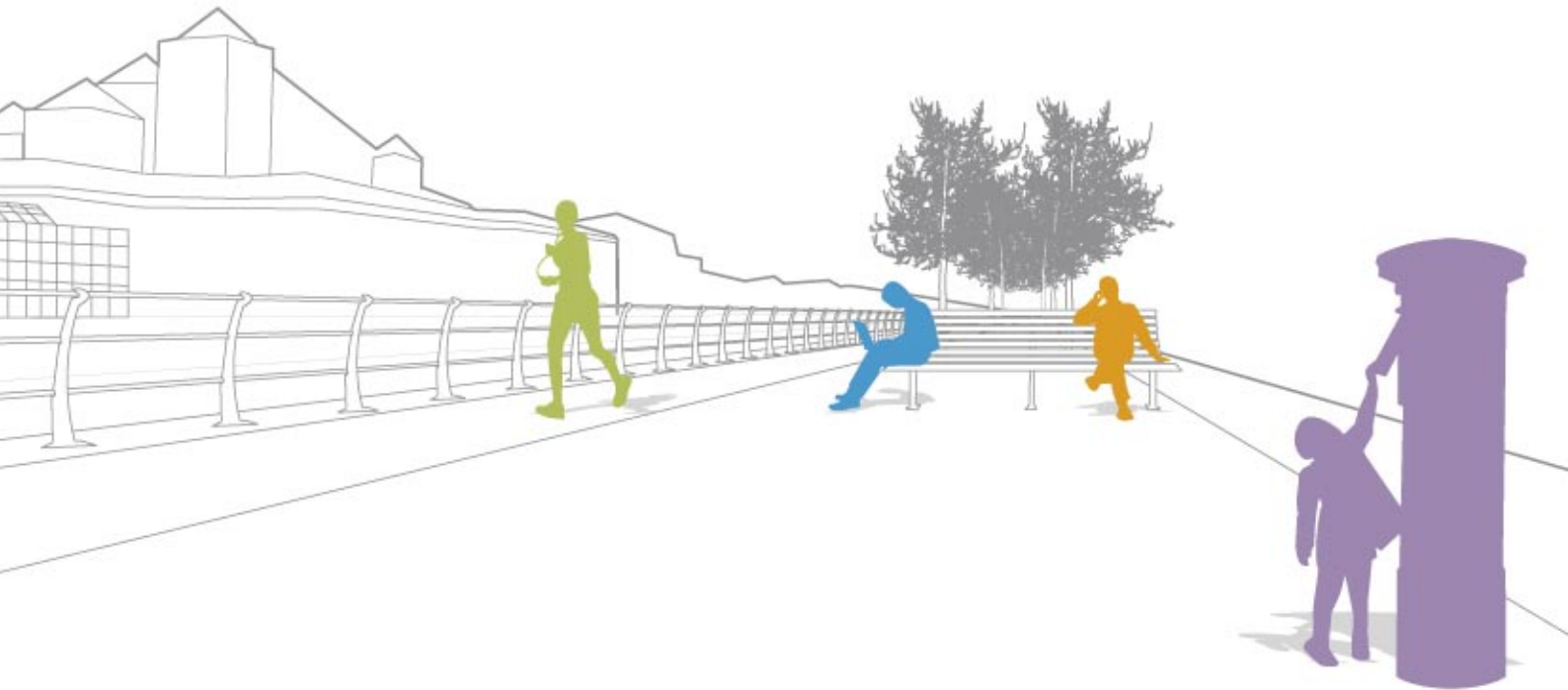




Commission for  
**Communications Regulation**



# Annual Report

YEAR ENDED JUNE 2005

Presented to the Minister for Communications, Marine and Natural Resources in accordance with Section 32 of the Communications Regulation Act, 2002.

## Mission Statement

The Commission for Communications Regulation will facilitate the development of a dynamic, efficient and competitive market-place for electronic communications and postal networks and services for the benefit of the Irish community.

## Values

- Integrity
- Professionalism
- Impartiality
- Effectiveness
- Transparency



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# Commissioners



Mike Byrne  
Commissioner



Isolde Goggin  
Commissioner (Chairperson)



John Doherty  
Commissioner

## Executive Management Team



**Donal Leavy**  
Director  
Wholesale

**Shay O'Malley**  
Director  
Corporate Affairs

**Gary Healy**  
Director  
Market Development

**Dermot Nolan**  
Director  
Retail

**Sebastian Farr**  
Senior  
Legal Advisor

**David Gunning**  
Director  
Market Framework

## Organisational Structure

The Commission for Communications Regulation (ComReg) was established on December 1, 2002. ComReg is led by three Commissioners: Isolde Goggin (Chairperson), John Doherty and Mike Byrne. It consists of five Divisions that are supported by the Senior Legal Advisor. The structure is based on cross-functional teams operating in a multi-disciplinary environment.

ComReg has a wide range of responsibilities in electronic communications services and networks, posts and spectrum management. ComReg implements three major Acts in respect of telecommunications, thirteen in the area of wireless telegraphy and spectrum management, and numerous statutory instruments covering all three sectors. ComReg is responsible for promoting competition, for protecting consumers and for encouraging innovation. We deal with complex issues of law, economics and technology, and strive to ensure that our decisions are taken fairly and are clearly explained.

The Commission operates as a collegiate body, with decisions taken collectively by the three Commissioners. We see this as important in fulfilling the spirit of the Communications Regulation Act, 2002, which established the Commission. The Commissioners have agreed the following three cross-organisational roles to add value to the work of the organisation, make access easier for external stakeholders such as the telecoms industry, Government, consumers, business and representative groups and facilitate internal communications.

### Chairperson of the Commission - Isolde Goggin

Isolde Goggin is responsible for the Innovation role. This covers both regulatory innovations, such as the completion of the first round of market reviews under the new European regulatory framework, and technical innovations. The role covers the revision of ComReg's spectrum strategy, new initiatives in the wireless licensing area, and the promotion of Ireland as a test bed for innovative uses of spectrum. It also covers the development of a forward-looking telecommunications regulatory strategy, taking into account new technical, economic and regulatory trends. It also encompasses the evolution of postal services and the associated regulatory framework.

### Commissioner Mike Byrne

Mike Byrne leads the organisation on Consumer affairs and in the promotion of the interests of users. The role covers both business and residential consumers, as well as major consumer representative organisations, and spans telecommunications, spectrum licensing operations and postal services. It includes regulatory developments which affect retail consumers, including the application of the consumer protection provisions of the Universal Service and Postal Directives. Mike oversees both proactive consumer information measures, such as consumer guides and ComReg's comparative pricing website – callcosts.ie and the consumer care function within ComReg. The role also oversees the strategic development of the Licensing Operations function within ComReg, which deals with more than 17,000 licences per annum.

### Commissioner John Doherty

John Doherty takes charge of the Competition portfolio. This involves enabling maximum competition in Broadband, Voice and Voice over Internet Protocol through a range of measures, including LLU, bitstream, wireless broadband (including mobile wireless broadband), cable and alternative infrastructure. He also leads on promoting enhanced competition in mobile via MVNO entrants, reviewing and making adjustments in the fixed network wholesale pricing regime, and overseeing operators' compliance with obligations under the regulatory frameworks for telecoms, spectrum and the postal service.

