



Commission for
Communications Regulation

Irish Communications Market

Quarterly Key Data Report

Data as of Q4 2012

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Corrigendum to Q3 2012 Report

- Total voice traffic (Minutes) has been revised from 4,177,342,941 to 4,177,559,728 in Q3 2012. Fixed voice traffic (Minutes) has been revised from 1,451,916,001 to 1,452,132,806.

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Summary

There was a marginal pick up in total industry revenues and broadband subscriptions in Q4 2012 compared to Q3 2012. Overall industry revenues increased by 0.1%. However, total revenues in the twelve months to December 2012 at €3.73 billion were down from over €3.82 billion over the 12 months previous. Total broadband subscriptions were 1,666,645 this quarter which was an increase of 0.5% from Q3 2012 and an increase of 0.1% compared to Q4 2011. Overall voice traffic volumes continued to decline, down by 0.9% this quarter. Presented below is a tabular summary of this quarterly report.

Irish Quarterly Communications Market Data Q4 2012				
	Q4'12	Q3'12	Quarterly Change	Annual change
Total Market Revenues	€931,711,254	€930,932,833	+0.1%	-2.4%
Fixed Line Revenues	€500,293,486	€497,963,976	+0.5%	+1.1%
Mobile Revenues	€386,505,638	€388,563,393	-0.5%	-6.5%
Broadcasting Revenues ¹	€44,912,130	€44,405,464	+1.1%	-2.0%
Total Voice Traffic (Minutes)	4,139,050,231	4,177,559,728	-0.9%	-5.6%
Fixed Voice Traffic (Minutes)	1,445,731,216	1,452,132,806	-0.4%	-10.6%
Mobile Voice Traffic (Minutes)	2,693,319,015	2,725,426,941	-1.2%	-2.7%
Total Internet Subscriptions	1,678,082	1,670,854	+0.4%	-0.6%
Narrowband Internet Subscriptions	11,437	12,334	-7.3%	-53.0%
Total Broadband Subscriptions	1,666,645	1,658,520	+0.5%	+0.1%
Fixed Broadband Subscriptions	1,112,082	1,092,387	+1.8%	+3.9%
Mobile Broadband Subscriptions (HSDPA)	554,563	566,133	-2.0%	-6.6%
Fixed Subscriptions ²	2,100,013	2,101,357	-0.1%	-4.0%
Fixed Voice Subscriptions	1,463,619	1,450,991	+0.9%	+3.1%
Total Mobile Subscriptions (inc. HSDPA)	5,460,507	5,533,554	-1.3%	-0.7%
Mobile Subscriptions (exc. HSDPA)	4,905,944	4,967,421	-1.2%	-0.01%

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 December 2012 were €931.7 million for the quarter. Industry revenues increased by 0.1% this quarter, but declined by 2.4% compared to Q4 2011. This growth was driven by increases in broadcasting and fixed line revenues, contrasting with a decline in 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 December 2012 there were 1,463,619 fixed voice subscriptions in Ireland, an increase of 0.9% since last quarter and an increase of 3.1% since Q4 2011.
- Total voice traffic minutes decreased by 0.9% 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 1.2% this quarter and fixed voice minutes fell by 0.4% this quarter.
- This quarter, total internet subscriptions increased by 0.4% to 1,678,082.
- Narrowband internet subscriptions continued to fall (-7.3% in this quarter), declining by 53.0% since Q4 2011. There are now a total of just 11,437 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 0.5% this quarter, and by 0.1% compared to Q4 2011. Cable (+10,134), DSL (+7,345), FWA (+1,769) and satellite/fibre (+447) subscriptions increased this quarter while dedicated mobile broadband subscriptions fell this quarter (down by 11,570).
- The estimated fixed broadband household penetration rate³ rate was 57.3% in Q4 2012. The fixed broadband per capita penetration rate was 24.2%. The broadband per capita penetration rate (including mobile broadband) was 36.3%.
- Average broadband speeds continue to increase. In Q4 2012 approximately 21.2% of all broadband subscriptions were equal to or greater than 10Mbps up from 18.7% in Q4 2011.
- At the end of December 2012 there were 5,460,507 mobile subscriptions (including HSDPA) in Ireland, a decrease of 1.3% since last quarter. The

³ This estimate excludes business subscriptions and mobile broadband subscriptions.

mobile penetration rate was 119.0% including mobile broadband and 106.9% excluding mobile broadband.

- The number of smartphone/tablet users⁴ increased to 2,387,125 this quarter, up by 3.5% from Q3 2012 and up by 14.0% compared to Q4 2011.
- The amount of mobile numbers ported in Q4 2012 was 107,211 down from a peak of 123,646 in Q2 2011. On average there were 102,491 numbers ported per quarter over the last 12 months.
- In Q4 2012 mobile ARPU was €29 per month, down from €30 per month in Q4 2011. 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.
- 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 2012, an Irish population estimate from the Central Statistics Office (CSO) of 4,588,252 (census 2011 population numbers) is used for Q4 2012. This compares to 4,581,269 which was used in Q4, Q3 and Q2 2011.⁵ As since Q1 2012, an estimated household number of 1,654,208 from the CSO is used for Q4 2012. A household number of 1,636,900 was used in Q4 2011.
- 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.

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

⁵ This CSO's census 2011 population numbers can be found at:

<http://www.cso.ie/en/census/census2011reports/census2011thisisirelandpart1/>

- 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 13/25a.
- 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 October to 31 December 2012. The report is based on submissions from 58 active operators.

1.1 Number of Authorisations

Figure 1.1.1 - Total Number of Authorisations

Total Authorisations	December 2012
No. of fixed and wireless authorisations	385
No. of mobile telephony authorisations	10
No. of broadcasting authorisations (incl. Cable TV, MMDS, Deflectors)	75
Total Number	470

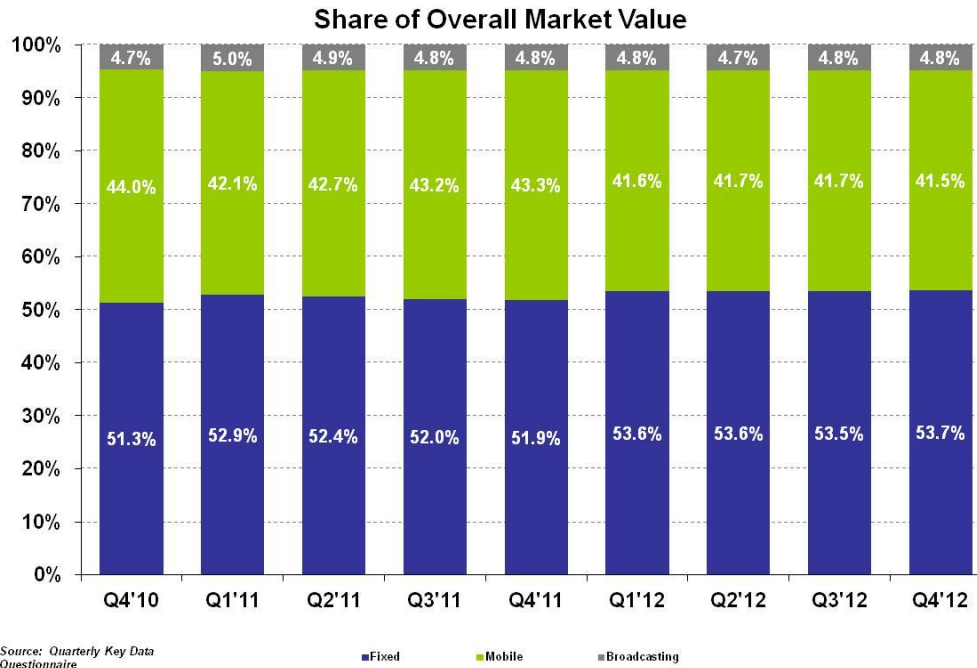
Before providing networks or services to third parties, operators are required to submit a notification to ComReg which is added to a central register of authorised operators. At the date of publication there were 470 authorised undertakings in Ireland.

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.

1.2 Overall Electronic Communications Revenues⁶

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 Q3 2012 was approximately €33 billion. Based on the Q3 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 Q4 2012 were €931.7 million. This was a 0.1% increase on the previous quarter. Comparing Q4 2011 to Q4 2012, industry revenues have decreased by 2.4%. Over the twelve months to December 2012, total revenues were over €3.72 billion.

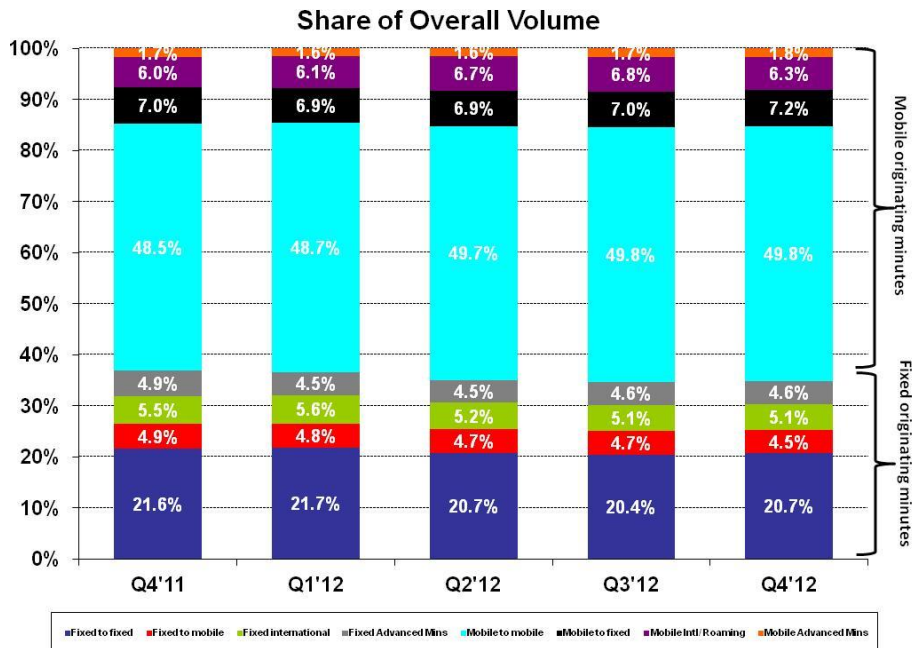
This quarter, mobile revenues decreased by 0.5% and declined by 6.5% when compared to Q4 2011. Fixed revenues increased by 0.5% this quarter and increased by 1.1% when compared to Q4 2011. (Cable/MMDS/IPTV) broadcasting revenues increased by 1.1% but declined by 2.0% compared to Q4 2011. The broadcasting network revenues in this report exclude Sky Ireland's satellite revenues and all content related revenues.⁷

⁶ Further detail on terms and definitions - ComReg Doc. 13/25a Explanatory Memorandum.

⁷ 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)⁸



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. Q4 2012 showed a continued decline in total voice minutes. Voice minutes for Q4 2012 totalled almost 4.14 billion minutes and there were 16.9 billion minutes in the twelve months to the end of December 2012. Total voice minutes decreased by 0.9% from the previous quarter and have fallen by 5.6% since Q4 2011.

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 2.7% on Q4 2011) accounted for 65.1% of all voice minutes in Q4 2012 (compared to 63.1% in Q4 2011) while traffic originating on a fixed line network (down 10.6% on Q4 2011) accounted for the remaining 34.9% of all voice minutes (compared to 36.9% in Q4 2011). Figure 1.3.2 shows the total voice traffic in Ireland at the end of Q4 2012.

⁸ 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

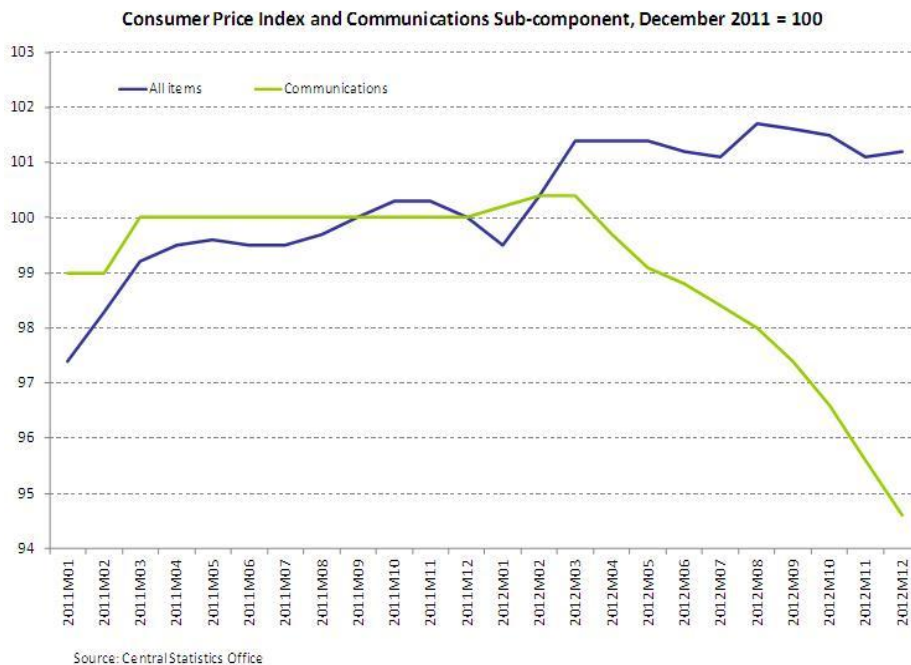
	Q4'12 Mins	Q3'12 – Q4'12 Growth	Q4'11 – Q4'12 Growth
Fixed voice minutes	1,445,731,216	-0.4%	-10.6%
Mobile voice minutes	2,693,319,015	-1.2%	-2.7%
Total voice minutes	4,139,050,231	-0.9%	-5.6%

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 January 2011 to December 2012. The CSO has now revised its weighting for the communications basket to 3.487% of the total CPI up from 3.42% previously.⁹

Using December 2011 as the base period, communications prices have been declining over the last 9 months. Communication prices have declined by 5.4 base points since Q1 2011.

Figure 1.4.1 – Consumer Price Index and Communications Sub-Component



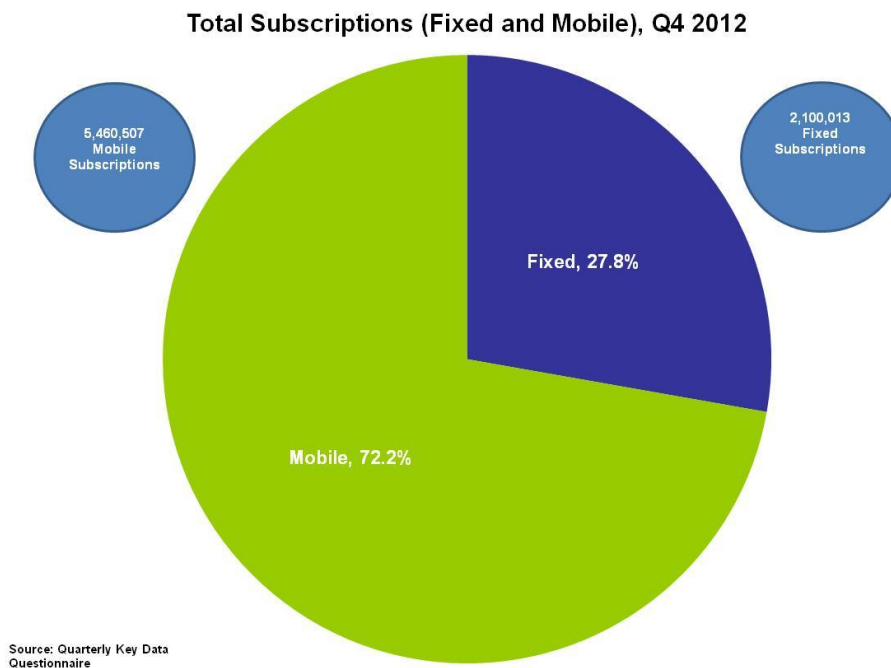
⁹ http://www.cso.ie/en/media/csoie/releasespublications/documents/prices/2012/prices/consumerpriceindex/cpi_jan2012.pdf

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 Q4 2012.

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), Q4 2012



2. Fixed Market Data

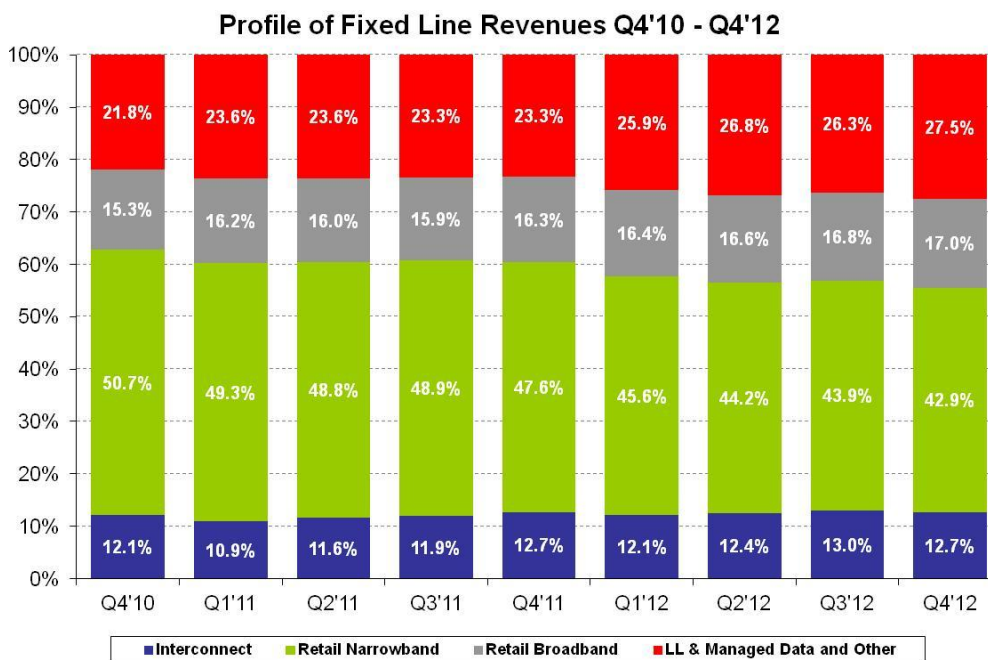
2.1 Total Fixed Line Revenues

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 Q4 2012 were just over €500 million. This was an increase (+0.5%) on Q3 2012 revenues and a 1.1% increase on Q4 2011 revenues.

Retail narrowband revenues have fallen since Q4 2011 (-9.0%), but interconnect and retail broadband revenues as well as leased lines, managed and other data services revenues have increased by 0.5%, 5.1% and 19.1% respectively.

Comparing Q4 2011 to Q4 2012, the proportion of fixed line revenues attributable to leased lines, managed data and other advanced data services increased by 4.2 percentage points, interconnect remained the same and retail broadband revenues' market share increased by 0.7 percentage points. The proportion of retail narrowband revenues has fallen by 4.7 percentage points, to 42.9% of overall fixed line revenues.

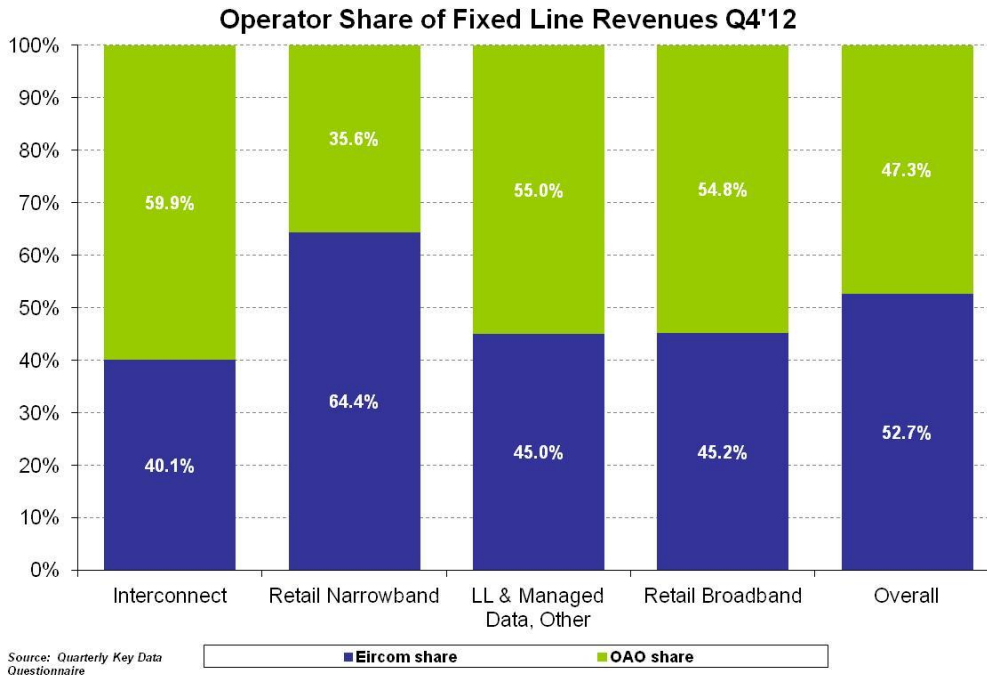
Figure 2.1.1 – Profile of Fixed Line Revenues



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.

