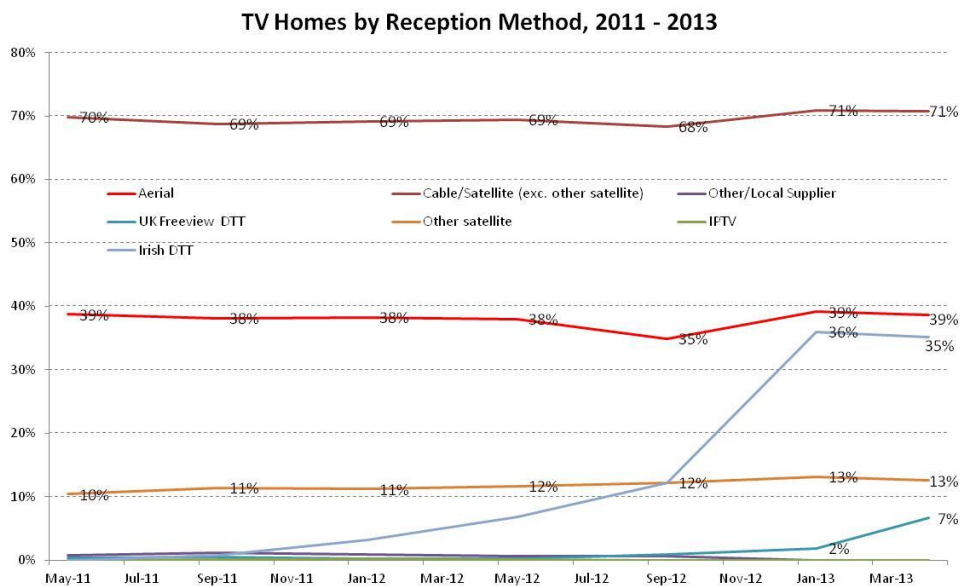
47 MMDS (Multichannel Multipoint Distribution Service) is included under cable/satellite. MMDS is a wireless telecommunications technology, used usually in sparsely populated rural areas, where laying cables is not economically viable. Approximately 252,000 of those reported above as digital cable/sat and total cable/sat are UK DTT/FTA satellite.

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

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

Figure 5.1.2 charts TV homes by reception method⁴⁹ from May 2011 to April 2013. 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 averaged 70% over the last two years.⁵⁰ Television homes that subscribe to other satellite services besides Sky represented 13% of TV homes in January 2013. Reception by other/local supplier (deflector/relay services), and IPTV methods is relatively low. Approximately 35% of TV homes have Irish DTT.

Figure 5.1.2 – TV Homes by Reception Method⁵¹



Source: Nielsen TV Audience Measurement Establishment Survey on Behalf of TAM Ireland Ltd.

Figure 5.1.3 shows that, the total number of TV homes increased in April 2013 (for reference see footnote 45 on page 69). Digital TV homes now represent 97.7% of all TV homes compared to 50.5% in May 2008.

⁴⁹ 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%.

⁵⁰ 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)).

⁵¹ Reception Method is not benchmarked for January 2013. As of November 2012 'Aerial' includes MMDS and Saorsat homes. Irish DTT includes Saorsat. Cable/satellite includes MMDS and IPTV, excludes UK DTT, Irish DTT and Saorsat.