Contact: Marie Cussen  
Executive Assistant to the Commission  
Tel: 01 8049689

Colette Andrews  
Assistant to the Commission  
Tel: 01 8049644

### The ComReg Divisions and their Directors are:

#### Market Framework - Director: David Gunning

Market Framework is responsible for managing the general authorisation regime for the electronic communications sector in Ireland and monitors compliance with general authorisation conditions. Market Framework also manages radio spectrum and issues approximately 17,000 Wireless Telegraphy licences to various companies and individuals. In addition, Market Framework administers Ireland's National Numbering Plan, as well providing the framework for new regulatory products for both fixed and wireless markets. This division also deals with regulation of the postal sector.

Contact: Sinead Devey,  
Divisional Assistant at 01 8049621

#### Wholesale - Director: Donal Leavy

The Wholesale Division handles day-to-day issues concerning the regulation of the market including such issues as interconnection, dispute resolution and unbundling the local loop. This Division also has responsibility for the regulatory financial aspects of the telecoms sector and financial control of ComReg.

Contact: Sharon Ward,  
Divisional Assistant at 01 8049710

#### Retail – Director: Dr. Dermot Nolan

The Retail Division handles policy in relation to consumers interaction directly with sellers of services. This includes areas such as the universal service provision of telecoms access, consumer rights, some retail pricing, and the collection and presentation of consumer and business views on the telecoms market through surveys. The Division also is responsible for the provision of economic advice to the Commission.

Contact: Michelle Townshend,  
Divisional Assistant at 01 8049654

#### Market Development - Director: Gary Healy

Market Development is responsible for developing and maintaining an understanding of the status and potential development of the communications sector. Identifying and gathering relevant information to enable ComReg to forecast any new developments and future trends is a core activity of this Division. It is also responsible for conducting market reviews as set out in the EU regulatory framework and for notifying the European Commission on the outcome of ComReg's analysis. Market Development issues Quarterly Reports on the state of the telecommunications market, publishes survey data and liaises regularly with international telecommunication bodies such as the OECD on market data.

Contact: Sonja Owens,  
Divisional Assistant at 01 8049738

#### Corporate Affairs Division - Director: Shay O'Malley

This Division develops and implements leading-edge corporate affairs and communications strategies designed to enhance organisational performance and effectiveness. It is responsible for the human resources, information systems, public relations, freedom of information and facilities management functions.

Contact: Triona Kelly,  
Divisional Assistant at 01 8049751

# Organisational Structure

CONTINUED

## Communications Unit

The Communications Unit, which is part of the Corporate Affairs Division, issues press releases and communicates messages and statements on behalf of ComReg to the media and general public. This Unit also manages our website, organises conferences and seminars and publishes our Annual Reports and other publications, including ComReg's quarterly newsletter.

Contact: Tom Butler,  
Communications Manager at 01 8049639

Contact : Kerry O'Hare,  
Communications Executive at 01 8049661

## Senior Legal Advisor: Sebastian Farr

The Senior Legal Advisor advises on all major legal matters and on the legal implications of communications policies in Ireland and the EU.

Contact: Clare Kelly,  
Divisional Assistant 01-8049628



## ComReg's Role

ComReg is the statutory body responsible for the regulation of the electronic communications (telecommunications, radio communications and broadcasting) and the postal sectors. ComReg is the national regulatory authority for these sectors in accordance with EU and Irish Law.

Our remit covers telecommunications networks and services including:

- Fixed telephone systems;
- Mobile networks providing voice and data services;
- Radio Communications including fixed wireless providing a variety of services;
- Terrestrial television and radio transmission;
- Cable Television;
- MMDS and deflector operations providing TV services;
- Licensing Framework for Satellite Services in Ireland.

In addition, according to Section 10 and Section 12 of the Communications Regulation Act 2002, ComReg has a range of functions and objectives in relation to the provision of electronic communications networks, electronic communications services and associated facilities and post. These include:

- ensuring compliance with obligations;
- to promote competition;
- to contribute to the development of the internal market;
- to promote the interests of users within the European Community;
- to ensure efficient management and use of the radio frequency spectrum and numbers from the national numbering scheme;
- to promote the development of the postal sector and in particular the availability of a universal service within, to and from the State at an affordable price for the benefit of all users, including disabled users

ComReg is also required to comply with Policy Directions issued to it by the Minister for Communications, Marine and Natural Resources.

This Annual Report is structured to deal with ComReg's activities in relation to all of these areas.

ComReg enables competition in the communications sector by facilitating market entry through general authorisation to provide networks and services, and by regulating access to networks so as to develop effective choice for businesses and residential consumers. In a rapidly evolving sector, both in technological and commercial terms, ComReg provides the framework for the introduction of a range of new services.

The focus of regulation for the postal service in the partly liberalised market is the maintenance of the Universal Service Obligation (USO) and in ensuring that An Post's prices are geared to cost. ComReg is also responsible for overseeing improvements in quality of service by setting targets for the delivery of mail and for monitoring quality of service performance against targets set in accordance with European Standards.

Our activities focus on business and residential users of communications and on operators. This Annual Report covers our key activities from July 2004 to the end of June 2005.

## Chairperson's Review of the Year



2005 was an eventful year for the telecommunications sector which was marked by a number of significant mergers and acquisitions among communications companies.

In a small open economy such as Ireland's, a modern and competitive telecommunications industry is a significant contributor to our continued economic growth and development. Irish businesses and companies depend heavily on the availability of modern and competitive telecommunications services and products that are on a par with, or better than, those available in other key competitor locations.

As well as being critical to our economy, the communications sector also plays an increasing role in all of our daily lives. Communicating with family and friends, buying goods and services on the internet, healthcare management, teleworking, listening to music and watching TV or video clips are all increasingly enabled by fixed and mobile telecommunications networks.

During the period of this Report, ComReg initiated a medium-term analysis of the communications sector which culminated in a public consultation on our regulatory strategy for 2005 to 2007 and a number of bilateral meetings with key stakeholders.

### Broadband

ComReg has continued to work with the Government, industry and consumer representatives to increase the availability and take-up of broadband. Despite a growth rate of 170% in take-up levels, Ireland has some way to go to catch up with other OECD countries. One encouraging sign is the development of the wireless broadband sector, which grew four times as fast as total broadband take-up in 2005 and which ComReg has facilitated through its FWALA (Fixed Wireless Access Local Area) licensing scheme. The cable sector has also begun to show growth in broadband numbers, providing an alternative to the copper network in many areas.

### Mobile

Over the last number of years Ireland's mobile penetration rate has increased steadily and reached 94% of the population or 3.8 million people at the end of this reporting period. By the end of June 2005, an estimated 330,000 mobile phone customers had ported their mobile numbers. During the period under review the mobile companies, 3 and Vodafone began offering 3G services. For its part O2 signalled that it would launch its 3G service by the end of 2005. Eircom also announced that it intended to re-enter the mobile market by purchasing Meteor.

### Innovation

Innovation is one of ComReg's guiding principles and we endeavour to promote it through a lighted-handed and flexible regulatory environment. We took several measures aimed at making radio spectrum quickly and easily available to market players. These ranged from our new Test and Trial Licensing Scheme, which allows operators more flexibility in using spectrum for technical and commercial trials, through issuing new licences for Wideband Mobile Data services, to greater flexibility in Business Radio licensing.