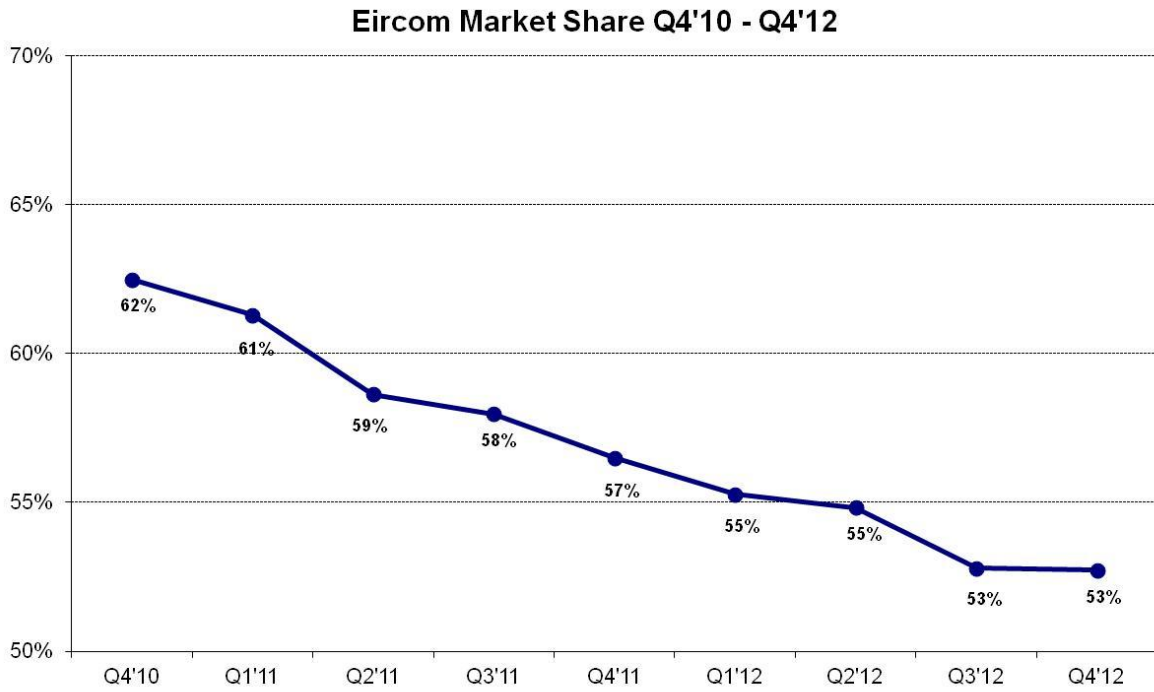
Figure 2.1.1.1 – Operator Share of Fixed Line Revenues¹⁰



¹⁰ Eircom’s retail broadband share includes DSL, FWA 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 52.7% in Q4 2012.

Figure 2.1.1.2 – Eircom’s Share of Fixed Line Revenues



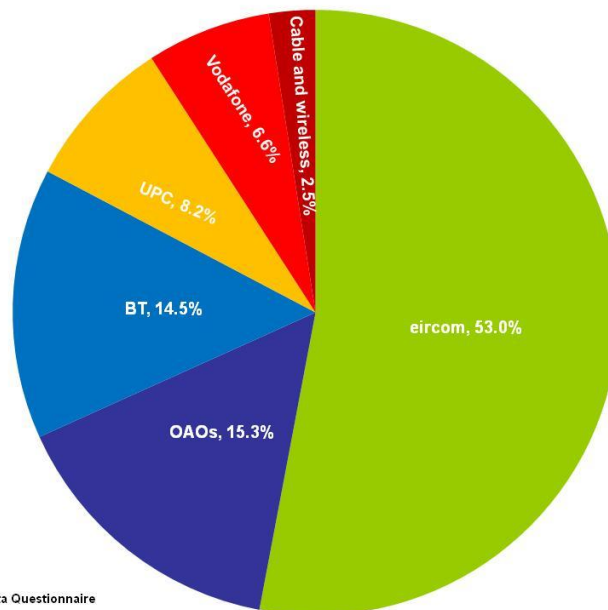
Source: Quarterly Key Data Questionnaire

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 Q4 2012, Eircom had the highest revenue share in the market with 53.0% market share. ComReg estimates that the next four largest operators (BT, UPC, Vodafone (fixed only), and Cable and Wireless Services) contribute a further 31.7% 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, Q4 2012



Source: Quarterly Key Data Questionnaire

2.2 Fixed Line Access Paths

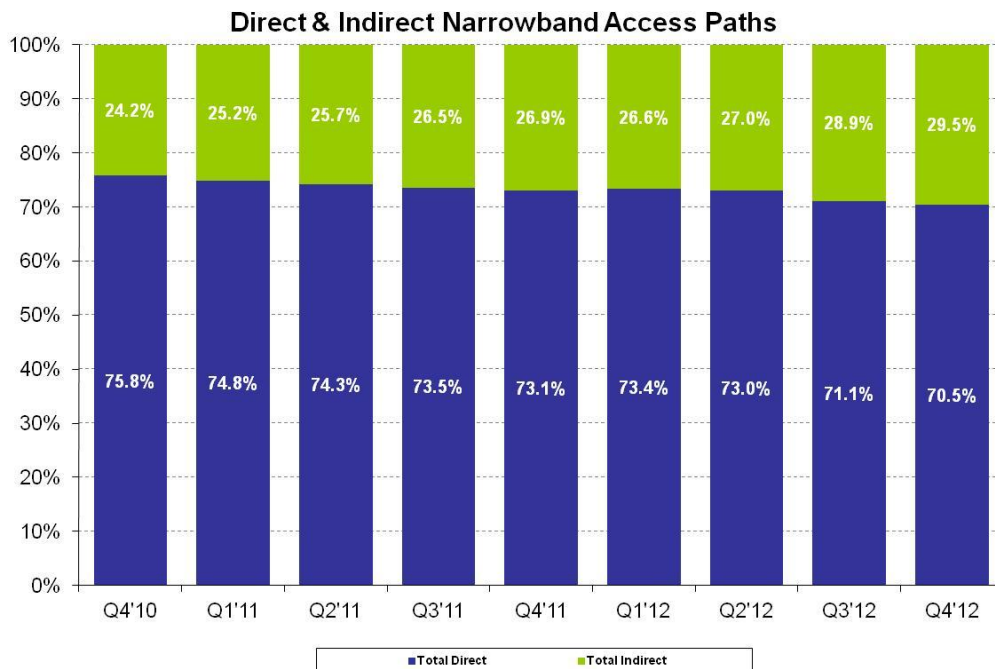
2.2.1 Access Paths

Figure 2.2.1.1 presents the total number of narrowband copper fixed access paths (PSTN and ISDN) broken out by direct and indirect access¹¹. These paths are usually used for voice services and internet access. There were over 1.65 million direct and indirect PSTN and ISDN access paths in the Irish market in Q4 2012.

This represents a decrease of 0.9% on last quarter and a decline of 6.0% since Q4 2011. 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 Q4 2012, indirect access accounted for 29.5% of all access paths in the fixed line market.¹² 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



Source: Quarterly Key Data Questionnaire

¹¹ Indirect access paths relate to telephone lines provided to customers by means of carrier pre-select only or wholesale line rental. Carrier pre-select allows the user to receive all or a portion of calls from one provider and line rental from another provider (usually Eircom). Wholesale line rental (also known as single billing) allows the user to receive every aspect of telephone service, including all calls and line rental from one single supplier.

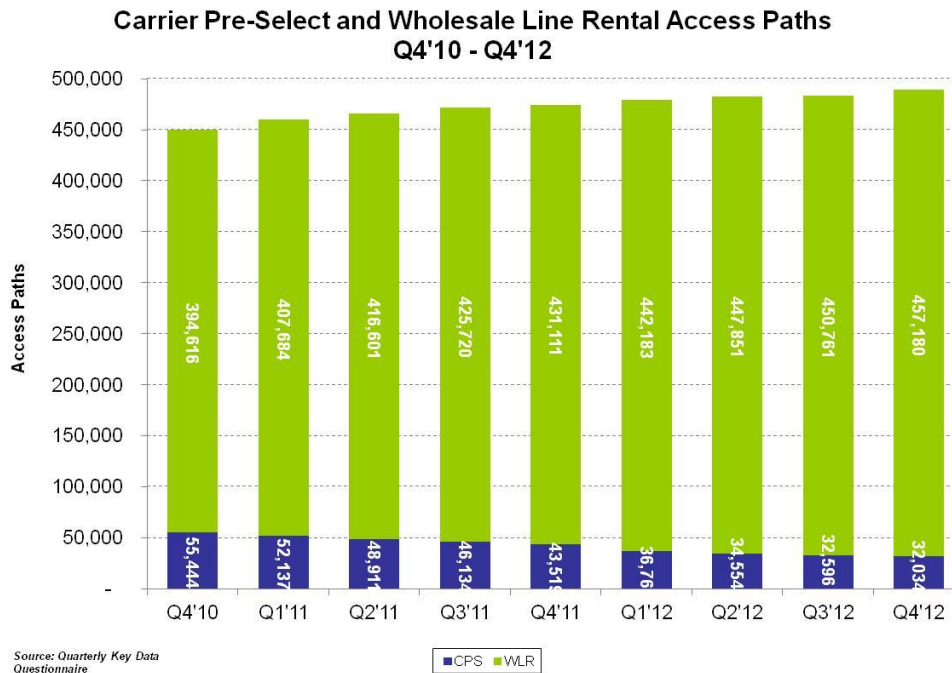
¹² Access paths are not synonymous with access lines as for example in the case of ISDN paths, there may be more than 1 path provided via a single ISDN line.

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 or Wholesale Line Rental (WLR). In Q4 2012, there were 489,214 indirect access paths in Ireland. The number of indirect access paths increased by 1.2% this quarter and rose by 6.0% in the year to Q4 2012 due to an increase in WLR 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. WLR rather than CPS (i.e. calls only). WLR managed by OAOs now accounts for 93.5% of indirect access paths compared to 87.7% in Q4 2010. The share of CPS only indirect access paths has declined by 5.8 percentage points in the last two years and now accounts for 6.5% of overall indirect access paths.

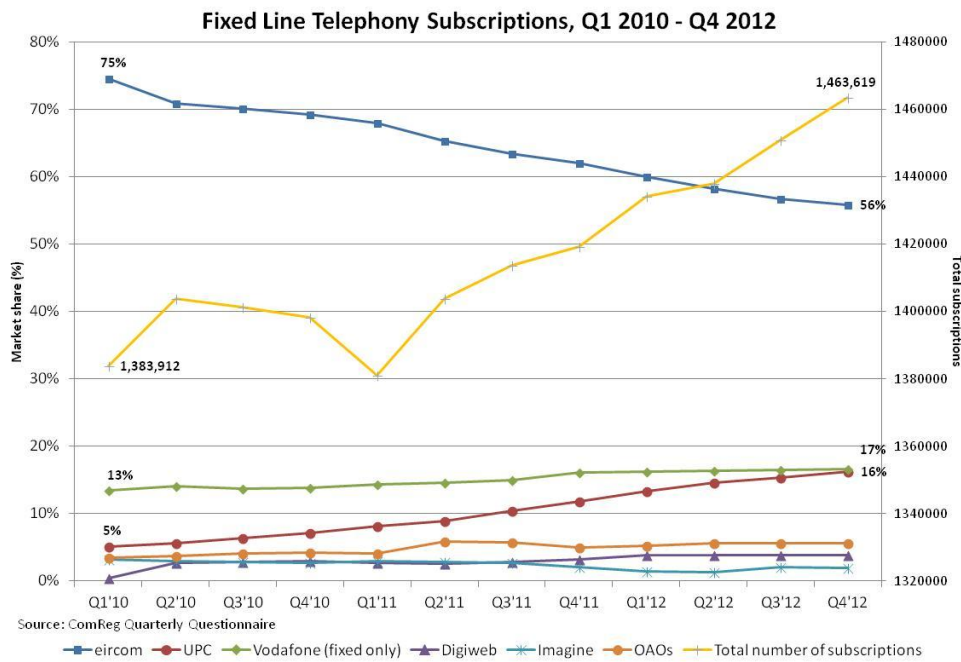
Figure 2.2.2.1 – Narrowband Indirect Access Paths



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 Q4 2012 there was 1,463,619 fixed voice subscriptions (an increase of 0.9% on Q3 2012 and an increase of 3.1% on Q4 2011). Fixed voice subscriptions are increasing quarter on quarter since Q1 2011. As of Q4 2012 Eircom had 56% of all fixed voice subscriptions followed by Vodafone (17%) and UPC (16%).

Figure 2.2.3 – Fixed Voice subscriptions, Q1 2010 – Q4 2012



2.2.4 Fixed Market Retail Subscriptions by Type

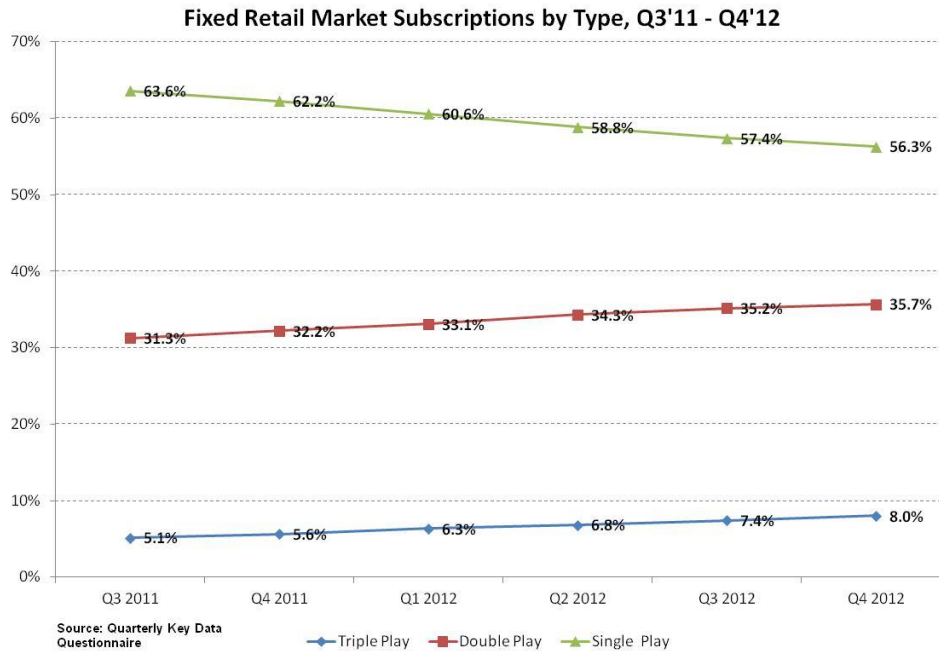
Figures 2.2.4 shows the estimated proportion of retail customers/subscriptions to fixed line services (mobile networks are excluded) broken out by those with a single service and those taking a bundle of two or more services as of Q4 2012 (subscriptions mean a customer with at least one contract with an electronic communications service provider).¹³

It is estimated that there were 2,100,013 fixed market retail subscriptions in Q4 2012 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,

¹³ 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. 56.3% of these subscriptions were single play compared to 62.2% in Q4 2011, 35.7% double play (a bundle of two services) compared to 32.2% in Q4 2011 and 8.0% triple play (a bundle of 3 services) compared to 5.6% in Q4 2011.

Figure 2.2.4 – Fixed Market Retail Subscriptions by Type, Q4 2012



2.3 Fixed Voice Call Volumes

Fixed voice traffic in Q4 2012 was over 1.44 billion minutes, which was a 0.4% decrease on Q3 2012 and a fall of 10.6% since Q4 2011. Fixed voice traffic has fallen consecutively quarter on quarter since Q1 2011.

Managed voice over broadband (VoB) minutes account for approximately 11.0% of total fixed voice minutes up from 8.0% in Q4 2011. This reflects a continued increase in managed VoB subscriptions. There were slightly more than 282,000 managed VoB subscriptions in Ireland in Q4 2012 and over 159 million managed VoB minutes, up from approximately 210,000 managed VoB subscriptions and 130 million managed VoB minutes in Q4 2011.

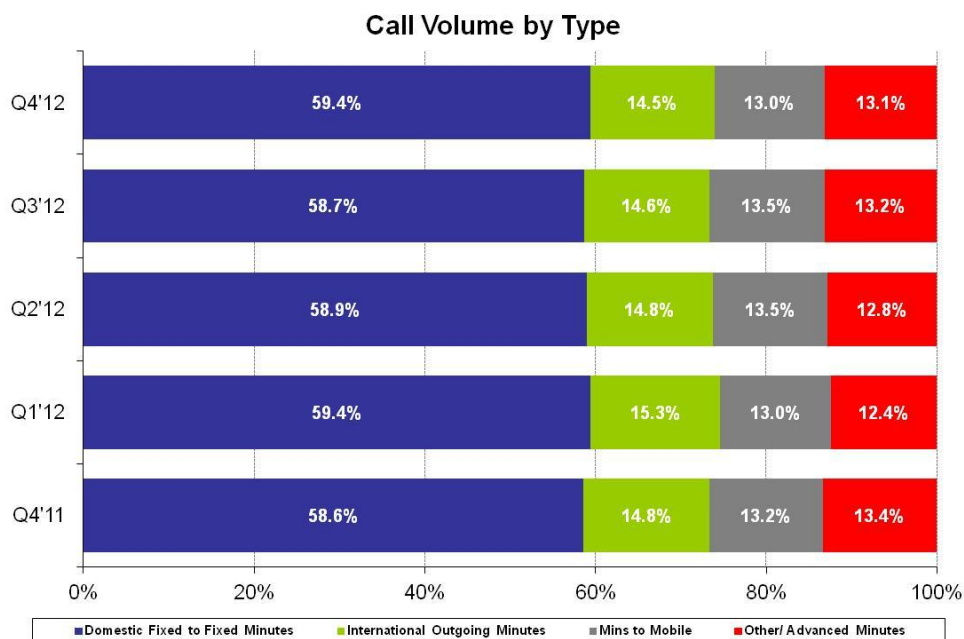
The numbers quoted in this report represent managed VoB data only (for example by Eircom, UPC and other providers such as Blueface) and do not include unmanaged or over the top VoB services by providers such as Skype, which will increase the overall VoB subscriptions and voice minutes.

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

Domestic fixed to fixed minutes accounted for 59.4% of all fixed voice traffic in Q4 2012. International outgoing minutes had a 14.5% market share of all fixed voice traffic. The market share of fixed to mobile minutes was 13.0% while other/advanced minutes (which include premium rate minutes) represented 13.1% of all fixed voice traffic.

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. Figures 2.3.1 and 2.3.2 illustrate trends in fixed voice call minutes since Q4 2011.