Figure 5.1.3 – TV Homes 2008 –2013

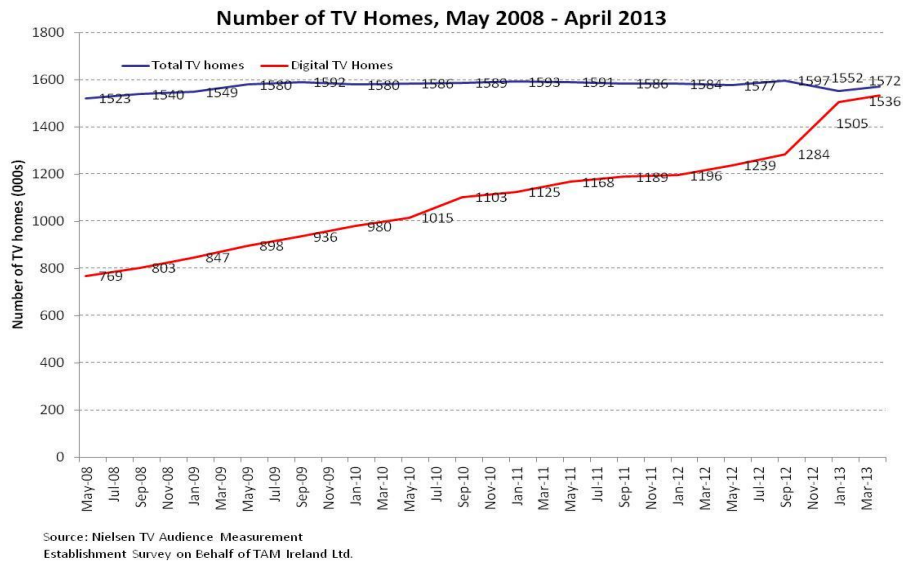


Figure 5.1.4 shows the level of household penetration of pay TV services and free to air TV services in Ireland based on reception method. This chart has been derived by ComReg using Nielsen data and is not a classification used by Nielsen or a classification used as part of the survey itself. Homes with a pay TV (cable, satellite and IPTV homes)⁵² service have generally been stable since 2009 at 70%, on average, of all TV homes.

Figure 5.1.4 – Pay TV vs Free to Air TV Homes, 2005 - 2013

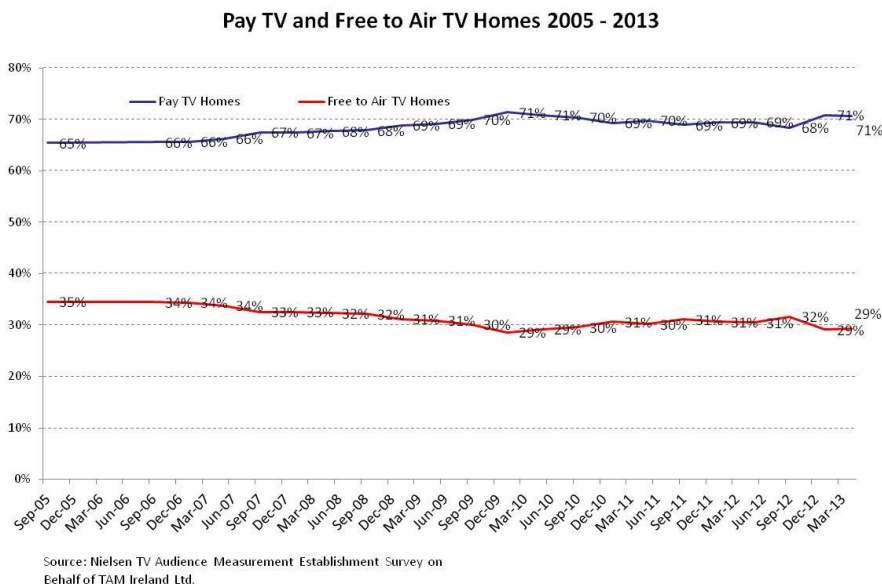
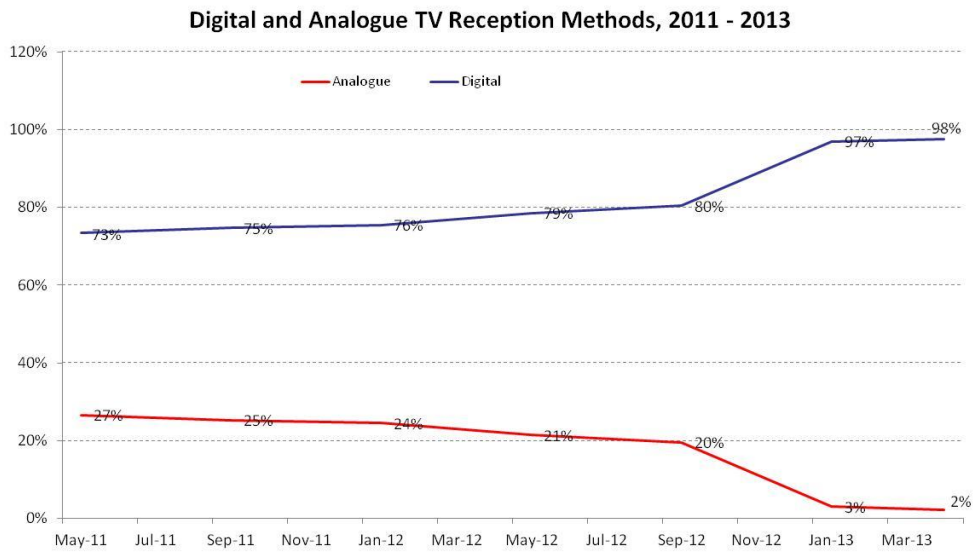