### Forward-Looking Review

The electronic communications sector is highly dynamic, with technology, markets and consumer needs constantly evolving. It is vital that the regulatory system keeps abreast of these changes. In 2005, ComReg launched a 5-year strategic review of the electronic communications sector, including a number of public workshops and bilateral meetings with key stakeholders, which culminated in the publication of our Strategy Statement for 2005 – 2007 for the electronic communications, postal and radio spectrum sectors.

ComReg also worked closely with Ofcom, its UK counterpart, on range of cross-border issues. These included inadvertent roaming, the availability of data circuits, numbering, illegal radio broadcasting, and the potential for the joint provision of all-island spectrum licences. ComReg believes that, by working together, Regulators can find solutions to the long-standing cross-border telecoms issues raised in this report.

ComReg believes that consultation and dialogue are key elements of good regulation and we appreciate that many companies, organisations, interest groups and individuals have engaged in consultation with ComReg.

During the period of this Report, ComReg issued many consultation papers and I would like to thank all of our stakeholders who shared their views with us during the course of the year. Lastly, on behalf of the Commission, I would like to pay tribute to and thank all of my ComReg colleagues for the commitment and enthusiasm which they displayed throughout the year. ComReg faced many challenges throughout the period and the task was made easier thanks, in large measure, to the efforts of the entire staff. It has been deeply gratifying to work with such a loyal and dedicated team of professionals.

Isolde Goggin  
Chairperson

# The Communications Sector at a Glance

The communications market is more vibrant than in recent years, with an ever growing number of authorised operators and a pick-up in the levels of mergers and acquisitions both in Ireland and abroad.

The entry of new fixed operators and the rollout of new technologies such as VoIP have led to more competition in the fixed market.

The mobile penetration rate continued to rise. SMS messaging is still growing particularly among younger mobile users although other data services such as MMS have been slower to take-off among the wider user base. The launch by Vodafone in November 2004 of its 3G service and the subsequent launch by new entrant 3 of its 3G service should help to stimulate demand for more advanced mobile services and applications.

In broadband there is evidence that platform competition is on the rise. DSL, as a proportion of overall broadband take-up, has declined from 88% to 80% in the past year as alternative technologies such as fixed wireless access and cable modem have become more widespread. A residential survey conducted by Amárach Consulting between April and May 2005<sup>1</sup> found that broadband subscriptions had increased substantially over the past 12 months and a much higher percentage of users were considering moving to a broadband internet service than had considered it in the previous year.

### Number of Operators

Under the authorisation process, operators in Ireland notify ComReg of their intention to provide networks or services to third parties. In the period between the beginning of July 2004 and the end of June 2005, 99 such notifications were registered by ComReg.

### Market Share

Based on operator data submitted via the Quarterly Report questionnaire, Other Authorised Operators (OAOs) have accounted for 20-21% of the fixed line market in terms of revenue over the last number of years. This trend continued over the period of the report.

### Fixed: CPS & WLR

Indirect access to fixed line networks can be provided through Carrier Pre Selection (CPS) where the call services are provided by an operator using the incumbent operator's network. Through Wholesale Line Rental (WLR) an operator can provide single billing to the consumer for both their fixed line rental and fixed calls. WLR was introduced in June 2004 and by the end of June 2005 accounted for 39% of lines provided via indirect access. This high level of interest from consumers would indicate that single billing can play a valuable role in stimulating further competition in the marketplace.

According to a residential survey conducted between April and May 2005<sup>2</sup>, the average bi-monthly spend on fixed line telephony was €104.

### Telecom Access Paths

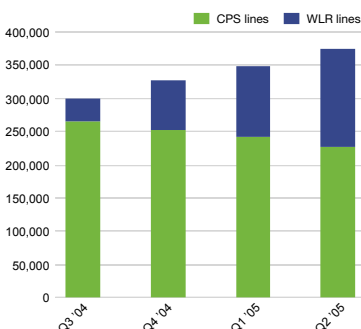
The total number of access paths reached 5.9 million by the end of June 2005. This figure includes PSTN, Mobile and ISDN paths and is up from 5.5 million as reported in the previous report<sup>3</sup>. Mobile continued to account for the highest number of access paths at over 65%, a 9.5% increase in the number of paths on the previous year, while PSTN access lines remained relatively stable at around 1.6 million. The number of ISDN access paths increased by nearly 4% since the previous report to 443,000.

### Mobile

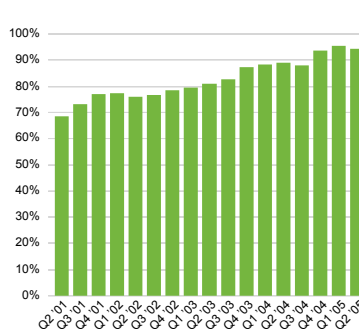
At the end of June 2005 there were 3.8 million subscribers to mobile communications services in Ireland, which translates to a penetration rate of 94%; this is up from an 89% penetration rate as reported in the previous year.

Text messaging continued to be a popular application of mobile services and some 4 billion text messages were sent during the course of the year. Based on this data the average Irish mobile subscriber sends an average of 91 messages per month.

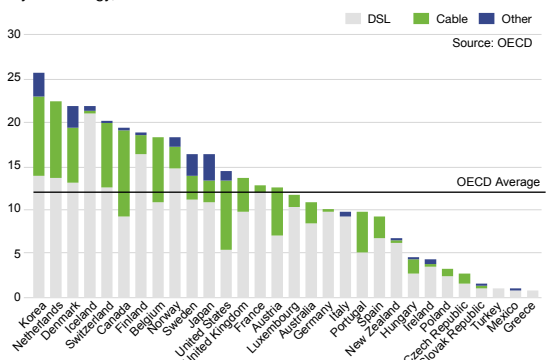
**Fig 1.1: Indirect Access: CPS and WLR**  
Carrier Pre-Select and Wholesale Line Rental



**Fig 1.2: Mobile Penetration Rate**  
Mobile Penetration Q2 '01 Q2 '05



**Fig 1.4: Broadband Penetration in the OECD - June 2005**  
OECD Broadband subscribers per 100 inhabitants, by technology, June 2005



The Yankee Group estimates that in Ireland the Average Revenue Per User (ARPU) has been between €47 and €48 for the 12 months to the end of June 2005. ComReg also carried out residential surveys during the course of the year and findings show that the average monthly spend on mobile services by residential consumers was €54<sup>4</sup>.

**Internet**

The residential survey found that 37% of Irish households had some form of Internet access. 23% of respondents who had Internet access in the home had some form of broadband Internet connection, with DSL as the most popular broadband service. The survey found that 30% of those currently without an Internet connection intend to get Internet access in the future. This was highest among 35-44 year olds (47%), higher income groups (40%) and those who already had a Personal Computer in the home (63%).

**Broadband**

By the end of June 2005, 175,500 internet subscribers were using broadband technologies, an increase of 170% in the last year. Digital Subscriber Lines (DSL) still accounted for the bulk of these subscriptions with 141,000 subscribers connecting via this technology at the end of the period. The proportion of broadband subscriptions delivered across platforms other than DSL increased during the period and by the end of the period cable subscriptions totalled 15,000, Fixed Wireless Access (FWA) 18,000 and satellite 1,500. In June 2004, DSL represented 88% of all broadband subscriptions while by June 2005, DSL connections had fallen to 80% of all broadband subscriptions. Comparative data, benchmarking Irish broadband penetration against OECD countries is included below.