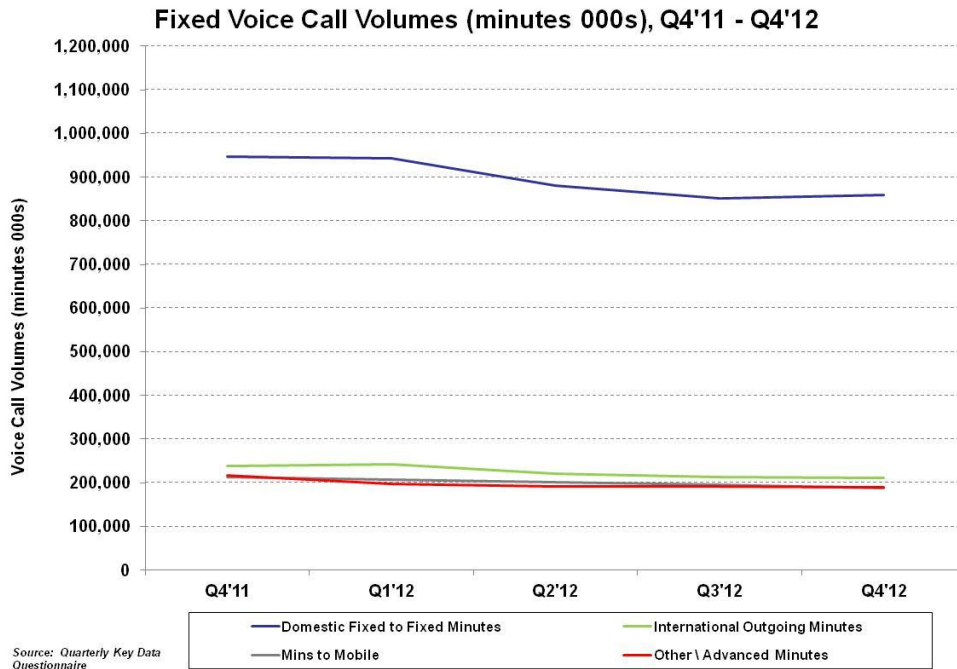
Figure 2.3.1 – Fixed Voice Call Volume (Minutes)¹⁴



Source: Quarterly Key Data Questionnaire

¹⁴ 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 (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 available¹⁵.

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

¹⁵ This will be determined by whether the EU country is also an OECD member.

Business	100 calls business basket, single user
Business	260 calls business basket, single user

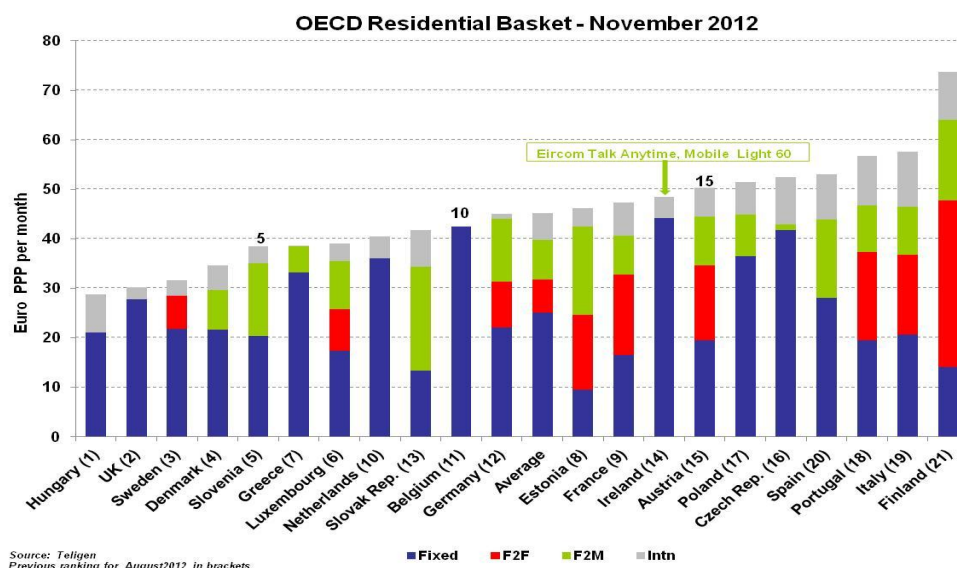
For the PSTN baskets, only the incumbent operator is covered. Discounts are incorporated and only tariffs presented as current tariffs on the operator web pages are considered. Nonrecurring charges (installation of a service) are discounted over 5 years and other fixed costs are included such as line 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 13/25a.

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 November 2012 Ireland ranked in 14th position, three 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 7.3% more expensive than the average of the European countries charted.

Figure 2.4.1.1 - OECD Residential PSTN Basket – November 2012¹⁶



Source: Teliigen
Previous ranking for August 2012 in brackets

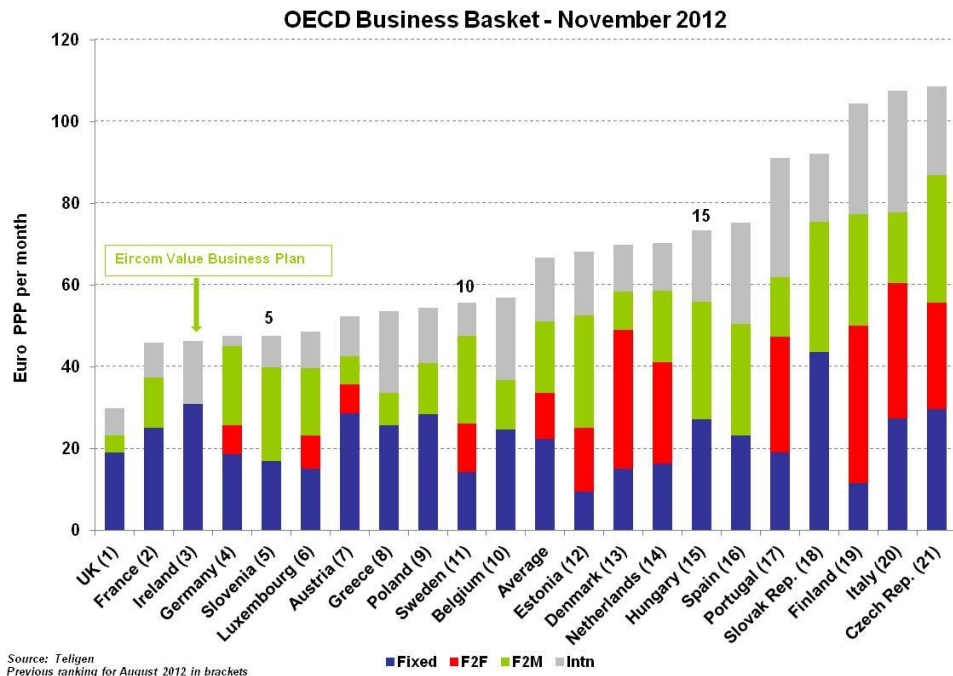
16 Residential tariffs include VAT. VAT rates vary between member states.

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 November 2012 Ireland ranked in 3rd position, 9 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 30.6% cheaper than the average of the European countries charted.

Figure 2.4.2.1 - OECD Business PSTN Basket – November 2012



3. Internet and Broadband

3.1 Total Internet Subscriptions

At the end of December 2012, there were almost 1.68 million active internet subscriptions in Ireland. This was an increase of 0.4% on the previous quarter but a 0.6% decrease on December 2011. There was an increase in the number of cable, DSL, FWA, and 'other' broadband subscriptions while the number of narrowband and mobile broadband subscriptions decreased this quarter.

Narrowband subscriptions fell by 897 this quarter. Narrowband subscriptions have fallen by 53.0% since Q4 2011. Narrowband subscriptions now account for 0.7% of all internet subscriptions.

Since last quarter, cable subscriptions were up by 3.4% while DSL, FWA and 'other' broadband subscriptions were up in the order of 1.0%, 2.8%, 3.8%. On the other hand, mobile broadband subscriptions fell by 2.0% since last quarter. Figure 3.1.1 shows the total number of narrowband and broadband internet subscriptions in Ireland as of Q4 2012.

Figure 3.1.1 – Total Number of Active Internet Subscriptions

Subscription Type	Q4'12 Subs	Quarterly Growth Q3'12 – Q4'12	Year-on-Year Growth Q4'11 – Q4'12
Total Narrowband	11,437	-7.3%	-53.0%
DSL Broadband¹⁷	727,377	+1.0%	-0.2%
Mobile Broadband	554,563	-2.0%	-6.6%
Cable Broadband	306,960	+3.4%	+18.2%
FWA Broadband¹⁸	65,668	+2.8%	-8.1%
Other Broadband¹⁹	12,077	+3.8%	+13.5%
Total Internet Subscriptions	1,678,082	+0.4%	-0.6%

17 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.

18 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.

19 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 0.7 percentage points between Q4 2011 and Q4 2012.

Broadband subscriptions accounted for 99.3% of all internet subscriptions in Q4 2012. DSL subscriptions account for the single largest majority of internet subscriptions (43.3%) and its share has increased by 0.1 percentage points over the last year. Mobile broadband subscriptions share has declined again this quarter, now accounting for 33.0% of all internet subscriptions. Cable has a 18.3% share of all internet subscriptions up from 15.4% in Q4 2011. FWA has a 3.9% share of internet subscriptions down from 4.2% in Q4 2011 while other (satellite/fibre) broadband subscriptions represent 0.7% of internet subscriptions in Q4 2012 up from 0.6% in Q4 2011.

Figure 3.1.2 – Profile of Active Internet Subscriptions

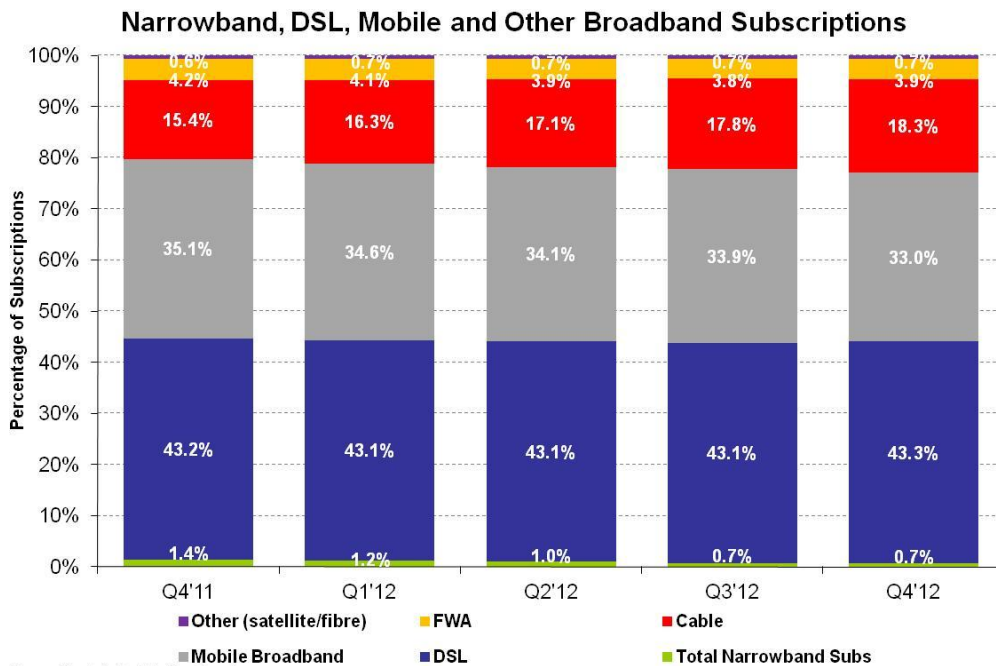


Figure 3.1.3 shows the change in total internet subscriptions, narrowband subscriptions and broadband (fixed, mobile and total) subscriptions since Q4 2010. Broadband subscriptions exceeded narrowband subscriptions for the first time in Q1 2007. In the last two years, narrowband subscriptions have declined from 54,617 to 11,437 subscriptions (-79.1%). Fixed broadband subscriptions continued to increase (up by 9% since Q4 2010) while mobile broadband subscriptions continued to decline (down by 3.0% since Q4 2010).

Figure 3.1.3 – Total Internet Subscriptions

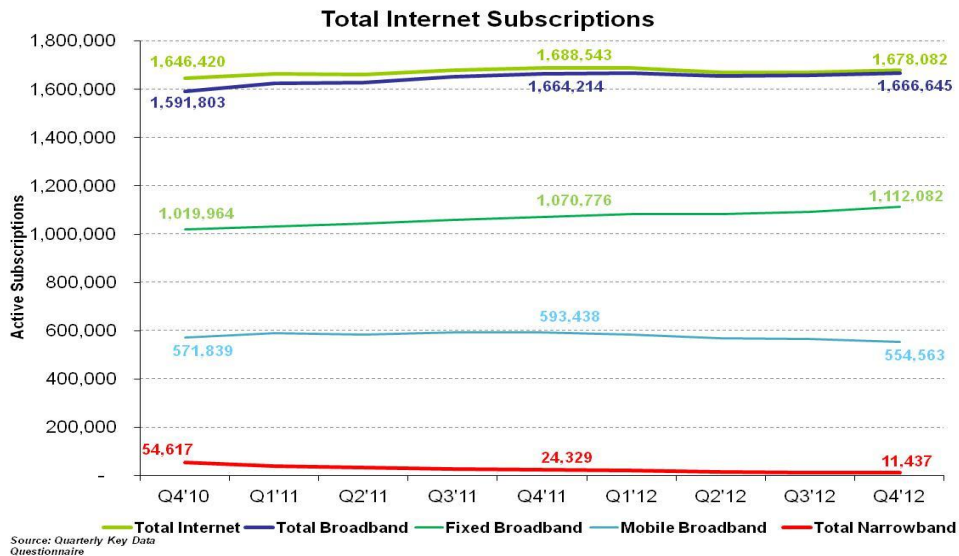


Figure 3.1.4 shows the quarterly percentage change in broadband and internet subscriptions since Q4 2005. In general, there has been a continual slowdown in the rate of growth of broadband subscriptions over the period. It should be noted that ComReg reports active broadband subscriptions and the mobile 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

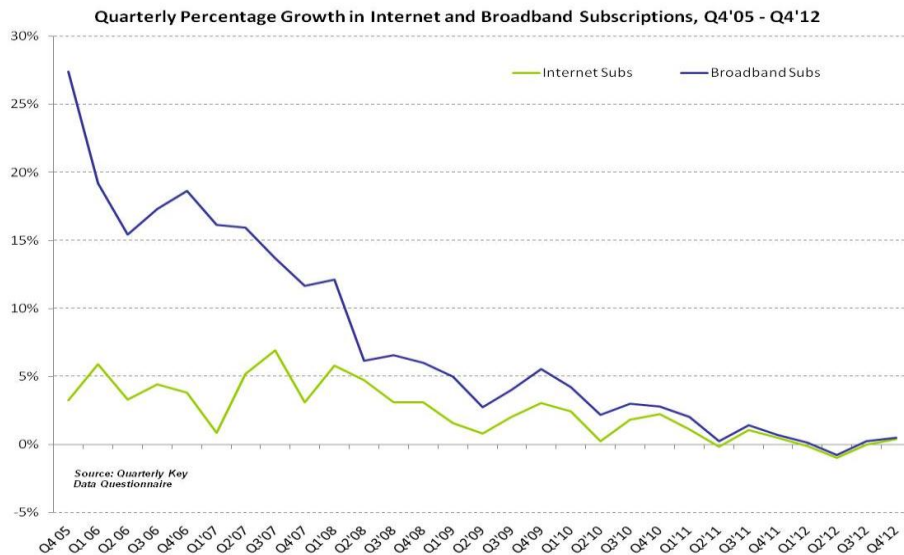
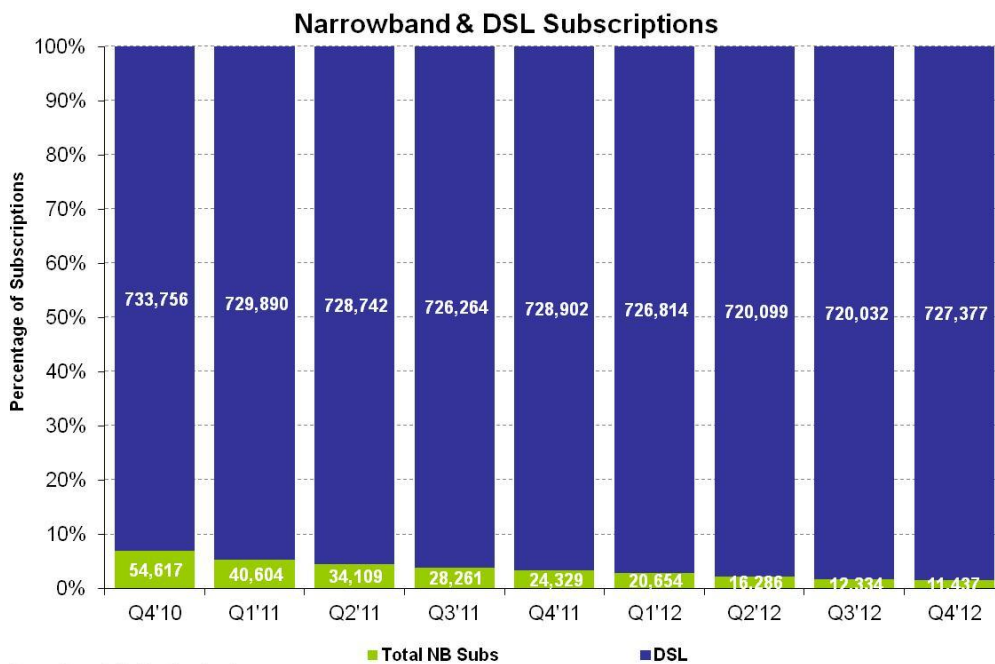


Figure 3.1.5 profiles only those internet subscriptions delivered over the copper telecoms network. It shows narrowband and DSL subscriptions. There were 738,814 active internet subscriptions over the copper telecoms network at the end of December 2012. This was a decrease of 14,417 (-1.9%) in the total number of copper-based subscriptions since Q4 2011.

This decline has been driven mainly by the fall in narrowband subscriptions. DSL accounted for 98.5% of copper-based internet subscriptions in Q4 2012 compared to 96.8% in Q4 2011 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 63.4% of all DSL subscriptions in Q4 2012. 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 Q4 2012, 28.1% of all DSL lines were provided by OAOs using wholesale bitstream. In absolute terms there were 204,232 wholesale bitstream lines in Q4 2012, an increase of 6.9% since Q4 2011. The remaining 8.6% of DSL lines were provided to subscribers by OAOs using local-loop unbundling. In Q4 2012 there were 62,344 unbundled local

loops, up from 61,374 in Q4 2011 and up from 59,495 in Q3 2012. Eircom’s market share of retail DSL lines has declined by 2.0 percentage points over the last year.