Figure 5.1.5 shows the proportion of digital to analogue TV reception methods in Ireland across all platforms. Digital TV reception (98%) increased significantly between Septmeber 2012 and April 2013 in light of analogue terrestrial switch off.

⁵² IPTV is included from September 2011.

Figure 5.1.5 – Digital and Analogue TV Reception, 2011 - 2013



Source: Nielsen TV Audience Measurement Establishment Survey on Behalf of TAM Ireland Ltd.

6. Appendix

Aggregated SB-WLR Performance Statistics, as supplied by Eircom, are published in accordance with ComReg Decision Notice (07/61) Section 6.6 (vii).

Performance metrics: Q1 2013

Jan-13

Order Type	% Orders Validated within Performance Target	% Orders Delivered within Performance Target
DR	-	99.77%
LE	-	100.00%
PW	-	99.88%
LNI/LT/MI	-	99.52%
LNI/LT/MI	-	99.93%
CL	-	100.00%
LNN/LTN/MN	99.90%	93.99%
CH	-	99.57%
CN	-	98.54%
CM	-	99.86%
FA	-	97.50%

Feb-13

Order Type	% Orders Validated within Performance Target	% Orders Delivered within Performance Target
DR	-	99.80%
LE	-	100.00%
PW	-	99.86%
LNI/LT/MI	-	99.32%
LNI/LT/MI	-	99.95%
CL	-	99.90%
LNN/LTN/MN	100.00%	83.01%
CH	-	99.80%
CN	-	96.92%
CM	-	100.00%
FA	-	100.00%

Mar-13

Order Type	% Orders Validated within Performance Target	% Orders Delivered within Performance Target
DR	-	99.64%
LE	-	99.98%
PW	-	99.74%
LNI/LT/MI	-	99.46%
LNI/LT/MI	-	100.00%
CL	-	99.97%
LNN/LTN/MN	99.93%	93.70%
CH	-	99.50%
CN	-	94.83%
CM	-	100.00%
FA	-	84.38%

Count of Time Interval	SB-WLR Repair performance metric Qrt 1 Jan - Mar 2013		
QRT 1 2013	Percentage of faults		
	<=2	<=5	<=10
Grand Total	78.76%	95.26%	98.98%

Glossary

DR	Data request: supply of list of numbers, DDIs/MSNs and Ancillary Service for a customer account
PW	Provide Wholesale Line Rental (WLR) and Carrier Selection (CS)
CH	Modify or provide Ancillary Services
CL	Cease Line
LTN	Provide WLR and Carrier Pre-Selection (CPS) and additional line to a specified Customer Account (Non-In-situ)
LNI	Provide WLR and Carrier Pre-Selection (CPS) and new line to a new Customer Account (In-Situ)
LTI	Provide WLR and Carrier Pre-Selection (CPS) and additional line to a specified Customer Account (In-Situ)
LNN	Provide WLR and CPS and new line to a new Customer Account (Not In-Situ)