**Fig 1.3: Broadband Subscriber numbers and growth rates by Platform**

Platform	Q2 05 Subs	Year-on-Year Growth Q204-Q205
DSL	141,000	154%
Cable	15,000	177%
FWA	18,000	313%
Satellite	1,500	-
Total	175,500	170%

**Broadcasting**

By the end of June 2005 there were 554,000 cable/MMDS subscribers in Ireland of which 380,000 were analogue subscribers, and 174,000 were digital subscribers. Overall, there were approximately 900,000 pay TV subscribers, 59% of which subscribed to digital television services. There is continued migration from analogue to digital TV, with digital households representing approximately 40% of all households with a television.

**Tariffs**

Ireland's PSTN and mobile tariffs remained relatively constant in this period as measured by a set of OECD-approved price baskets.

During the course of the year the national business basket fell one place, as did the international residential basket. The national residential basket improved by one position, while the international business basket remained unchanged.

There was more movement in the mobile baskets during the year. Despite movement through the year, by the end of May 2005 two baskets remained in the same position as the same period last year. The high user post-paid basket had improved by 3 ranked points, although Ireland's rank remained more expensive than the EU average. The pre-paid user basket had fallen by one place in the benchmarked rankings.

Overall, telecoms prices have been declining since deregulation; the chart below shows telecoms prices relative to all prices.

1 ComReg 05/65a

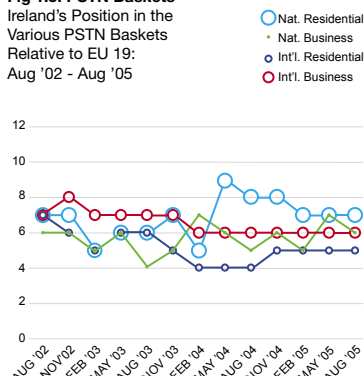
2 Conducted by Amárach Consulting: ComReg 05/65a

3 Access paths are not the same as access lines. A PSTN line and a mobile subscriber are each counted as one access path while an ISDN line can support multiple access paths.

4 Conducted by Amárach Consulting: ComReg 05/65a

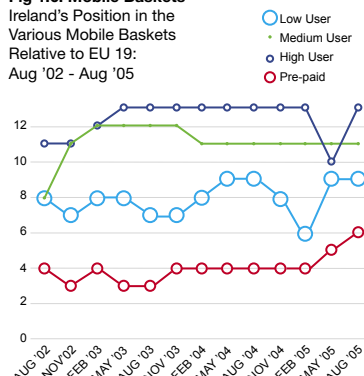
**Fig 1.5: PSTN Baskets**

Ireland's Position in the Various PSTN Baskets Relative to EU 19: Aug '02 - Aug '05



**Fig 1.6: Mobile Baskets**

Ireland's Position in the Various Mobile Baskets Relative to EU 19: Aug '02 - Aug '05



**Fig 1.7: Index of Telecoms Prices in Ireland**

Jan '97 - Jun '05

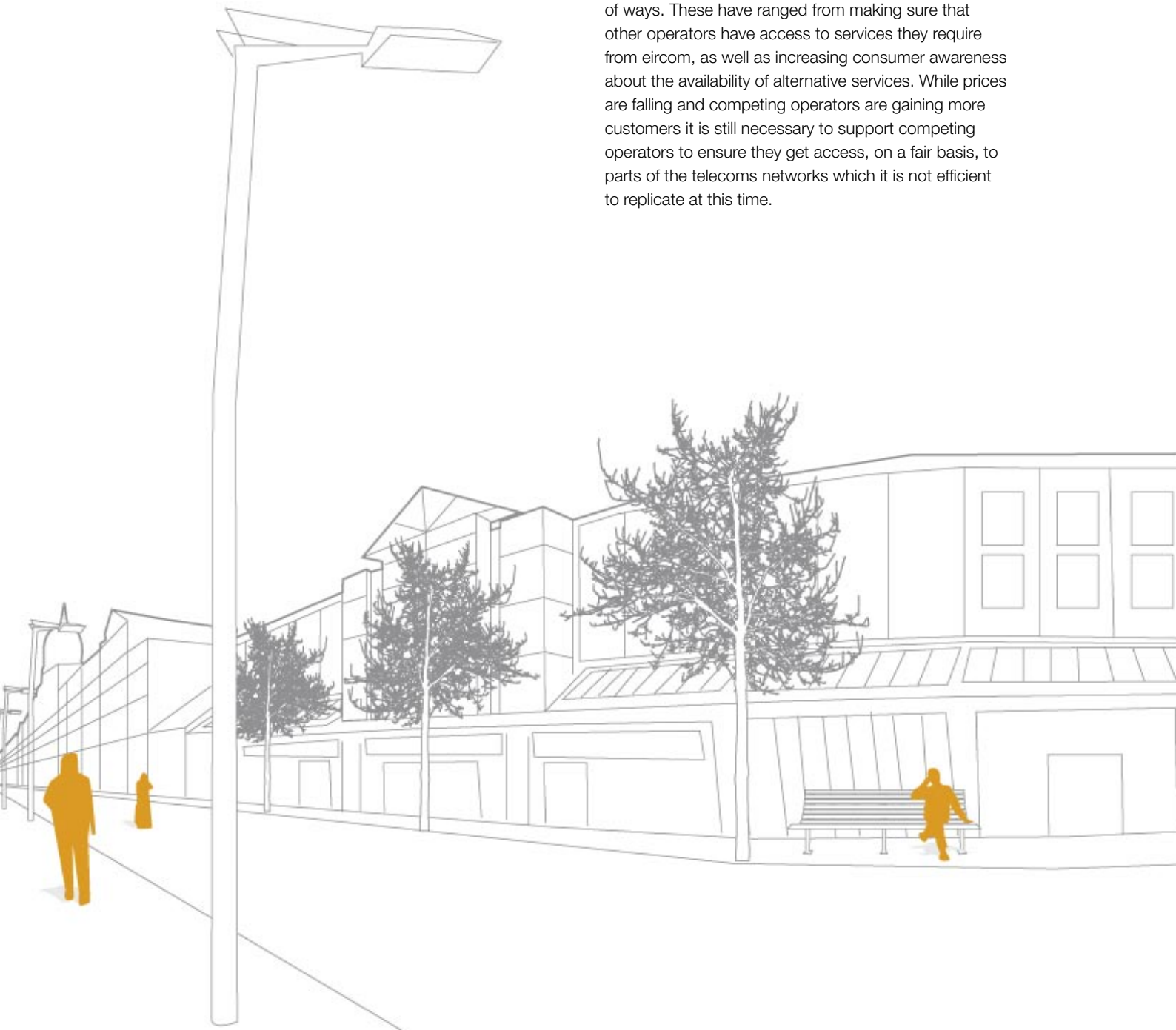


## Competition

Competition is key to ensuring a sustainable industry, which has the ability and is willing to invest in developing innovative products and services. Competition is also vital to ensure that there is a level playing field for both incumbents and new entrants, which in turn ensures the availability of a range of products and services to consumers.