Figure 3.2.1 - Provision of DSL Access

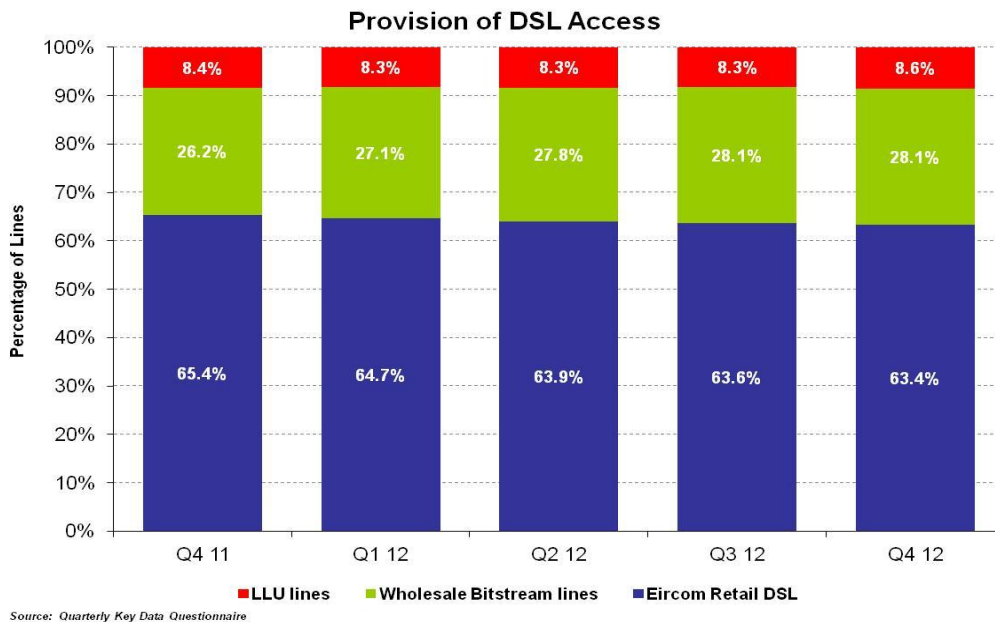
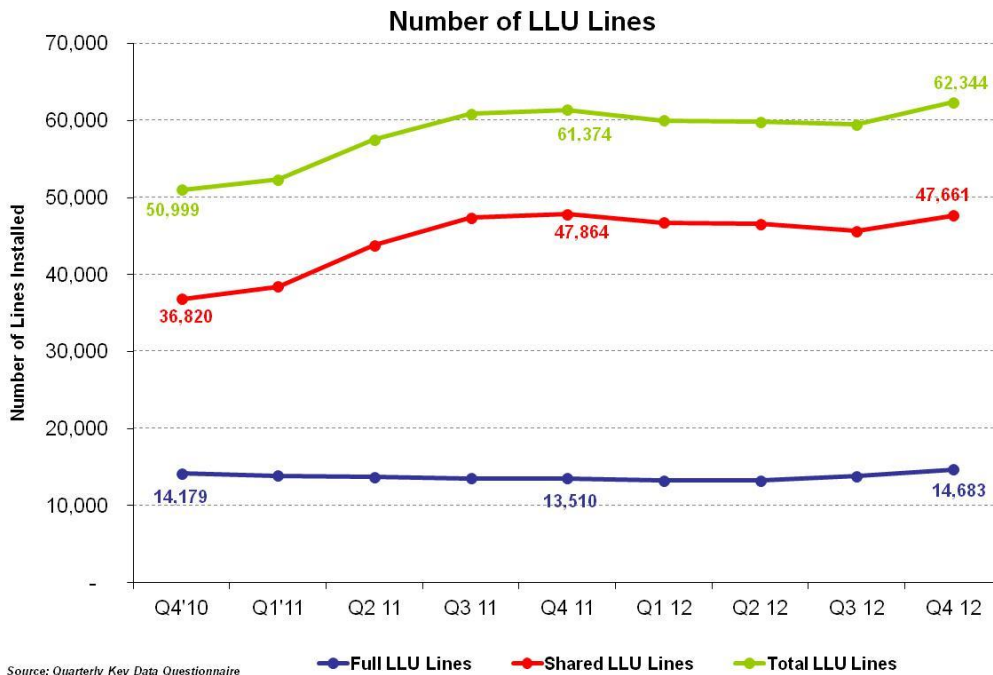


Figure 3.2.2 shows the number of unbundled lines classified by shared and full²⁰ status. Between Q4 2010 and Q4 2012 the total number of LLU lines increased by 22.2%. Total LLU lines increased by 4.8% this quarter. Full LLU lines increased by 6.3% while shared LLU lines rose by 4.3% this quarter.

Figure 3.2.2 – Number of Local Loops Unbundled



²⁰ 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 December 2012, there were 1,666,645 broadband subscriptions in Ireland. This is an increase of 0.1% since Q4 2011, and an increase of 0.5% since last quarter. There was an increase in total fixed line subscriptions this quarter (up by 19,695), but mobile broadband subscriptions fell again this quarter (down 11,570 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 3.4%), DSL (up by 1.0%), FWA²¹ (up by 2.8%) and 'other' (up by 3.8%) subscriptions showed positive growth this quarter. Cable subscriptions increased by 18.2% over the last year. Mobile broadband subscriptions fell this quarter (down by 2.0%).

Figure 3.3.1 – Broadband Subscriptions²² and Growth Rates by Platform

Platform	Q4'12 Subs	Quarterly Growth Q3'12-Q4'12	Year-on-Year Growth Q4'11-Q4'12
DSL	727,377	+1.0%	-0.2%
Cable	306,960	+3.4%	+18.2%
FWA	65,668	+2.8%	-8.1%
Other²³	12,077	+3.8%	+13.5%
Sub-Total	1,112,082	+1.8%	+3.9%
Mobile Broadband	554,563	-2.0%	-6.6%
Total	1,666,645	+0.5%	+0.1%

21 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.

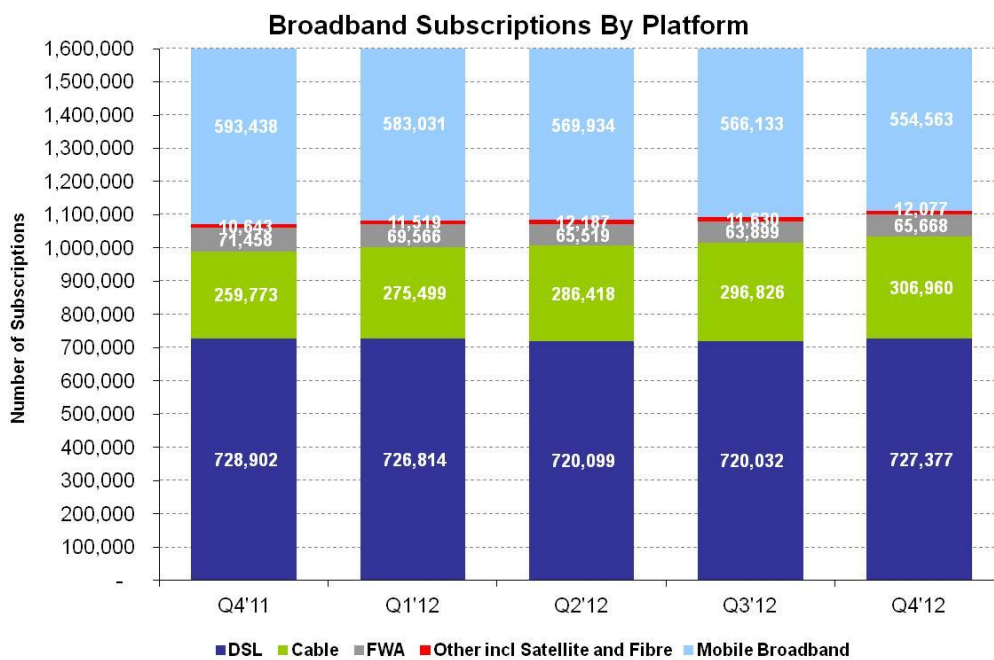
22 ComReg notes that the data provided in this section relates to active subscriptions reported by operators. It takes into account multiple active subscriptions to broadband offerings by individual subscribers.

23 Other Broadband includes Satellite and Optical Fibre broadband subscriptions.

DSL remains the largest broadband access platform in terms of subscriptions. DSL accounts for 43.6% of all broadband subscriptions though this is a 0.2 percentage point decrease since Q4 2011. Of the remaining broadband subscriptions, mobile broadband accounts for 33.3%, a 2.4 percentage point decrease on Q4 2011. Cable has 18.4% market share, which is a 2.8 percentage point increase on Q4 2011. FWA accounts for 3.9% of broadband subscriptions, down 0.4 percentage points on Q4 2011. Satellite and fibre broadband subscriptions combined account for the remaining 0.7% of the market.

Figure 3.3.2 illustrates the split by type of broadband subscriptions in the Irish market since Q4 2011, while Figure 3.3.3 shows the net additions of broadband subscriptions by each platform. In Q4 2012, 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, Q3 2011 – Q4 2012

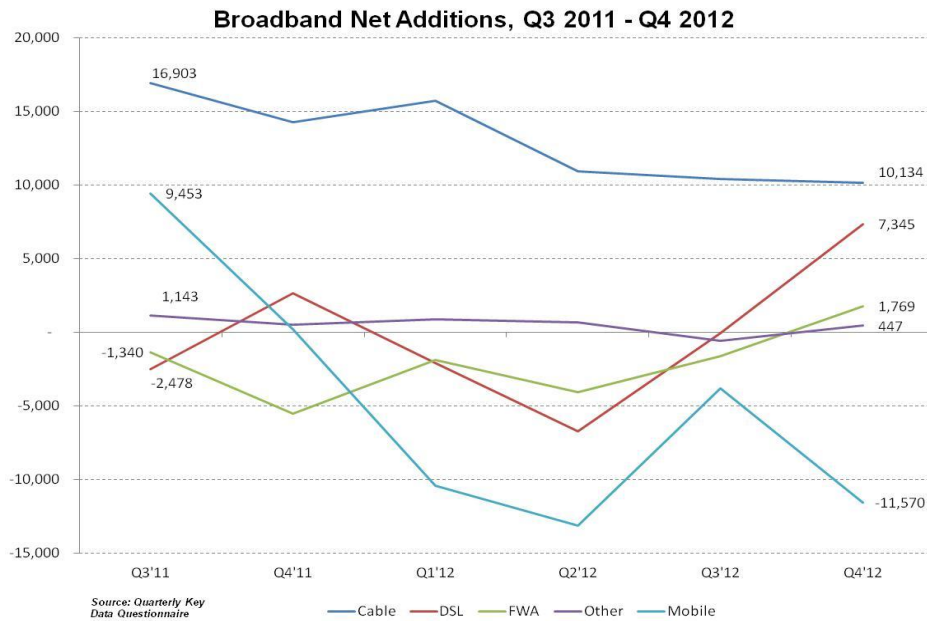


Figure 3.3.4 provides an estimate of the proportion of business and residential subscriptions to DSL, cable, fixed wireless, mobile broadband, fibre and satellite broadband services. In Q4 2012 83.6% of broadband subscriptions on all platforms were classed as residential broadband subscriptions. The 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

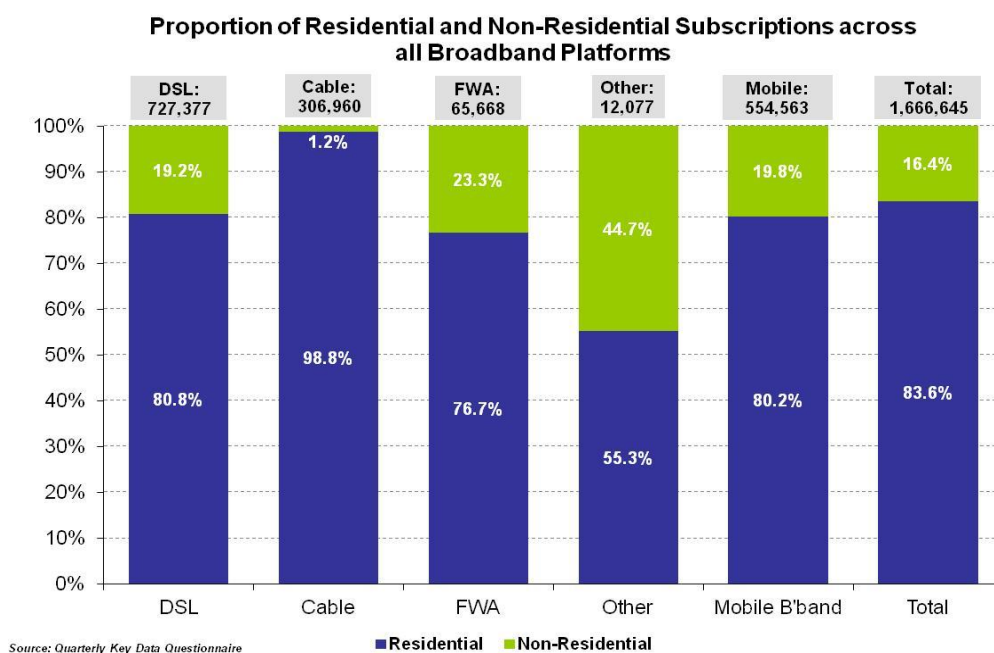
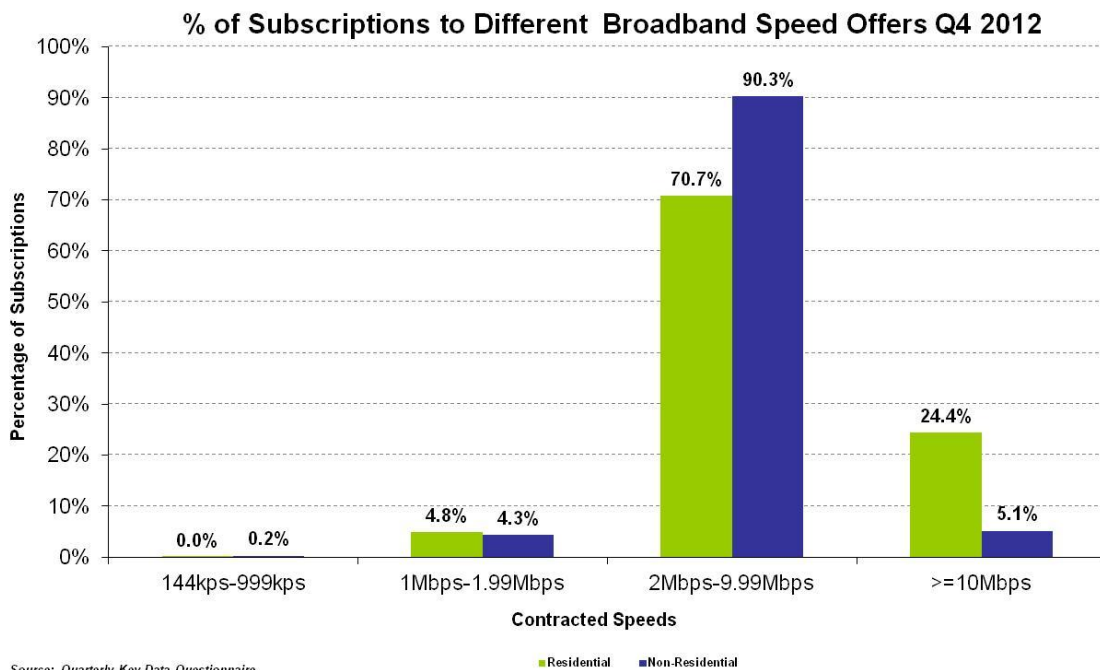


Figure 3.3.5 illustrates the breakdown of broadband subscriptions by contracted speed across all broadband platforms (including mobile broadband). In total, approximately 21.2% of broadband subscriptions were $\geq 10\text{Mbps}$. This equates to approximately 24.4% of residential subscriptions and 5.1% of business subscriptions. Residential subscriptions $\geq 10\text{Mbps}$ is primarily accounted for by cable subscriptions, where almost 100% of subscriptions are $\geq 10\text{Mbps}$.

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



Source: Quarterly Key Data Questionnaire

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 Platform²⁴

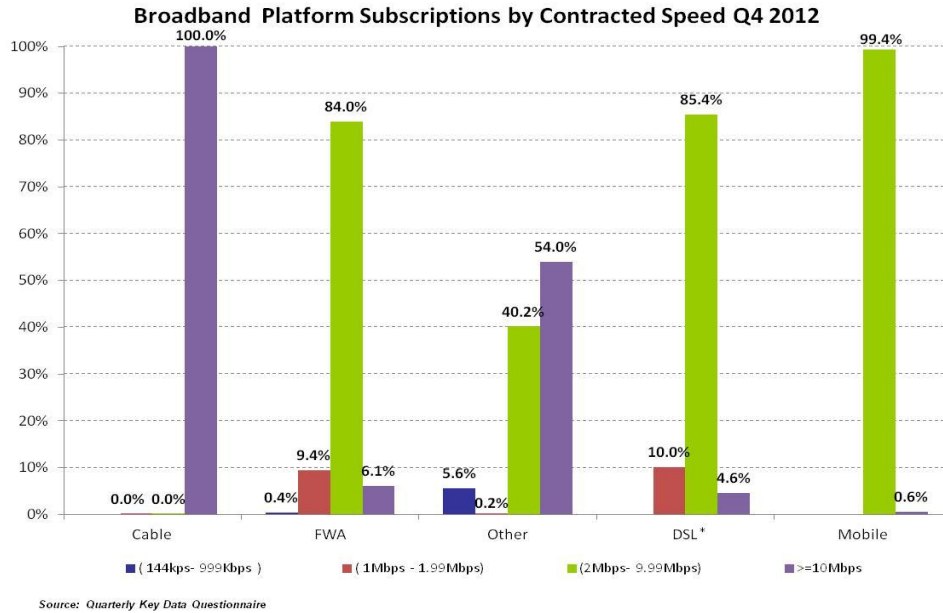
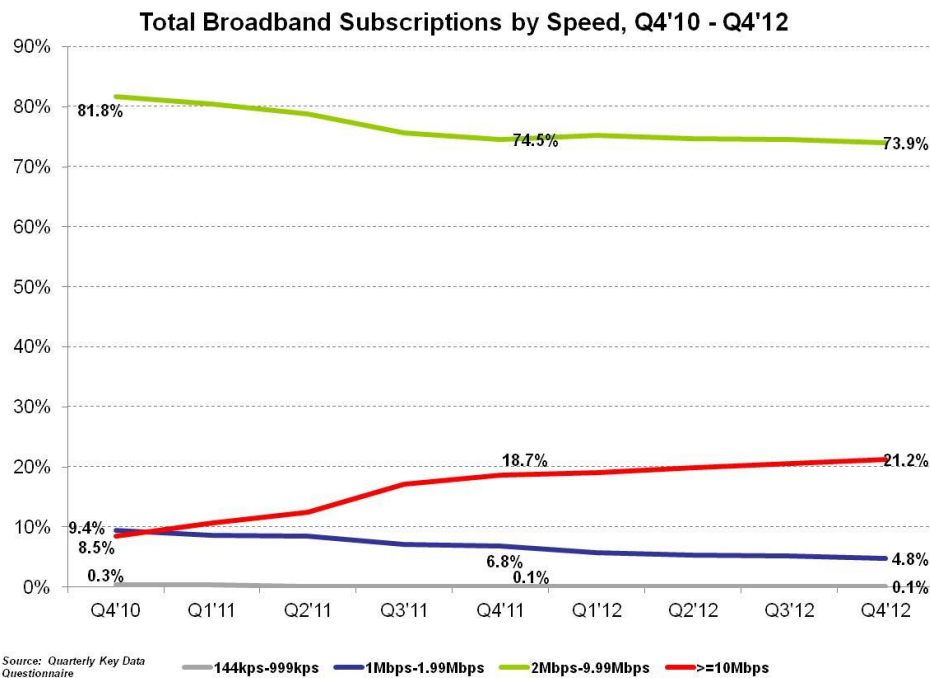


Figure 3.3.7 shows the change in broadband subscriptions by contracted download speeds between Q4'10 and Q4'12. In Q4 2012 growth in broadband speeds has been in the >=10Mbps category, which has increased from 8.5% to 21.2% over this period. Cable subscriptions represented approximately 87% of total subscriptions >=10Mbps.

Figure 3.3.7 – Broadband Subscriptions by Contracted Download Speeds



²⁴ *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 Q4 2012 Eircom’s market share was 41.4% compared to 44.5% in Q4 2011, and OAOs had the remaining 58.6% of fixed broadband subscriptions.

Figure 3.3.8 – Market Share of Fixed Broadband Market

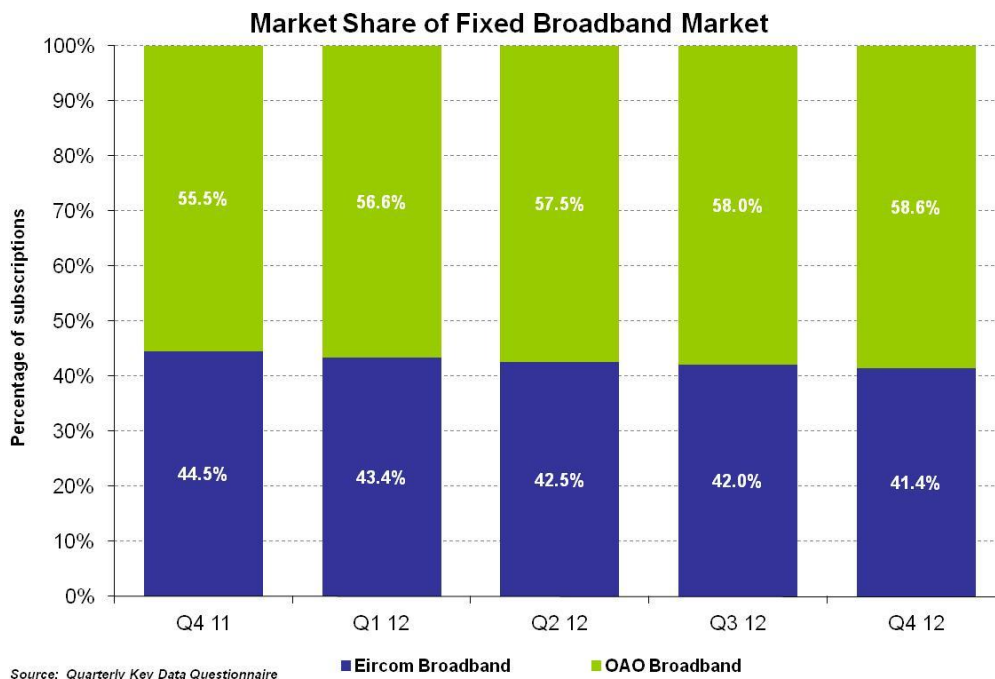


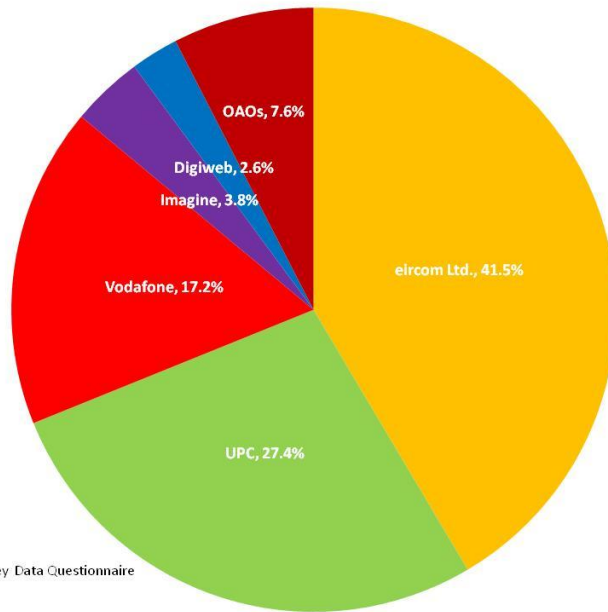
Figure 3.3.9 provides the market share of fixed broadband operators by number of subscriptions. DSL, cable modem, FWA, satellite and fibre subscriptions are all used to calculate fixed broadband market shares.