One of ComReg's main roles is to ensure that consumers have a choice of supplier for telecommunications service, whether that is mobile telephony, fixed telephony or broadband services. The benefits of telecommunications competition have been seen in Ireland since December 1998 when other operators were allowed to compete with the then incumbent telecoms operator, Telecom Eireann. Between 1997 and 2005, while the prices of other retail goods increased by 32 index points, the cost of telecommunications services fell by over 21 index points.

ComReg has continued to support and enhance competition over the period of this Report in a number of ways. These have ranged from making sure that other operators have access to services they require from eircom, as well as increasing consumer awareness about the availability of alternative services. While prices are falling and competing operators are gaining more customers it is still necessary to support competing operators to ensure they get access, on a fair basis, to parts of the telecoms networks which it is not efficient to replicate at this time.



### Fixed Voice

The main competition in the area of providing voice services to customers over the year has been by operators using wholesale products which ComReg requires eircom to provide to them. These products, known as Carrier Select and Carrier Pre-Select, allow customers to use other operators' services, with the operators paying eircom for any services they need to support customers' calls. For the first time during the period under review, many operators were able to provide line rental as well as phone calls for customers. This is achieved through a wholesale product known as Wholesale Line Rental – Single Billing (WLR-SB) which ComReg required eircom to develop. This has the advantage that the customer receives a single bill, rather than one from an operator for calls and another from eircom for line rental. In its first year of operation WLR-SB has proved successful with almost 150,000 customers availing of the service.

As anticipated, we are now seeing operators bundling calls, line rental and broadband services to offer customers discounts for the combined services. Refining and improving the WLR-SB product continues to be a significant part of ComReg's work programme and this product is probably the most comprehensive available anywhere in Europe.

In relation to interconnection between fixed telecoms networks, ComReg completed its review of eircom's Reference Interconnect Offer (RIO) in August 2004. As a result of this review eircom made a number of changes to the form and content of its RIO. Work continued in relation to wholesale prices for voice conveyance and associated services.

With the increased competition in fixed telephony, mobile telephony and broadband services it became apparent to ComReg that consumers were finding it difficult to assess which packages were the best for them, in terms of price and content. ComReg announced in this period that they would develop and operate an independent website which could provide clarification for customers on the best packages available to enable them to reduce costs. A significant amount of work has gone into this development of the [www.callcosts.ie](http://www.callcosts.ie) website over the period.



# Competition

## CONTINUED

### Broadband

Another key area for ComReg over the period has been the development of wholesale services to support broadband.

Broadband services are provided in Ireland over a number of platforms. Currently the most popular form is over standard telephone lines using Digital Subscriber Line (DSL) technology. Other methods of delivery are wireless technology, the cable network infrastructure used for TV distribution and satellite. In relation to DSL eircom is currently obliged to offer a wholesale version of its own broadband offer, known as Bitstream.

The take up of broadband continued to grow rapidly with approximately 175,500 users by period end. Prices for broadband continued to fall with a number of promotional campaigns by all operators designed to stimulate demand. In relation to eircom's wholesale broadband product ComReg's main efforts were to ensure that wholesale prices were commercially viable for other operators to provide competing retail services.

By end June 2005 broadband penetration had increased from 1.57% of the population to 4.4%. Other Authorised Operators (OAO) market share of the DSL market remained in or around the 25% mark although the arrival of competition from the wireless sector was a welcome development. By June 2005 wireless operators accounted for 10% of the broadband market – relatively high by international standards. Overall it was a period of significant progress in terms of price, availability and take up of Broadband

In February 2005 ComReg completed its market review of the Wholesale Broadband Access market and found eircom to be dominant. Among the remedies imposed were obligations to provide wholesale equivalent of its retail product together with associated obligations. ComReg also imposed an interim obligation to price the wholesale product at a certain discount to eircom's retail price, pending a final determination of how Bitstream was to be priced. Eircom challenged this decision. ComReg consulted further on this issue after the period under review and issued a final determination in early 2006.

The Bitstream product continued during the period to be the principal means of allowing OAOs to compete in the Broadband market and accounted for 22% of total DSL lines at 30 June 2005.

A key product required by operators to enable them to offer improved broadband services to customers is known as Local Loop Unbundling (LLU). This is where eircom rent the copper connection between customers' premises and the exchanges where operators locate their equipment to OAOs to provide broadband services.

In late 2004 ComReg issued a determination that the price of an unbundled local loop, which was set at €14.65 per month, was to be kept constant in real terms for a period of three years. This resolved an issue which had been the subject of a great deal of contention in previous years and helped create an environment where operators could formulate their business plans with some degree of certainty. Later ComReg consulted on the possibility of sharply reducing the price for shared access to local loops - where an OAO rented only the broadband frequencies of the loop. ComReg had not formalised a view on this proposal by period end.



The period in question saw an upsurge of interest in local loop unbundling from a number of operators and a number of new retail offers, some involving "Triple Play" proposals (TV, Broadband and Voice) were mooted based upon the availability of appropriate wholesale services from eircom. However progress in achieving effective LLU was slow and the year was marked by legal disputes between ComReg and eircom. As a result of these difficulties the number of loops unbundled remained relatively low. LLU is crucial to increasing competition as it allows OAOs to control and develop tailor-made products and services for consumers. This is particularly important in Ireland given the historic weakness of competing platforms. ComReg believes that LLU is a key requirement to enhance competition and innovation in the market place and continues to focus much of its effort in this area. ComReg has also sought changes to regulations to improve its powers to open up the appropriate wholesale products.

One consequence of ComReg's Fixed Wireless Access Local Area (FWALA) spectrum licences which were launched in November 2003 was that broadband over wireless became a realistic alternative to fixed broadband in many areas during the period. This trend continued throughout the period. Also of potential significance to the broadband market was the announcement of the acquisition of NTL by Liberty Global Inc. This company already owned Chorus another cable/MMDS operator. This acquisition had not been approved by period end by the Competition Authority but approval was subsequently granted in November 2005.

### Mobile

In February 2005 ComReg made a determination that the wholesale market for access and call origination was not effectively competitive, and that Vodafone and O2 were jointly dominant. This determination was agreed by the Competition Authority and approved by the European Commission. As a remedy, ComReg proposed that Vodafone and O2 should be required to open up their networks to Mobile Virtual Network Operators (MVNOs). ComReg's preference was that the terms and conditions of such access should be set by commercial negotiations in the first instance, and that it should only intervene if such negotiations failed. The decision was appealed by the mobile operators to the Electronic Communications Appeals Panel. The appeal was still pending at the end of the review period.

### Financial Reporting

During the period under review ComReg put forward a number of detailed proposals in relation to Regulatory Financial Reporting in the fixed, mobile and broadcast transmission sectors. At period end work was still ongoing in these areas.

# Innovation

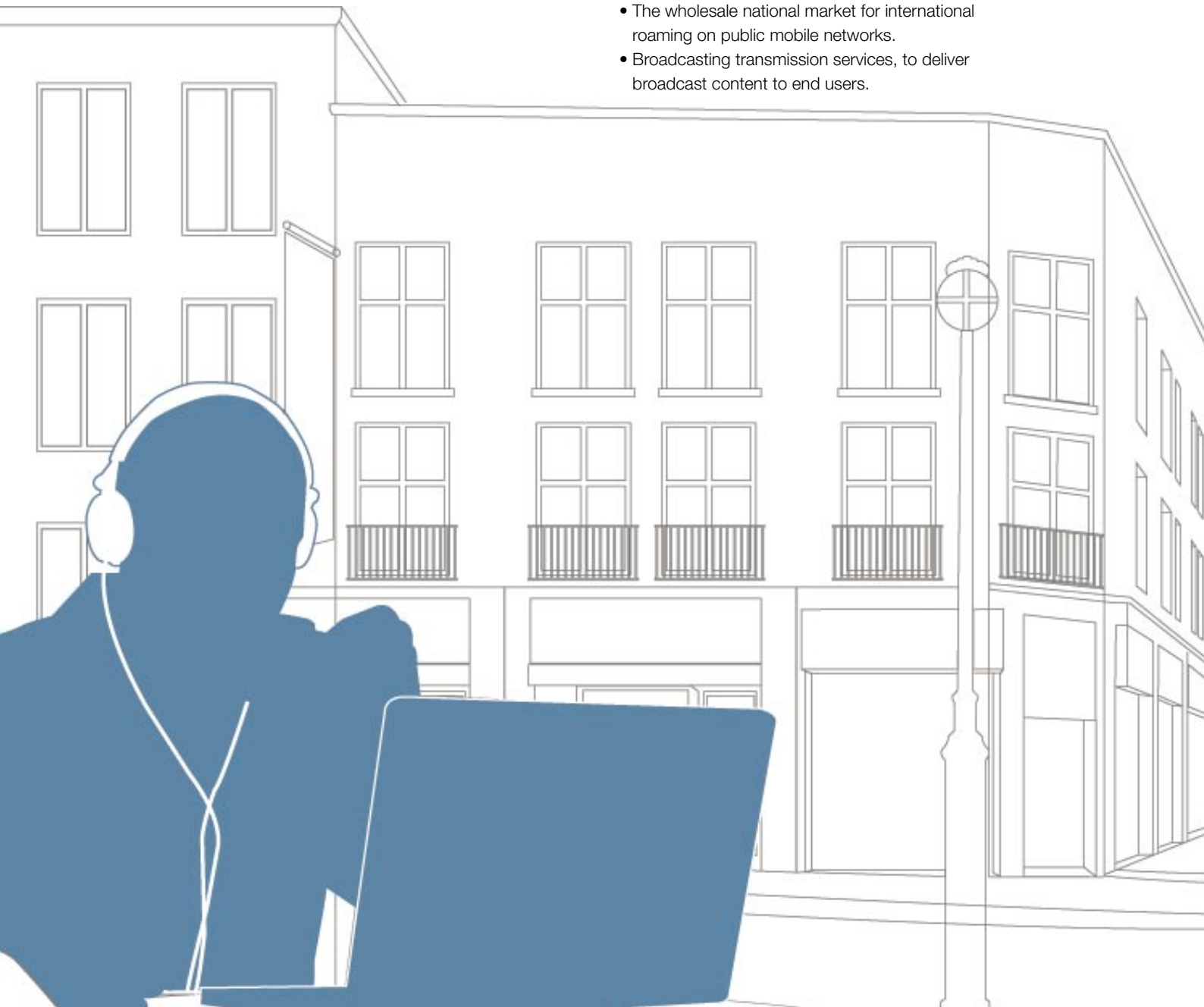
## Market Reviews

Under the new European regulatory framework each National Regulatory Authority (NRA) is required to assess the state of competition in 18 defined markets, in accordance with the market review procedure outlined in the EU's Framework Directive. The Framework Directive aligns the concept of Significant Market Power (SMP) with the concept of dominance under EU competition rules.

The EU Commission have defined 18 candidate markets for review, namely:

## Wholesale Level

- Call origination on the public telephone network provided at a fixed location.
- Call termination on individual public telephone networks provided at a fixed location.
- Transit services in the public fixed telephone network.
- Wholesale unbundled access (including shared access) to metallic loops and sub-loops for the purpose of providing broadband and voice services.
- Wholesale broadband access.
- Wholesale terminating segments of leased lines.
- Wholesale trunk segments of leased lines.
- Access and call origination on public mobile telephone networks, referred to (separately) in Annex 1(2) of the Framework Directive in respect of Directive 97/33/EC and 98/10/EC.
- Voice call termination on individual mobile networks.
- The wholesale national market for international roaming on public mobile networks.
- Broadcasting transmission services, to deliver broadcast content to end users.



### Retail Level

- Access to the public telephone network at a fixed location for residential customers.
- Access to the public telephone network at a fixed location for non-residential customers.
- Publicly-available local and/or national telephone services provided at a fixed location for residential customers.
- Publicly-available international telephone services provided at a fixed location for residential customers.
- Publicly-available local and/or national telephone services provided at a fixed location for non-residential customers.
- Publicly-available international telephone services provided at a fixed location for non-residential customers.
- The minimum set of leased lines (which comprises the specified types of leased lines up to and including 2Mb/sec as referenced in Article 18 and Annex VII of the Universal Service Directive).

ComReg is obliged under the new regulatory framework to conduct a comprehensive review of the markets it defines in the Irish electronic communications sector. ComReg takes utmost account of the list of markets above and in most cases follows closely the definition of the market provided by the EU Commission.

The reviews are forward-looking and take a prospective view of the level of competition in the markets defined. They assess whether an operator or operators possess market power and therefore either singly or jointly have Significant Market Power (SMP) in the market defined. The New Regulatory Framework lists a number of obligations which regulators, if they consider it appropriate and justified in their review of the market, may impose on the SMP operator or operators.



# Innovation

## CONTINUED

ComReg consults nationally on its findings and seeks the views of the Competition Authority before issuing its final view on SMP. Under the new framework ComReg makes the SMP market reviews accessible to the EU Commission and other telecommunications regulators for comment and the EU Commission have the ultimate power to reject the conclusions of a market review and veto the market review conclusions.

During the year ComReg issued a number of national consultations involving the following markets:

- Wholesale Broadcasting Transmission
- Wholesale Unbundled Access
- Wholesale Mobile voice call termination on individual networks
- Wholesale Broadband Access
- Wholesale Mobile Access and call Origination
- Wholesale national market for International Roaming
- Wholesale Terminating segments for Leased Lines
- Wholesale Trunk segments for Leased Lines
- Retail Market for minimum set of leased Lines
- Retail Market for leased lines above 2mbs
- Retail Market for International Leased Lines

ComReg also notified a number of these markets to the EU Commission and other NRAs. In all cases notified to the EU Commission, the Commission did not raise any doubts about ComReg's conclusions. The markets notified under the New Regulatory Framework to the EU Commission were:

Markets Defined:	Designated SMP Operator
The Wholesale market for radio broadcasting transmission services on national analogue terrestrial networks	RTE Networks
The Wholesale market for television broadcasting transmission services on national analogue terrestrial networks	RTE Networks
Wholesale unbundled access (including shared access) to metallic loops and sub-loops for the purposes of providing broadband and voice services	Eircom
Wholesale Mobile voice call termination on individual mobile networks	Vodafone, O2, Meteor and Hutchison '3'

## Market Information

Statistical information on the Irish electronic communications market and benchmark data from other countries is collected and analysed by ComReg's Trend Unit.