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 Q4 2012, Eircom had 41.5% of total fixed broadband subscriptions, followed by UPC who had 27.4% of subscriptions. Vodafone had a 17.2% market share (excluding mobile broadband subscriptions), while Imagine had 3.8% and Digiweb had 2.6%. All other operators combined accounted for the remaining 7.6% fixed broadband subscriptions.

Figure 3.3.9 – Subscription Market Share of Fixed Broadband Market

Fixed Broadband Market Share (Subscriptions), Q4 2012

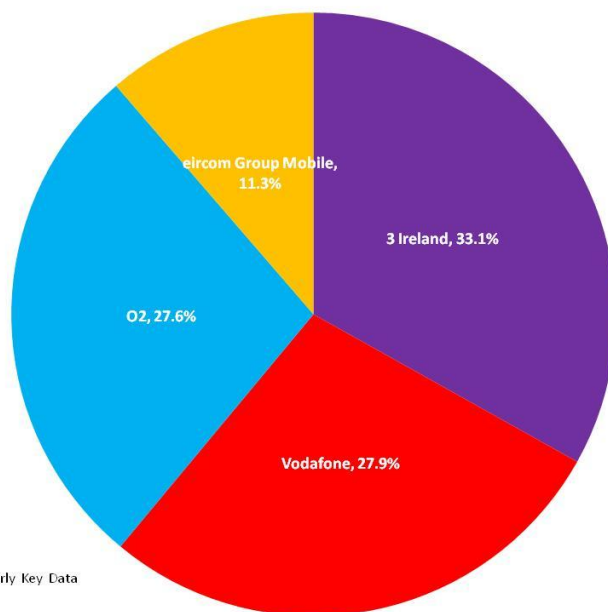


Source: Quarterly Key Data Questionnaire

Figure 3.3.10 shows the market share of mobile broadband operators by subscriptions. As of Q4 2012, 3 had the largest share with 33.1%,²⁵ same as in Q4 2011. Vodafone’s market share was 27.9%, up from 27.6% in Q4 2011. O2 had a market share of 27.6% down from 27.7% in Q4 2011, while eircom group mobile had a market share of 11.3% down from 11.6% in Q4 2011.

Figure 3.3.10 – Subscription Market Share of Mobile Broadband Market

Mobile Broadband Market Shares (Subscriptions), Q4 2012



Source: Quarterly Key Data Questionnaire

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

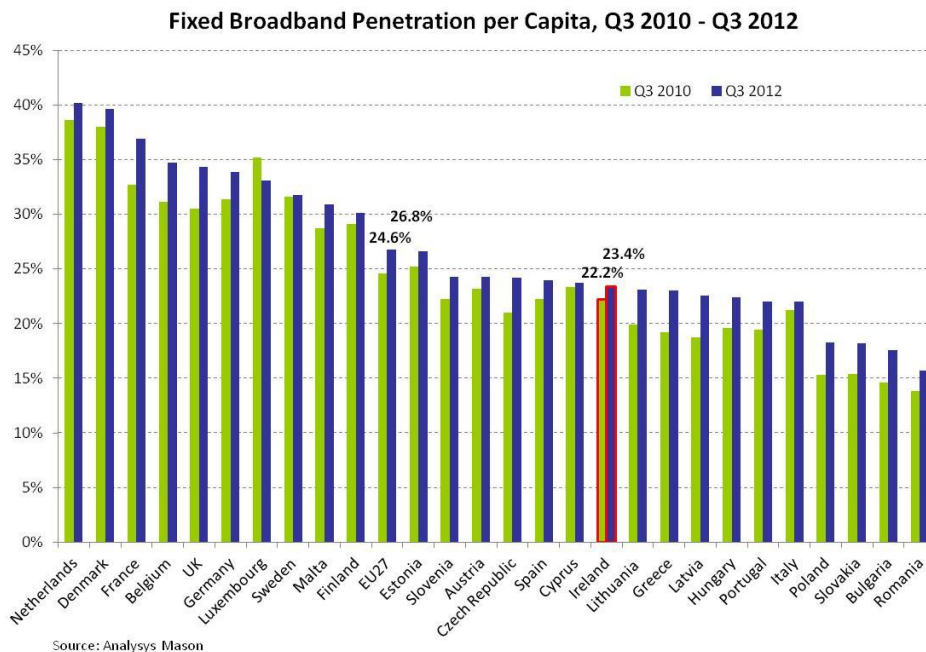
3.4 Broadband Penetration

The total number of broadband subscriptions in Ireland for Q4 2012 was 1,666,645. Using fixed residential broadband subscriptions only, 948,290, (i.e. excluding business subscriptions and mobile broadband subscriptions), the estimated fixed broadband household penetration rate (there were 1,654,208 households in Ireland using CSO census 2011 data) as of Q4 2012 was 57.3%.

Based on the total number of broadband subscriptions in Ireland for Q4 2012, the broadband per capita penetration rate (including mobile broadband) was 36.3%. When mobile broadband is excluded, the penetration rate was 24.2%.²⁶ These figures are based on a population of 4,588,252 from Central Statistics Office (CSO) data.²⁷

Figures 3.4.1 shows fixed broadband subscriptions per capita among 25 EU countries in Q3 2010 and Q3 2012. Based on this data, Ireland’s fixed broadband per capita penetration rate (23.4%) remains behind the benchmarked EU25 average of 26.8%.

Figure 3.4.1 – Broadband Subscriptions per Capita, Q3 2010 – Q3 2012



²⁶ 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.

²⁷ <http://www.cso.ie/en/census/census2011reports/census2011thisisirelandpart1/>

Figure 3.4.2 shows the proportion of households with broadband connections from 2008 to 2012. Both fixed and mobile broadband²⁸ 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	74	80

Source: Eurostat, Statistics in Focus 50/2012.

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,

²⁸ 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).

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 points²⁹. 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 and BT Ireland.

The number of WiFi hotspots and access points have increased by approximately 119.5% and 33.1% respectively, comparing Q4 2011 to Q4 2012. WiFi minutes increased by 216.9% 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 Q4 2012 is also provided below.

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

	Q4 2012	Q4'11-Q4'12 Growth	Q3'12-Q4'12 Growth
WiFi Hotspots	2,118	119.5%	18.2%
WiFi Access Points	3,921	33.1%	8.2%
WiFi Minutes of Use	168,178,923	216.9%	6.0%

% Share - Q4 2012	Bitbuzz	Eircom	BT
WiFi Hotspots	16.6%	80.6%	2.8%
WiFi Access Points	45.2%	51.7%	3.1%
WiFi Minutes of Use	56.1%	42.1%	1.8%

²⁹ 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.

3.6 Broadband Pricing Data³⁰

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.³¹

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.

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.

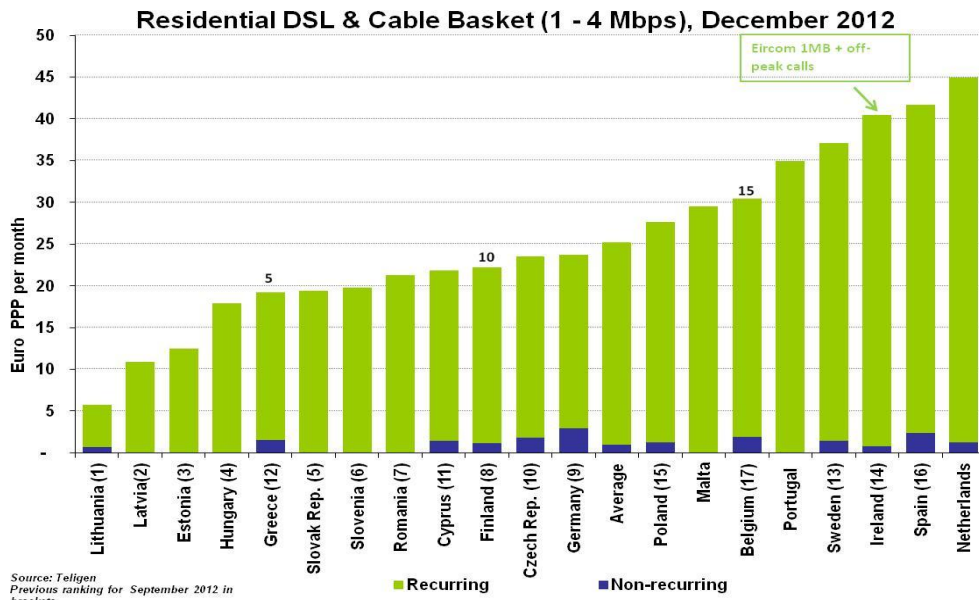
These packages are based on advertised download speeds. The charts below represent speed categories of 1-4 Mbps and 4-10Mbps in the residential market, all residential speeds and 4-10 Mbps in the business market.

³⁰ 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.

³¹ ComReg Document 13/25a.

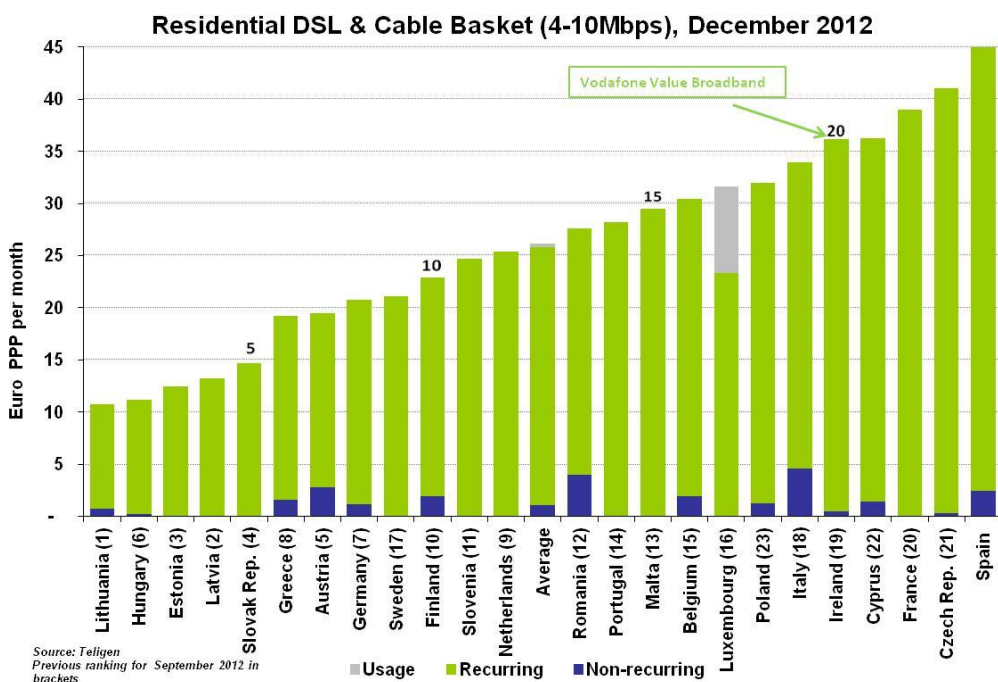
The lowest monthly residential DSL & cable pricing for the 1-4 Mbps speed category is charted in figure 3.6.1. Ireland ranks in 18th place among the group of 20 European countries. Ireland is 6 places behind the benchmarked country average. The pricing for Ireland is based on Eircom’s 1MB package.

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



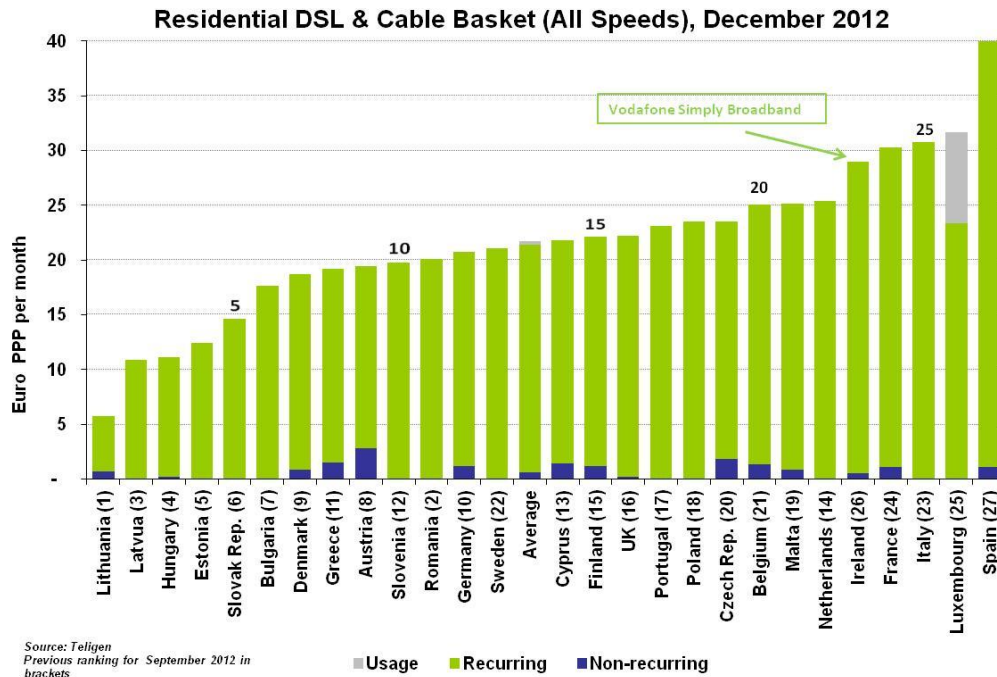
The lowest monthly residential DSL & cable pricing for the 4-10 Mbps speed category is charted in figure 3.6.2. Ireland ranks in 20th place among the group of 24 European countries. Ireland is 8 places behind the benchmarked country average. The pricing for Ireland is based on Vodafone’s Value Broadband.

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



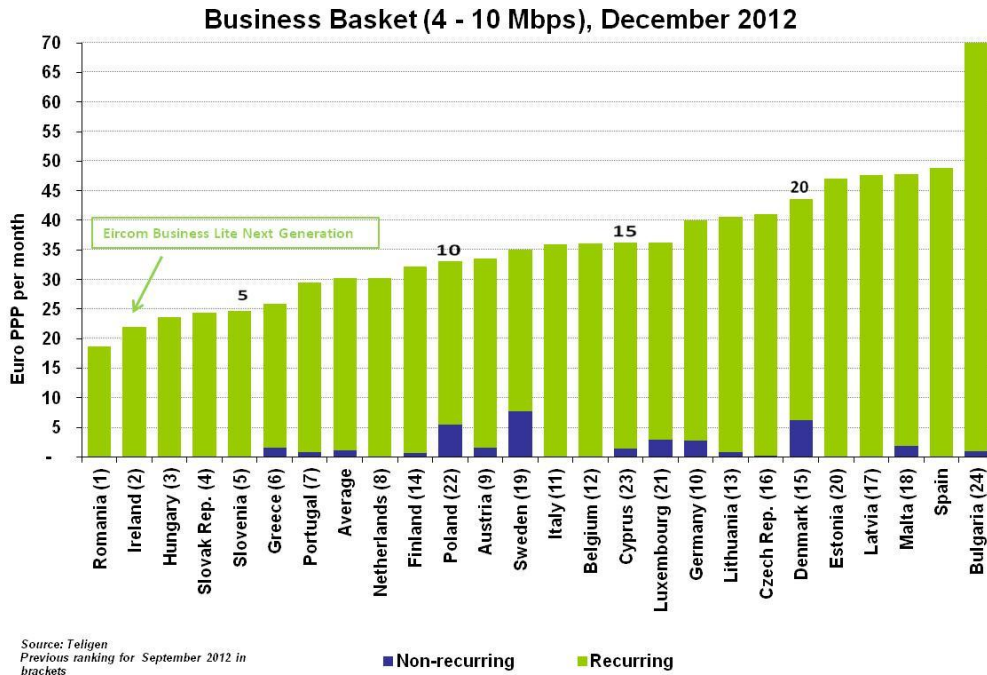
The lowest monthly residential DSL & cable pricing for all speeds is charted in figure 3.6.3. Ireland ranks in 23rd place in the group of 27 European countries. Ireland is 10 places behind the benchmarked country average. The pricing for Ireland is based on Vodafone’s Simply Broadband package.

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 2nd place among the group of 24 European countries. Ireland’s package is 6 places ahead of and 22.7% cheaper than the benchmarked country average. The pricing for Ireland is based on Eircom’s Business Lite Next Generation 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 1GB 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 Q4 2012.

Figure 3.6.5 shows that out of the 21 benchmarked European countries, Ireland (14th) ranks one place above the benchmarked country average. The pricing for Ireland is based on Vodafone’s iPad 30 day plan package. Ireland’s pricing is approximately 6.3% cheaper than the benchmarked country average.

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

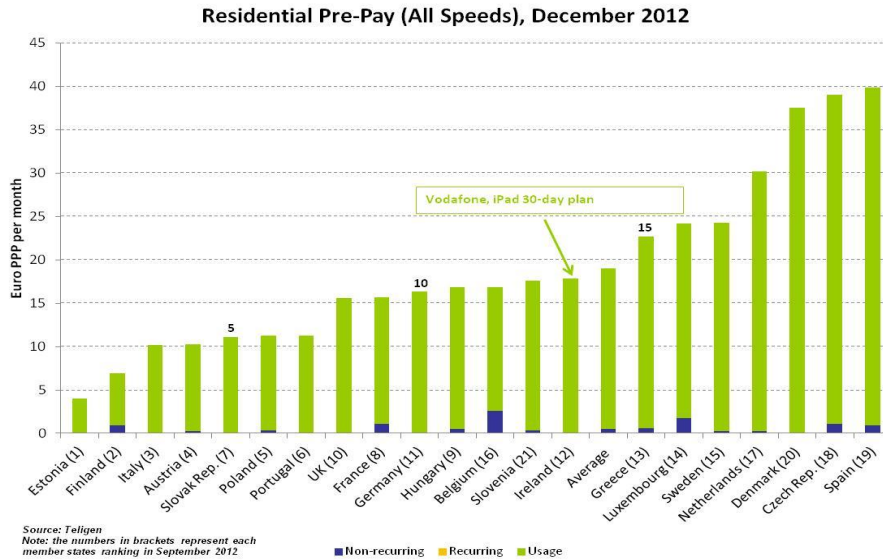


Figure 3.6.6 compares post-pay residential mobile broadband tariffs. Ireland ranks in 8th place among the 21 benchmarked European countries, five places ahead of the benchmarked country average. Ireland’s pricing is based on Meteor’s Broadband to Go 5GB package and is approximately 9.9% cheaper than the benchmarked country average.