The Trend Unit informs stakeholders of the development of competition in the Irish communications market by means of research through its Quarterly Key Data report. This report is based on questionnaires completed by licensed or authorised operators, complemented by secondary statistical and analytical research. In March 2005, ComReg carried out a public consultation on the Quarterly Key Data Report, seeking stakeholder views on both the content and format of the report. A number of responses were received, and as a result of these inputs a number of improvements were made to the Report in June 2005.

## Preparing the Radio Spectrum Management Strategy for 2005 - 2007

ComReg is responsible for the efficient management and use of the radio spectrum, one of Ireland's key natural resources. In May 2002, the ODTR, ComReg's predecessor published its first Radio Spectrum Strategy document and during the period of this review conducted a consultation, the first step in formulating an update to this Strategy. The consultation examined the key drivers affecting spectrum demand, the economic impact of spectrum usage and reviewed all the radiocommunication services.

As part of its strategy development, ComReg commissioned research into the contribution made by use of radio spectrum to the Irish economy. This research conservatively estimated that the contribution for 2003 was almost €2 Billion, equivalent to 1.4% of total GDP. The number of employees whose jobs were dependent on use of the radio spectrum was estimated to be over 24,000.

ComReg's broad spectrum strategy proposals focused on four main objectives, namely:

- (i) Facilitating access to radio spectrum, particularly for innovative technologies and services;
- (ii) Maximising the economic and social benefits arising from the use of radio spectrum;
- (iii) Promoting the efficient use of scarce radio spectrum resources;
- (iv) Ensuring compliance with national and international requirements and the avoidance of harmful interference.

For each of these objectives a number of specific goals have been set and specific actions identified for the various categories of spectrum use. Following the consultation the Commission published a response to that consultation and the final spectrum strategy publication will be dealt with in the next reporting period.

#### **Forward-Looking Programme**

ComReg's forward-looking programme monitors technological and market innovations occurring in the telecoms sector and considers how they may impact market development in Ireland. The programme examines the potential issues arising so that we can assess and plan how our regulatory measures should evolve in the future, with a view to facilitating innovation and helping the Irish telecoms sector develop. For example, developments taking place in the area of Radio Frequency Identification Systems (RFID) were highlighted this year through a Briefing Note publication.

#### **Forward-Looking Programme Steering Panel**

ComReg convenes a panel of senior-level advisors to help guide and assist the forward-looking programme. The panel meets in a workshop setting two to three times a year to review and help develop work carried out under the programme, to propose new topics to be addressed, and to draw attention to potential new issues. The workshops are chaired by Isolde Goggin of ComReg. Two meetings took place during the year. The first took place in October 2004 at Limerick Institute of Technology, and the second took place in May 2005 in Dublin.

#### **The Forward-looking Strategic Review of the Irish Telecoms Sector**

As part of the Strategy Statement 2005-2007 process, ComReg issued a consultation in March 2005 titled 'The Forward-looking Strategic Review of the Irish Telecoms Sector'. This major review carried out under the forward-looking programme looks at trends and market developments in the telecoms sector in Ireland in the period up to 2010. The review examines trends in next generation networks, voice over internet protocol, and fixed-mobile convergence set in the context of the current regulatory environment. Scenario analysis was used to illustrate the potential impact of emerging trends, and a background study of the development of the telecoms sector in Ireland over the past 10 years was also included. Interested parties were invited to comment on emerging trends in the sector as well as the future role of regulation.

## Consumers

Under the 2002 Communications Regulation Act, ComReg has a statutory role to protect consumers. In carrying out this responsibility, ComReg seeks to ensure that consumers get value in terms of price, choice and quality. ComReg achieves these objectives in a number of ways:

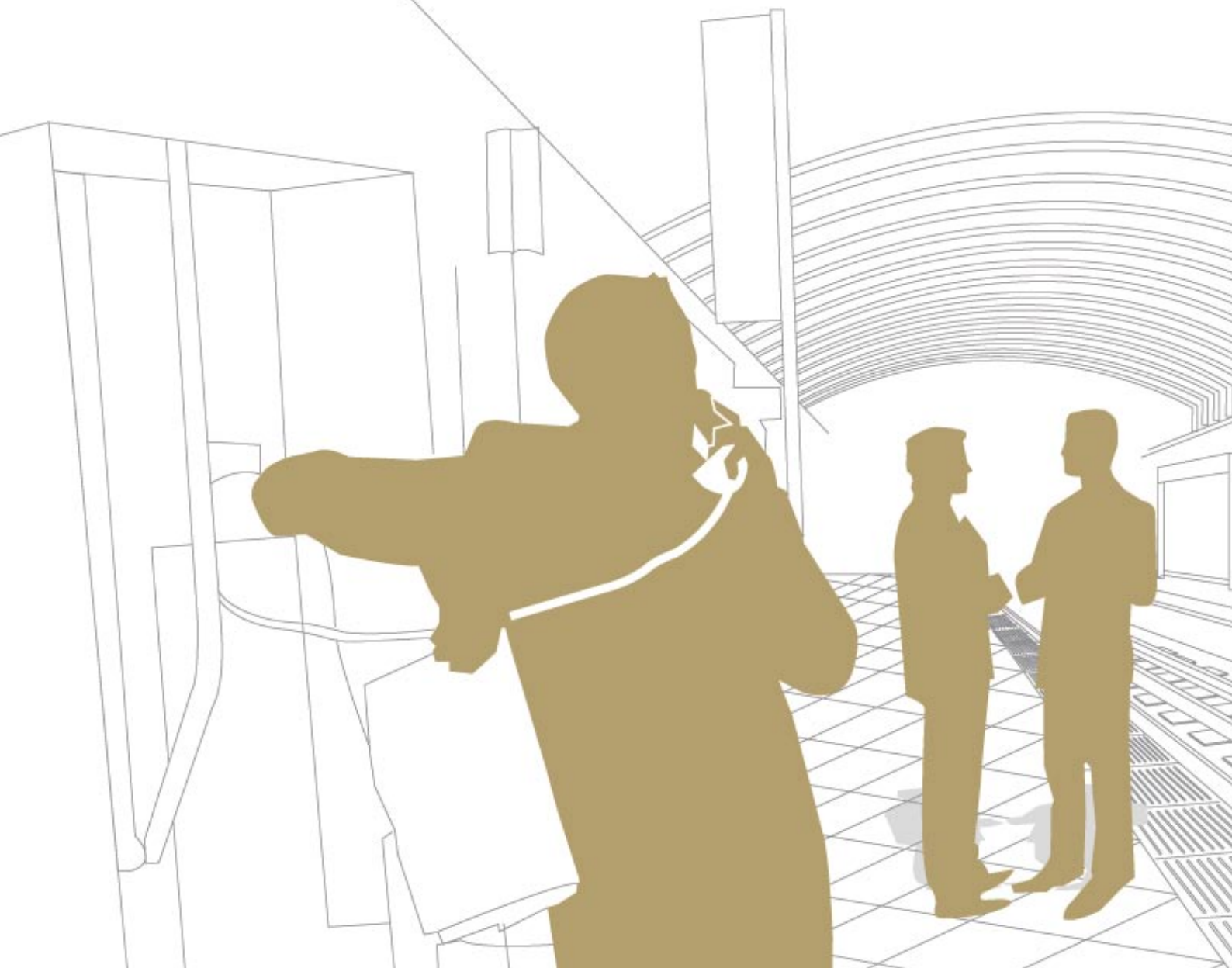
- Providing relevant information to consumers to ensure that they can derive maximum benefit from the developing market.
- Monitoring compliance by eircom with its universal service obligation.
- Implementing a retail price cap on eircom as an operator with Significant Market Power.
- Dealing with complaints from the public when the code of practice for complaint handling operated by service providers fails to adequately address the complaint.
- Monitoring users of the radio frequency spectrum to

### Consumer Advisory Panel

In March 2005, ComReg announced the establishment of a Consumer Advisory Panel to assist in developing and enhancing its understanding of consumer issues in relation to the communications sector.