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

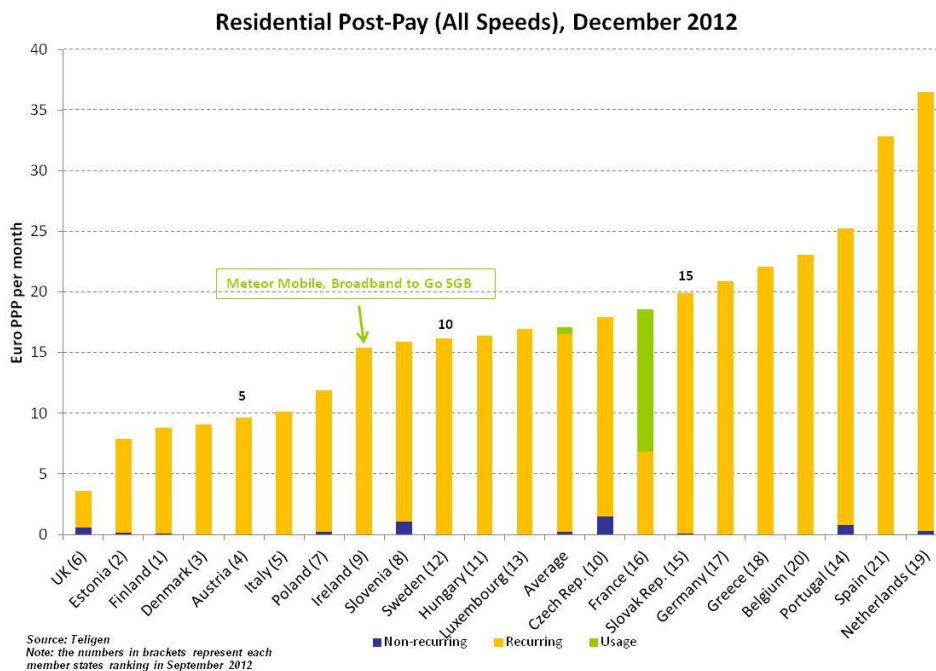
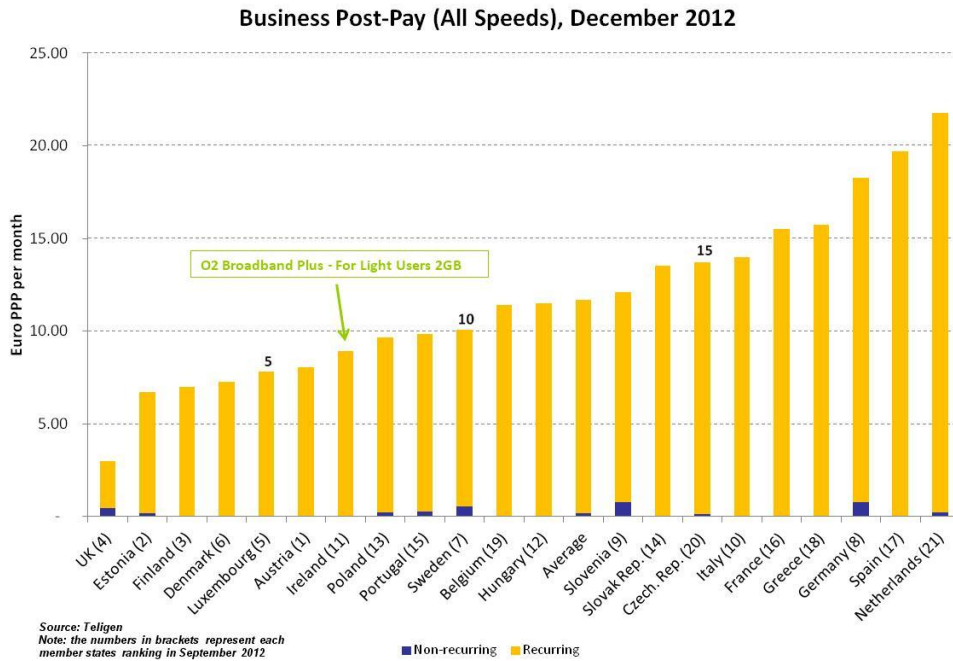


Figure 3.6.7 compares the pricing for a post-pay business mobile broadband basket among 21 European countries. Ireland ranks in 7th place among these countries, 6 places ahead of and 23.8% cheaper than the benchmarked country average. Ireland’s pricing is based on O2’s Broadband Plus for Light Users 2GB package.

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

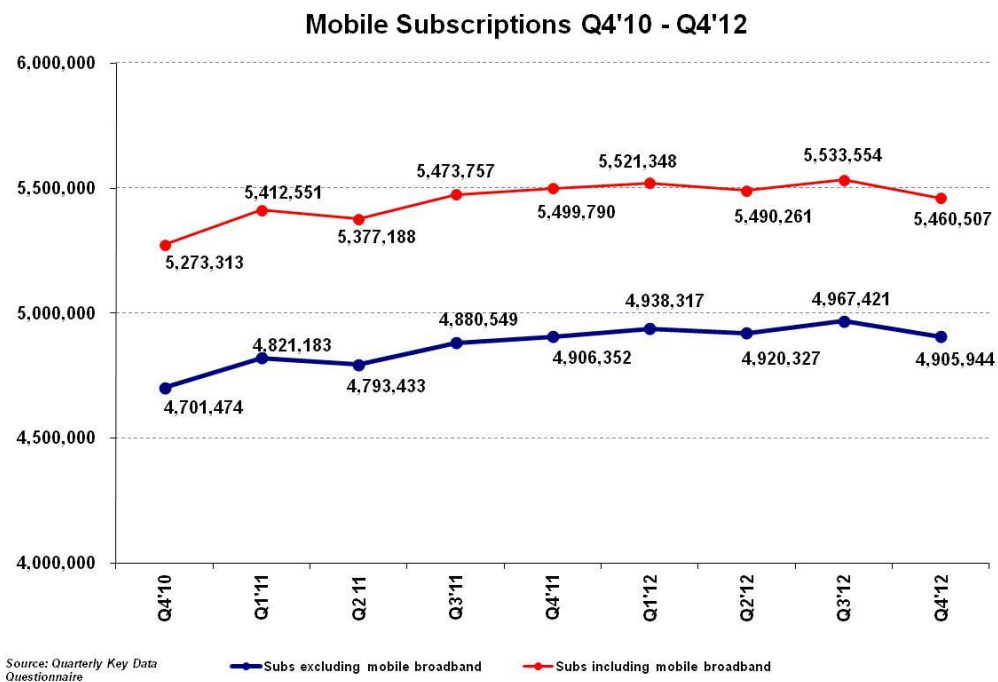


4. Mobile Market Data

4.1 Number of Subscriptions and Penetration Rate³²

At the end of December 2012 there were 5,460,507 mobile subscriptions in Ireland. Mobile broadband subscriptions are included in this figure. If mobile broadband subscriptions (554,563 this quarter) are excluded, the total number of mobile subscriptions in Ireland was 4,905,944. Total mobile subscriptions have decreased by 1.3% this quarter and decreased by 0.7% in the year to Q4 2012. Mobile broadband subscriptions declined by 2.0% this quarter.

Figure 4.1.1 – Mobile Subscriptions



In Q4 2012 there were 4,344,765 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.

³² 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) 2,941,688 active 3G users in Ireland in Q4 2012. Total active 3G users as a proportion of total 3G SIMs was 67.7% in Q4 2012. 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 (2,941,688) minus dedicated mobile broadband subscriptions (554,563) can be taken as a general indication of the number of active smartphones and tablet users (for example ipads) in Ireland. This represents approximately 48.7% of all mobile subscriptions (excluding dedicated mobile broadband) in Q4 2012, up from 46.4% last quarter.

Figure 4.1.2 below shows the breakdown of total active SIMs, total 3G SIMs and active 3G users in Ireland from Q4 2011 to Q4 2012.

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

	Q4 '12	Q4'11	Quarterly Change (Q3'12 – Q4'12)	Annual Change (Q4'11 – Q4'12)
Total active SIMs	5,460,507	5,499,790	-1.3%	-0.7%
Total 3G SIMs	4,344,765	4,280,321	-1.8%	+1.5%
Dedicated mobile broadband and Smartphone/tablets (SIMs)³³	2,941,688	2,687,749	+2.4%	+9.4%
Smartphone/tablets (SIMs)³⁴	2,387,125	2,094,311	+3.5%	+14.0%

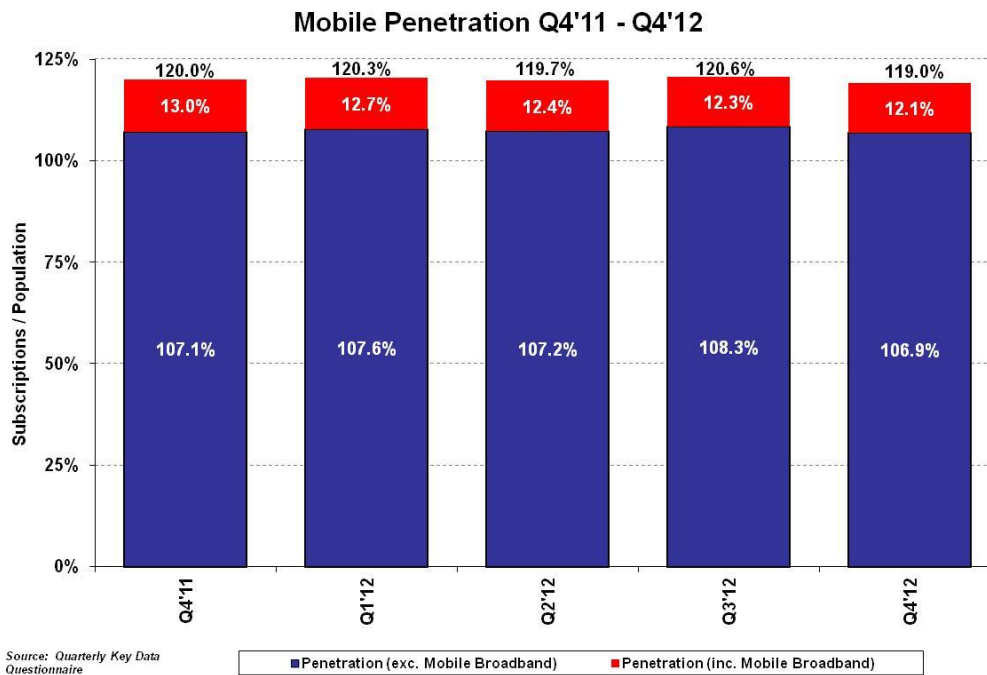
³³ Active 3G SIMs.

³⁴ Active 3G SIMS excluding dedicated mobile broadband SIMs.

Figure 4.1.3 charts mobile penetration since Q4 2011 and shows that at the end of December 2012, mobile penetration, based on a population of 4,588,252 (using CSO census 2011 results), was 119.0% including mobile broadband and 106.9% 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.

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 December 2012. Post-paid subscriptions are becoming more popular, accounting for 40.4% of subscriptions in Q4 2012, up from 37.2% 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

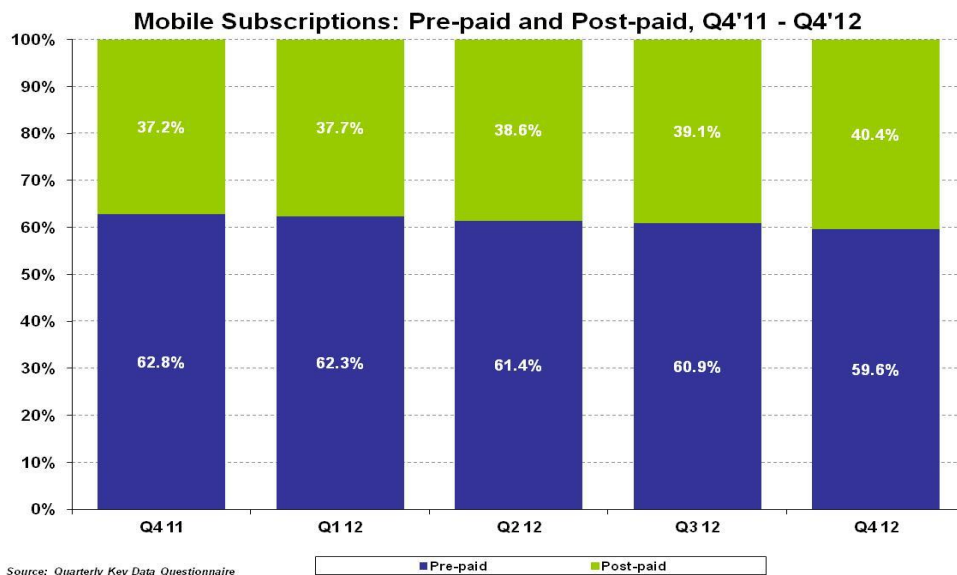


Figure 4.2.2 – Mobile Subscriptions by Pre-pay / Post-pay Split, Q4'11 – Q4'12

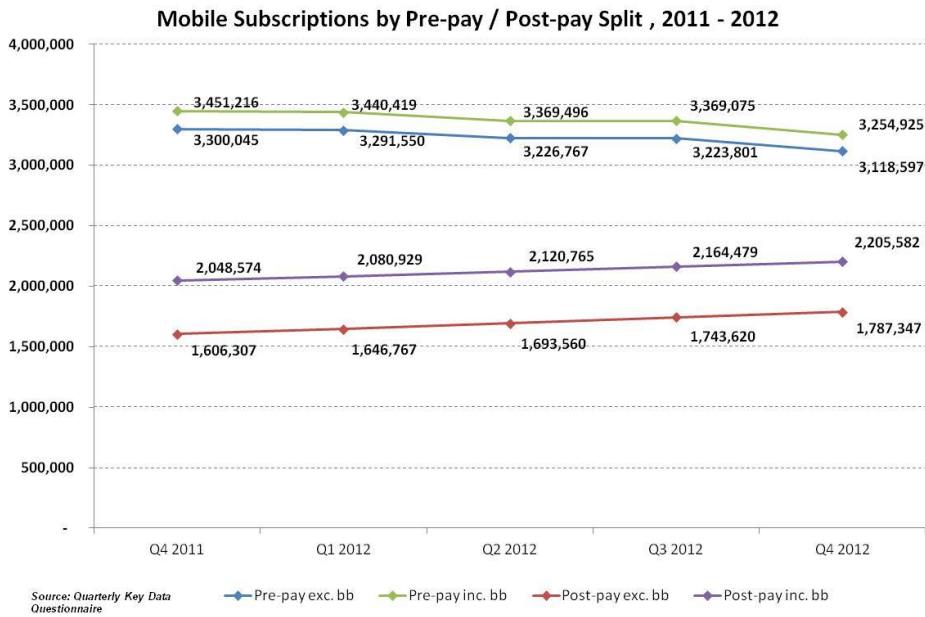


Figure 4.2.3 shows the pre-paid and post-paid subscription profile for each of the mobile operators in the Irish market. Mobile broadband subscriptions are included in this data. As of Q4 2012, 64.4% of Vodafone’s subscriptions were pre-paid. O2 had 49.2% pre-paid subscriptions, eircom Group Mobile had 71.0% pre-paid subscriptions, and 32.6% of 3’s mobile subscriptions were pre-paid. 94.5% of Tesco Mobile’s subscription base was pre-paid.

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

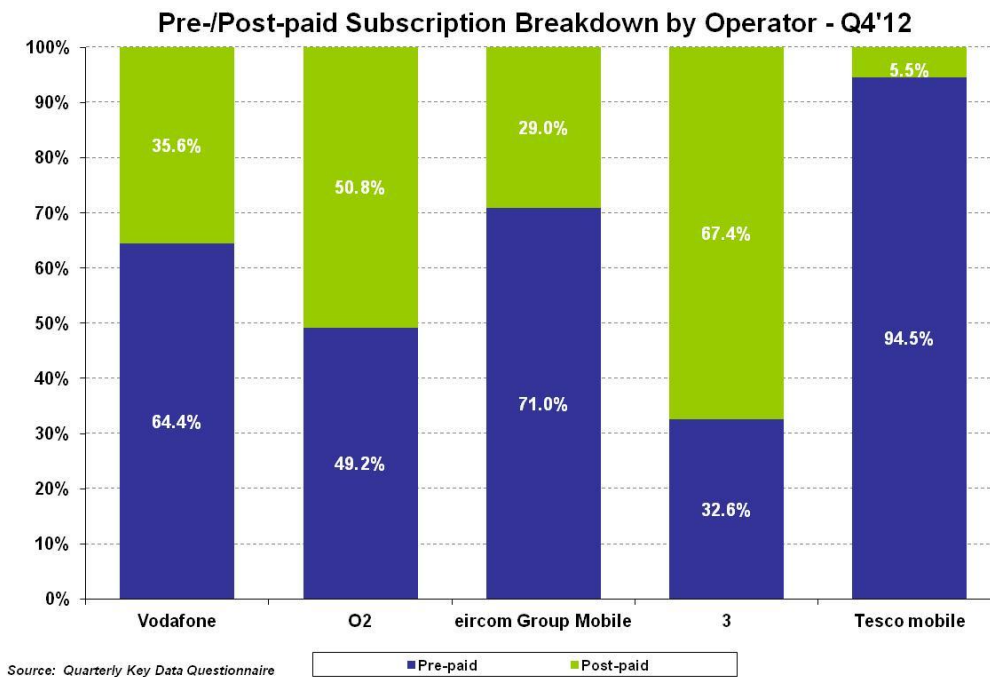


Figure 4.2.4 shows the split between pre-paid and post-paid mobile broadband subscriptions between Q4 2011 and Q4 2012. 75.4% of all mobile broadband subscriptions were post-paid at the end of December 2012, up from 74.5% one year previously.

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

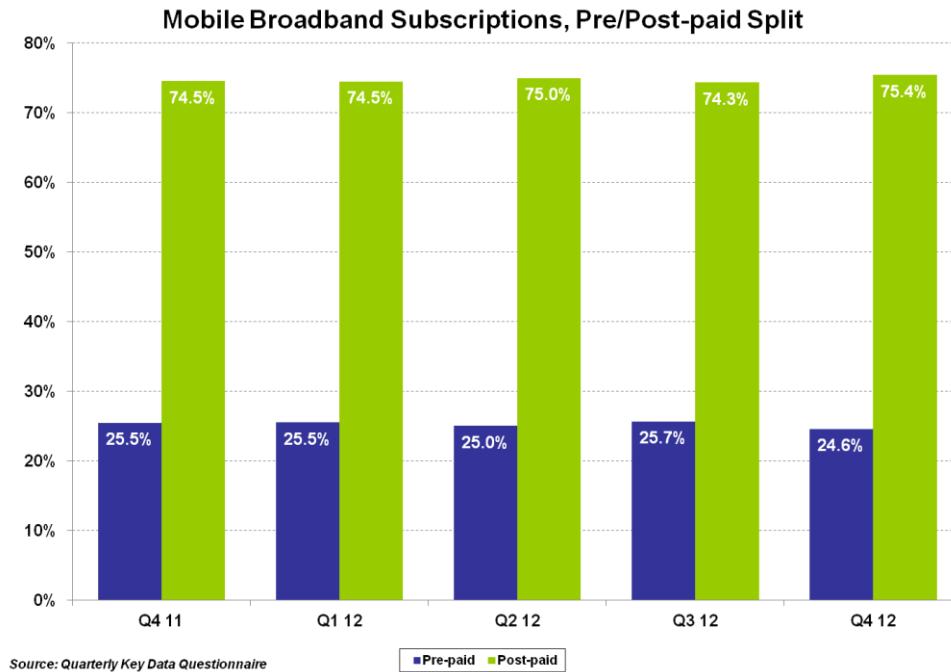


Figure 4.2.5 shows the split of post-paid business and non business mobile subscriptions including and excluding mobile broadband in Q4 2011 to Q4 2012. The number of post-paid subscriptions increased across all categories. Approximately 39.4% of post-paid mobile subscriptions (including mobile broadband) and 42.5% of post-paid mobile subscriptions (excluding mobile broadband) were classed as business subscriptions in Q4 2012.

Figure 4.2.5 – Post-Paid Business and Residential Mobile Subscriptions

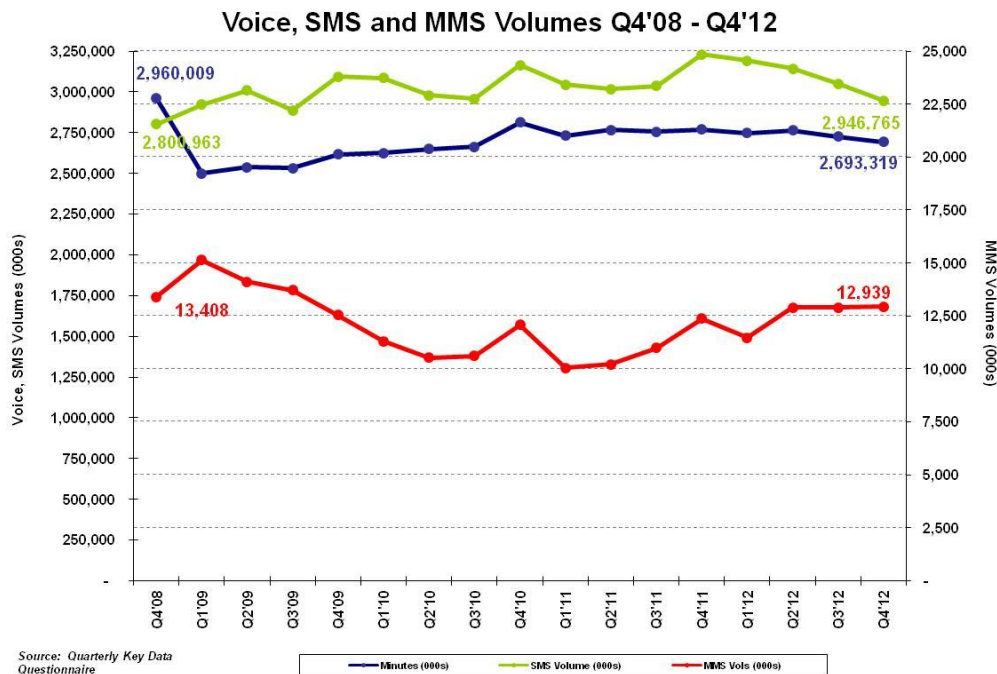
	Q4 2012	Q3 2012	Q2 2012	Q1 2012	Q4 2011
Residential subs inc. mobile broadband	1,336,669	1,311,777	1,280,486	1,260,097	1,251,695
Residential subs exc. mobile broadband	1,028,298	1,000,668	963,724	935,413	915,793
Business subs inc. mobile broadband	868,913	852,702	840,279	820,832	796,879
Business subs exc. mobile broadband	759,049	742,952	729,836	711,354	690,514

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 Q4 2008. Total retail mobile voice traffic totalled a 2.69 billion minutes in Q4 2012, a decrease of 1.2% on the previous quarter and a decrease of 2.7% on Q4 2011.

The total number of SMS messages sent by mobile users in Ireland was over 2.94 billion in Q4 2012, down 3.4% on the previous quarter and down 8.8% on Q4 2011. The number of multimedia messages (MMS) sent increased by 0.3% this quarter and was up 4.6% compared to Q4 2011. Some of these changes may be reflective of seasonal activity (i.e. peaks during Q4 holiday period, and decline in summer months).

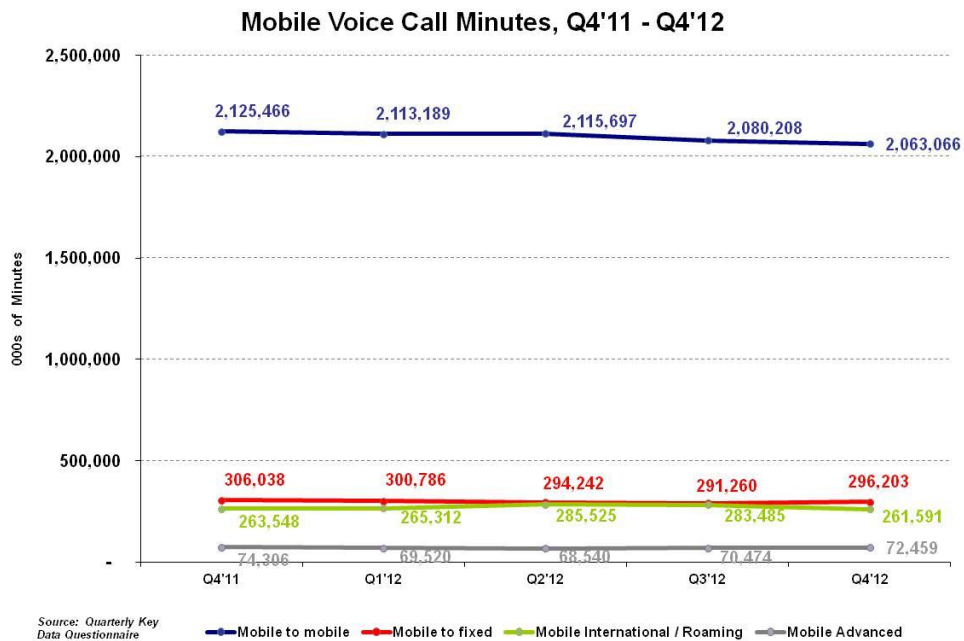
Figure 4.3.1 – SMS, MMS and Call Minute Volumes³⁵



³⁵ 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 Q4 2012, 76.6% of all mobile voice minutes were classified as mobile-to-mobile (on-net and off-net); 11.0% of mobile voice minutes were to fixed line phones, 9.7% were classified as international and roaming and the remaining 2.7% were advanced voice minutes which include calls to premium rate services.

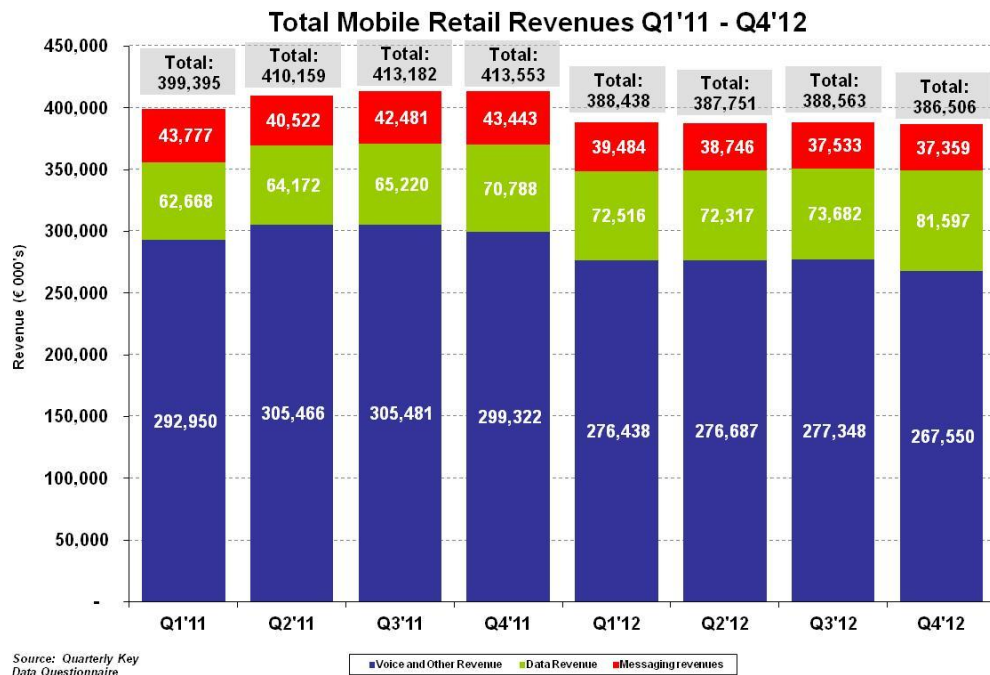
Figure 4.3.2 – Voice Call Minute Volumes by Type



4.4 Mobile Revenues

Figure 4.4.1 shows that mobile retail revenues for Q4 2012 were under €387 million, down by 0.5% from Q3, 2012 and down by 6.5% since Q4 2011. Data revenues³⁶ increased by 10.7% this quarter, messaging revenues³⁷ declined by 0.5% and voice and other revenues³⁸ decreased by 3.5% this quarter. Comparing Q4 2011 to Q4 2012, voice and other revenues were down by 10.6%, messaging revenues were down by 14.0% but data revenues were up by 15.3%.

Figure 4.4.1 – Total Mobile Retail Revenues



36 Mobile broadband and mobile internet services revenues.

37 SMS and MMS revenues.

38 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.³⁹ Based on the data collected from Irish mobile operators, the average minutes of use in Ireland was 257 minutes per month in Q4 2012, up 0.8% on Q3 2012.

Mobile ARPU is a function of both the price of mobile services and the level of usage of mobile services. In Q4 2012 mobile APRU was €29 per month, similar to last quarter but down from €30 in Q4 2011. 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 fell by 6.9% in Q3 2012 compared to Q3 2011 across the average of 16 Western European countries.

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.

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 (39.5% and 40.8%), followed by O2 (28.2% and 28.3%), eircom Group Mobile (19.9% and 20.9%), 3 (9.0% and 6.2%) and Tesco Mobile (3.4% and 3.8%).

³⁹ ComReg Document 13/25a.

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

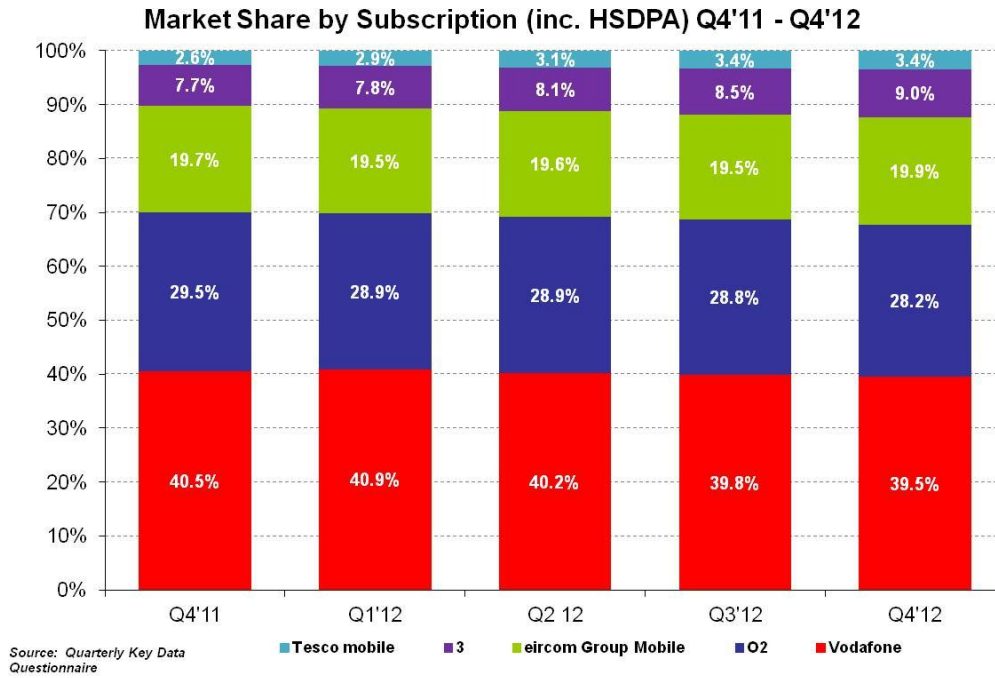


Figure 4.6.2 – Market Share – Number of Subscriptions (ex. mobile broadband)

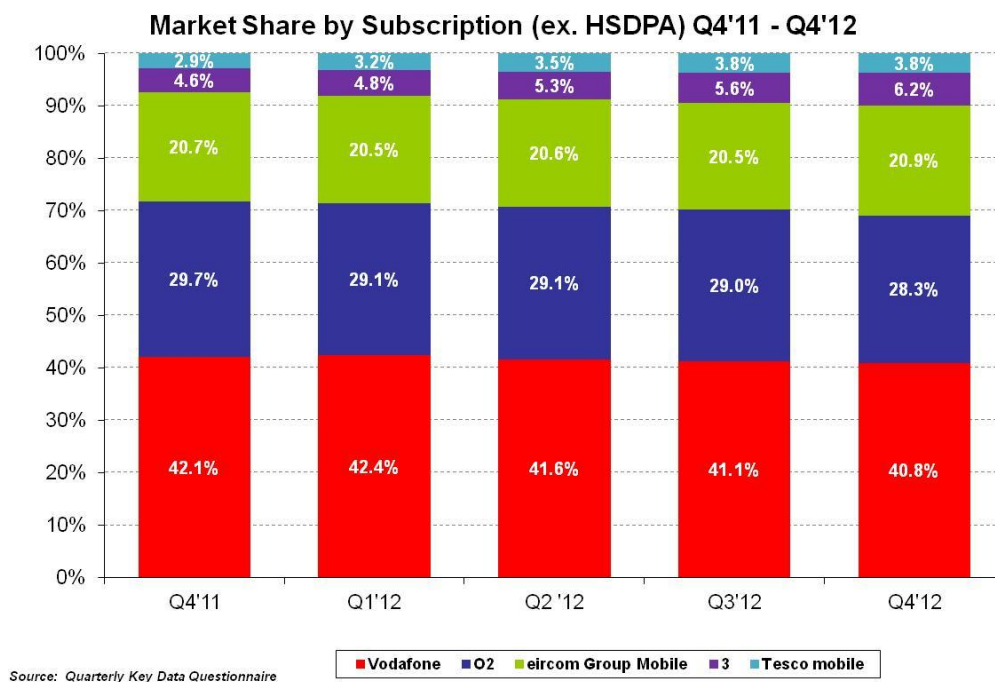
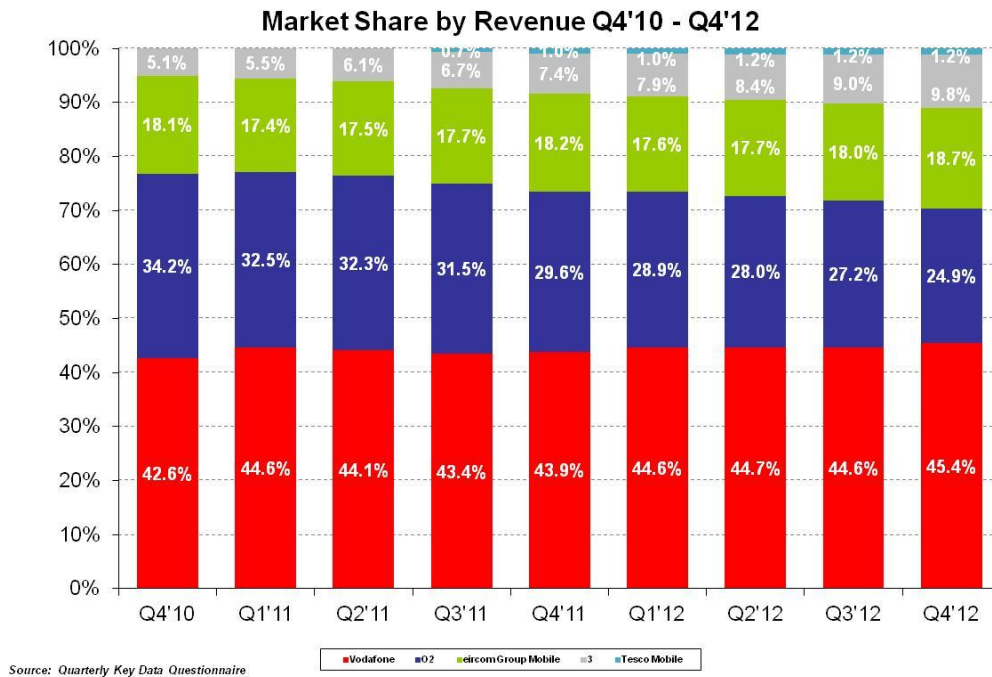


Figure 4.6.3 provides an analysis of market shares by total revenue for mobile operators in the Irish market. Tesco Mobile is included for the first time from Q3 2011 in this chart. Therefore, changes in market shares previous to Q3 2011 are not directly comparable. Vodafone’s market share remains highest at 45.4% followed by O2 at 24.9%. Eircom Group Mobile’s market share is the next largest at 18.7% followed by 3 and Tesco mobile at 9.8% and 1.2% respectively.

Figure 4.6.3 – Revenue Market Share

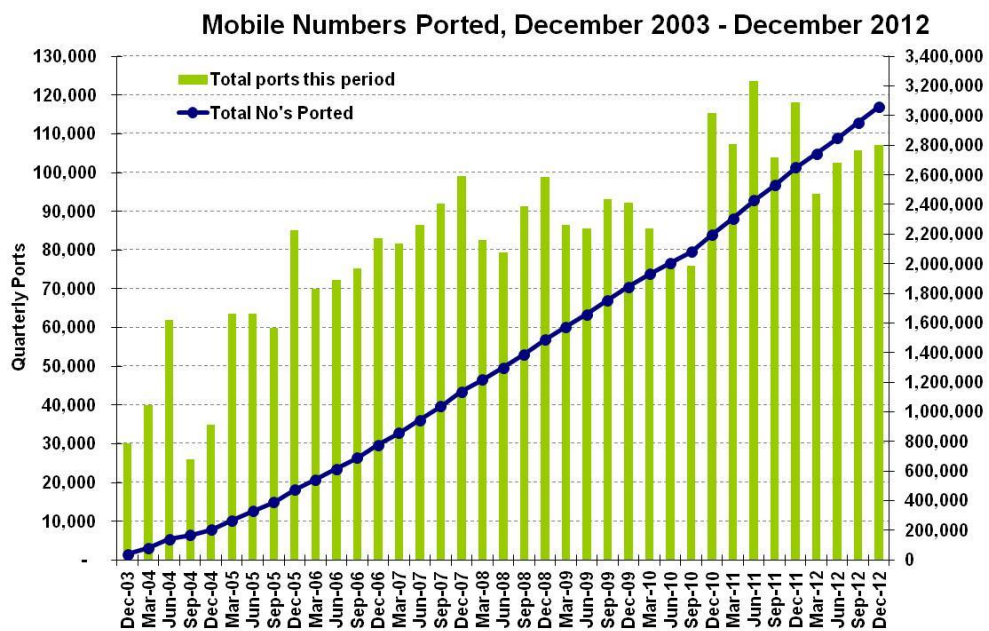


4.7 Switching in the Mobile Market

Figure 4.7.1 illustrates the cumulative total of mobile numbers ported between Irish mobile operators since December 2003. MNP allows consumers to switch mobile operator while retaining their mobile number.

Almost 3.06 million numbers have been ported since June 2003. In the quarter to December 2012, 107,211 numbers were ported between operators (409,963 numbers in the twelve months to December 2012). Over the last 12 months, an average of 102,491 numbers has been ported each quarter.

Figure 4.7.1 – Cumulative Mobile Numbers Ported



Source: Quarterly Key Data Questionnaire

4.8 Mobile Pricing Data⁴⁰

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

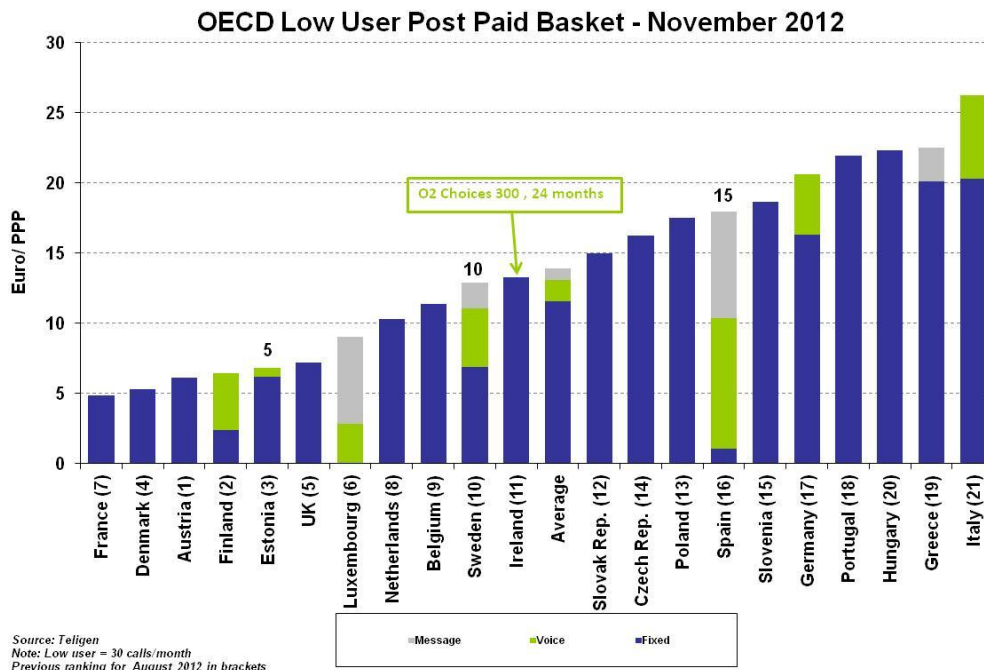
The Teligen mobile baskets presented in this Quarterly Report, termed as “low user”, “medium user” and “high user” are, based on the 30 calls, 100 calls and 300 calls per month baskets respectively described above. They are calculated and analysed independently by Teligen, using an OECD methodology which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

⁴⁰ 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 Basket⁴¹

For the “low user” post paid mobile basket, Ireland ranks in 11th position among the European countries benchmarked. Ireland is one place ahead of and 4.7% cheaper 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)

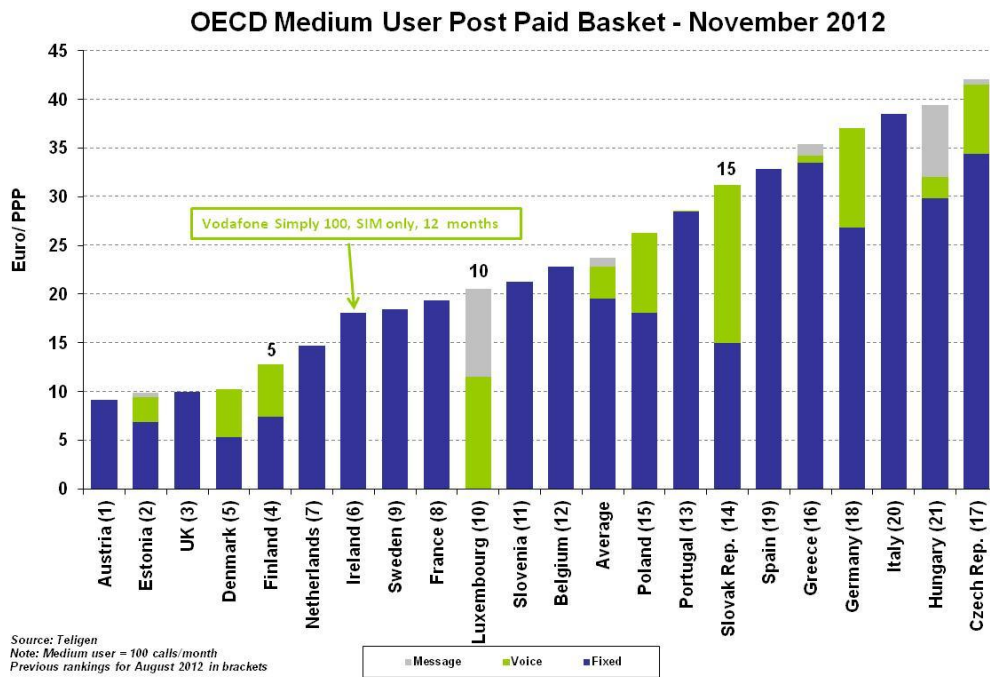


41 All tariffs are inclusive of VAT, rates will vary between Member States.

4.8.2 Medium User Post Paid Mobile Basket

For the medium user post paid mobile basket, Ireland ranks in 7th position out of the 21 benchmarked countries. Ireland is 6 places ahead of and 23.8% cheaper than the benchmarked average. The package used for Ireland is Vodafone’s Simply 100, SIM Only, 12 month package.

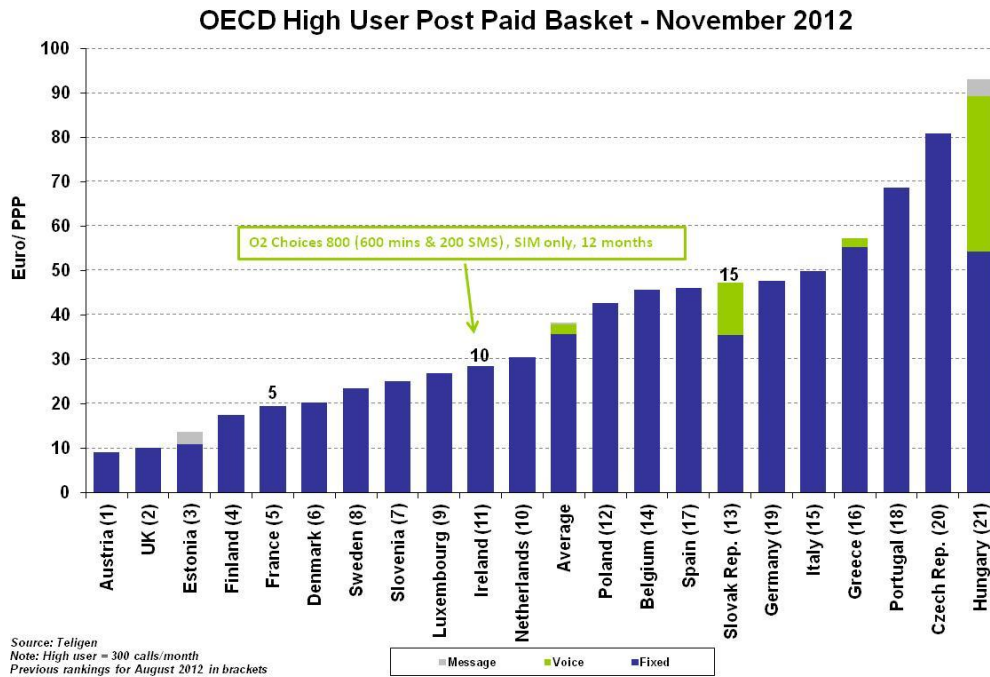
Figure 4.8.2.1 - OECD Medium User Post Paid Mobile Basket (100 calls)



4.8.3 High User Post Paid Mobile Basket

Ireland ranks in 10th 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 two places ahead of and 25.7% cheaper than the average of the 21 benchmarked countries.

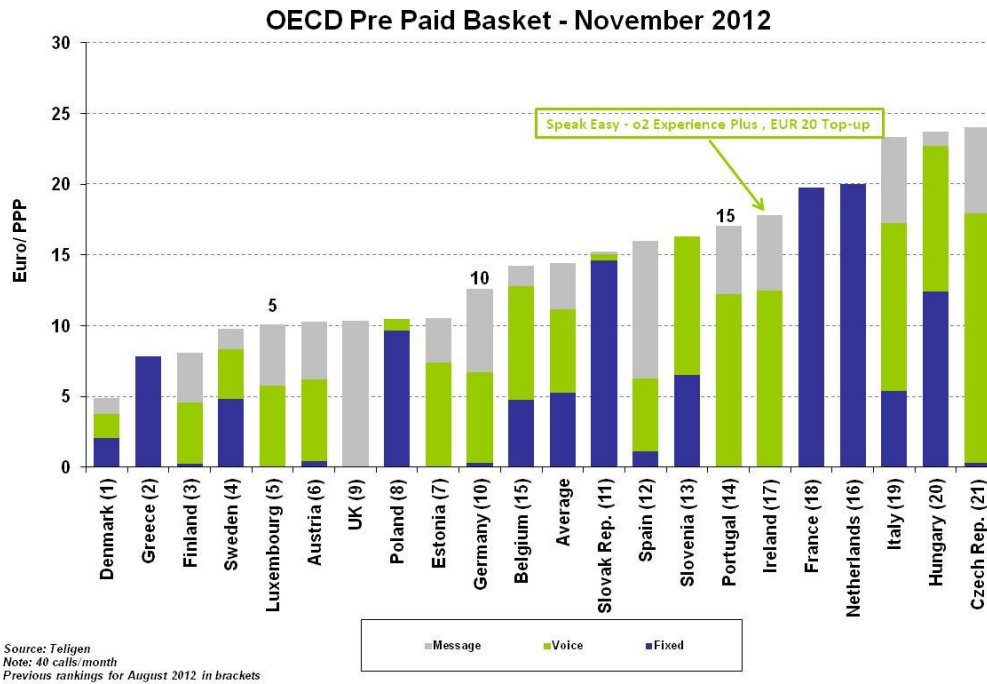
Figure 4.8.3.1 - OECD High User Post Paid Mobile Basket (300 calls)



4.8.4 Pre-Paid Mobile Basket

In the pre-paid mobile basket, Ireland is in 16th 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 5 places behind the average of the 21 benchmarked countries and the cost of this basket in Ireland is approximately 23.6% more expensive than the benchmarked country average.⁴²

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



⁴² 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*⁴³

As analogue terrestrial TV switch off (ASO) occurred on the 24th of October 2012 the numbers reported in this section for January 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 January 2013 (see footnote 43 for more detail). This broadcasting data is from the Nielsen TV Audience Measurement (TAM) Establishment Survey.⁴⁴ The survey indicated that there were 1,552,000 TV homes in Ireland in January 2013. Figure 5.1.1 shows the estimated number of TV homes by reception type in January 2012 and January 2013 on the basis of the reception method through which the highest number of TV channels is received. Irish terrestrial DTT only homes represented 12.8% of all TV homes as of January 2013. Cable/satellite platforms represented the remaining 87.2% of all TV homes in Ireland.⁴⁵

Figure 5.1.1 – TV Homes by Reception Type⁴⁶

	January 2013	January 2012	January 2013 as % of Total TV Homes	% Change January '12 – January '13
Reception	(000s)	(000s)	%	% change
Irish Terrestrial	198	209	12.8%	-5.3%
Multi Total	1,354	1,375	87.2%	-1.5%
Multi Terrestrial	N/A	99	N/A	N/A
Analogue Cable/Sat	40	90	2.6%	-55.6%
Digital Cable/Sat	1,513	1,185	97.5%	+27.7%
Total Cable/Sat	1,355	1,275	87.3%	+6.3%
Total TV Homes	1,552	1,584	N/A	-2.0%
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.				

43 *Note to data. Only reception type figures are benchmarked in January 2013. This means that reception changes have been used on the panel to "update" the fieldwork used for these universes. This means that the non-benchmarked figures (all figures under "Reception Method") are based on fieldwork only. The exception to this is the "Irish DTT only" figure which has been updated due to the fact that it is representative of a reception type. The January 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 92% (1,552,000 TV homes compared to 1,655,00 total homes as per smoothed CSO Q2 2012 QNHS).

44 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.

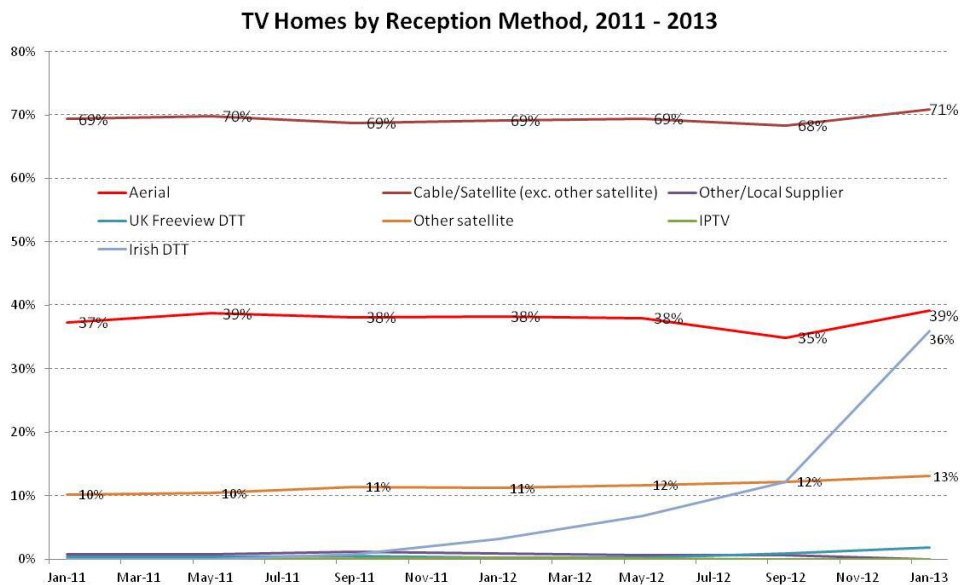
45 MMDS (Multichannel Multipoint Distribution Service) is included under cable/satellite. MMDS is a wireless telecommunications technology, used usually in sparsely populated rural areas, where laying cables is not economically viable. Approximately 217,000 of those reported above as digital cable/sat and total cable/sat are UK DTT/FTA satellite.

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

Irish Terrestrial In January 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.
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 method⁴⁷ from January 2011 to January 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.⁴⁸ 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 36% of TV homes have Irish DTT.

Figure 5.1.2 – TV Homes by Reception Method⁴⁹



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

⁴⁷ 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%.

⁴⁸ 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)).

⁴⁹ 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 shows that, the total number of TV homes fell in January 2013 (for reference see footnote 43 on page 65). Digital TV homes now represent 97.0% of all TV homes compared to 47.9% in January 2008.

Figure 5.1.3 – TV Homes 2008 –2013

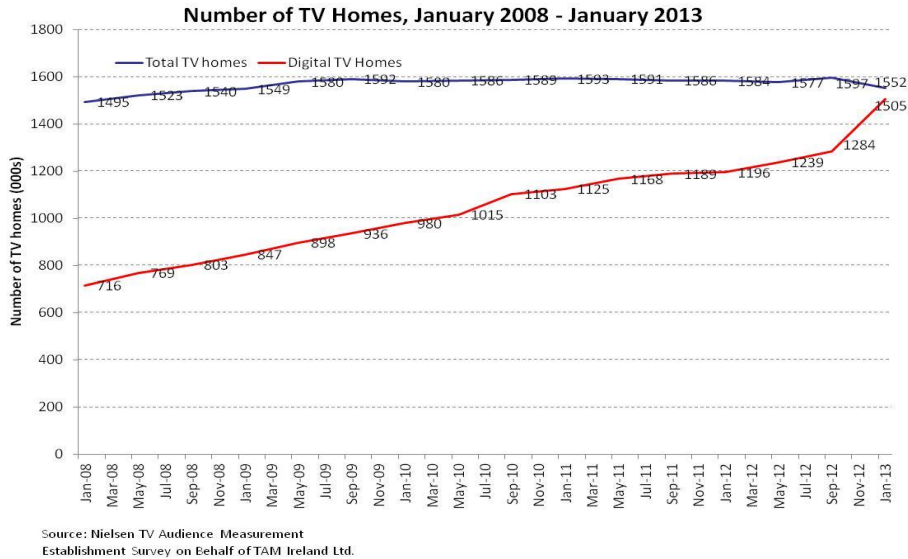
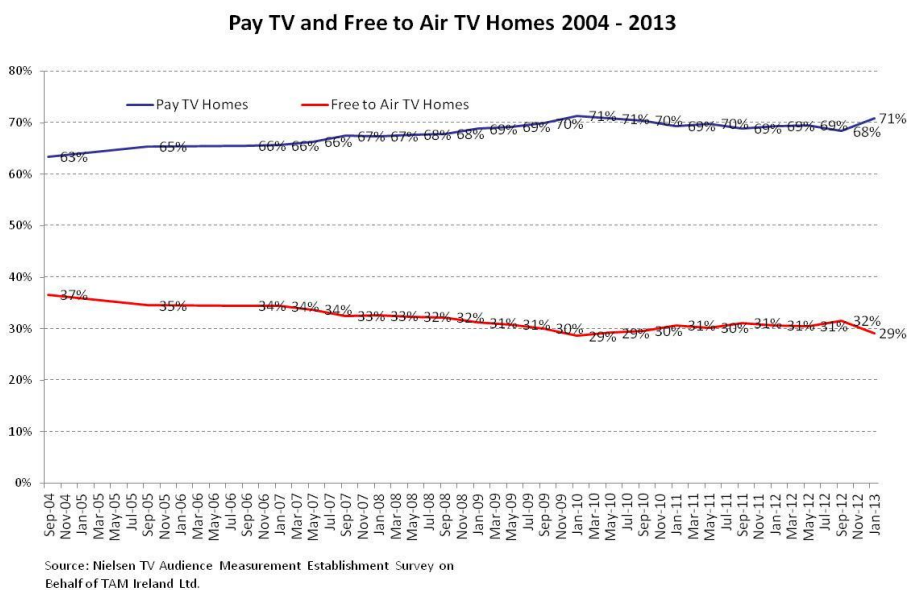


Figure 5.1.4 shows the level of household penetration of pay TV services and free to air TV services in Ireland based on reception method. This chart has been derived by ComReg using Nielsen data and is not a classification used by Nielsen or a classification used as part of the survey itself. Homes with a pay TV (cable, satellite and IPTV homes)⁵⁰ service have generally been stable since 2009 at 70%, on average, of all TV homes.

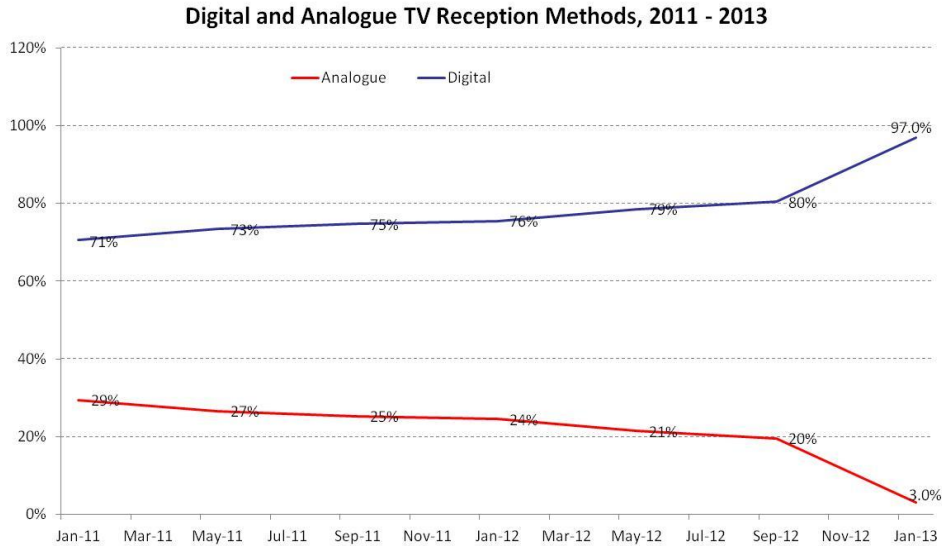
Figure 5.1.4 – Pay TV vs Free to Air TV Homes, 2004 - 2013



⁵⁰ IPTV is included from September 2011.

Figure 5.1.5 shows the proportion of digital to analogue TV reception methods in Ireland across all platforms. Digital TV reception (97%) increased significantly between September 2012 and January 2013 in light of analogue terrestrial switch off.

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: Q4 2012

Oct-12

Order Type	% Orders Validated within Performance Target	% Orders Delivered within Performance Target
DR	-	99.81%
LE	-	99.91%
PW	-	99.98%
LNI/LTI/MI	-	99.48%
LNI/LTI/MI	-	100.00%
CL	-	99.86%
LNN/LTN/MN	99.84%	96.34%
CH	-	99.75%
CN	-	93.77%
CM	-	100.00%
FA	-	98.15%

Nov-12

Order Type	% Orders Validated within Performance Target	% Orders Delivered within Performance Target
DR	-	99.78%
LE	-	100.00%
PW	-	99.98%
LNI/LTI/MI	-	99.47%
LNI/LTI/MI	-	99.92%
CL	-	100.00%
LNN/LTN/MN	99.88%	97.10%
CH	-	99.59%
CN	-	97.14%
CM	-	100.00%
FA	-	100.00%

Dec-12

Order Type	% Orders Validated within Performance Target	% Orders Delivered within Performance Target
DR	-	99.73%
LE	-	100.00%
PW	-	99.88%
LNI/LTI/MI	-	99.64%
LNI/LTI/MI	-	100.00%
CL	-	99.96%
LNN/LTN/MN	99.75%	98.18%
CH	-	99.23%
CN	-	96.63%
CM	-	100.00%
FA	-	95.24%

Count of Time Interval	SB-WLR Repair performance metric Qrt 4 Oct - Dec 2012		
QRT 4 2012	Percentage of faults		
	<=2	<=5	<=10
Grand Total	80.84%	95.77%	99.05%

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)