The Panel's remit is:

- To provide independent advice to ComReg on the diverse range of consumer issues that arise in the communications industry.
- To provide assessments on how ComReg's activities are impacting on consumers.
- To inform ComReg of the views and needs of different groups such as residential, small to medium enterprises, large businesses and people with disabilities.
- To make recommendations and suggestions to ComReg on current consumer concerns.



The Panel includes the following six external members who represent a wide range of consumer, business and regional interests:

Mr. Ciaran Close, Intel Ireland Ltd;  
Mr. Gerry Finn, Border, Midland and Western Regional Assembly;  
Mr. Dermott Jewell, Consumers' Association of Ireland;  
Ms. Angela Kerins, National Disability Authority;  
Mr. Sean Murphy, Chambers Ireland;  
Ms. Ursula O'Sullivan, Health Services Executive - Southern Area

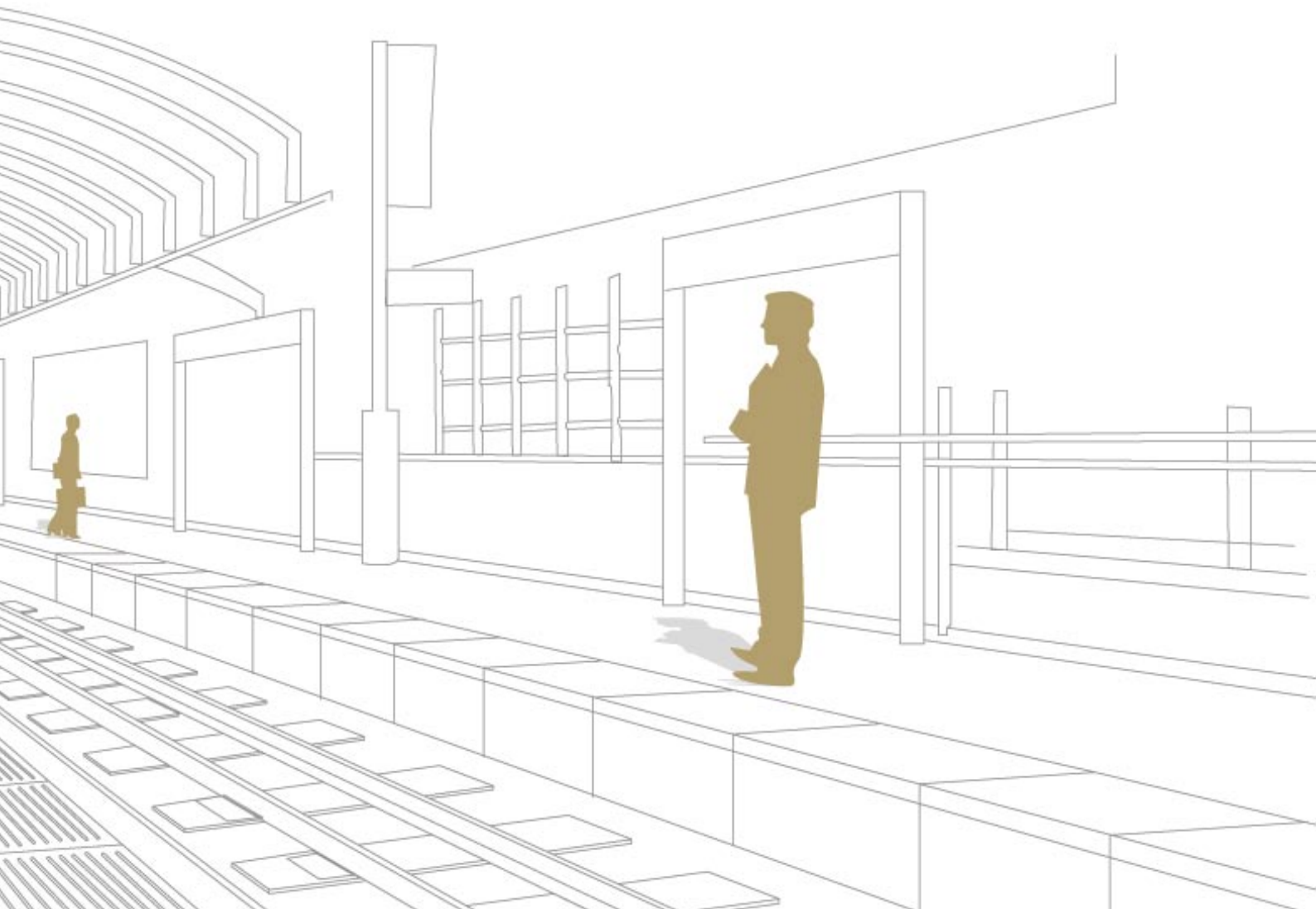
#### Askcomreg.ie

October 2004 saw the launch of a consumer focused website - [www.askcomreg.ie](http://www.askcomreg.ie) - providing user-friendly and accessible information on all of the sectors regulated by ComReg. This includes information on mobile phones, fixed-line phones, the internet and

Since its launch until end of period for this report there were 71,097 visitors to the site, with an average 259 visits per day. The average visit length is nearly 11 minutes reflecting that visitors to the site are taking time to browse the content provided. The most accessed page, aside from the home/entry page and the 'about us' page, is the 'home phone' section and this is consistent with the fact that most contacts made by consumers to ComReg during the period were from residential consumers with home phone issues.

#### The W-Mark

The [askcomreg.ie](http://askcomreg.ie) website was audited by EIQA (Excellence Ireland Quality Association, which is the national body for quality and excellence and continuous improvement programmes) and was awarded the W Mark Level 2.



# Consumers

CONTINUED

## Consumer Protection Activities

### Tariff Presentation

It is imperative that consumers have access to price information that is accurate, comprehensive and accessible as this will allow consumers to understand their phone bills and make comparisons between different offerings. ComReg initially consulted on a draft Code of Tariff Presentation in January 2004. Following this consultation ComReg refined the Code into a set of three concise principles, the purpose of which is to ensure that consumers have access to accurate and comprehensive tariff information when using communications services. A further consultation was issued in June 2004 with the decision published as Decision Notice D11/04 on August 12, 2004. Under the decision, service providers are to respect the principles contained in the code when presenting tariff information to ensure that

- Tariff information is accurate
- Tariff information is comprehensive
- Tariff information is accessible

The principles that tariffs shall be accurate, comprehensive and accessible are designed to ensure that service providers present transparent and up-to-date information on standard tariffs covering access, all types of usage charges, maintenance charges and including details of standard discounts applied and special and targeted tariff schemes.

### Modem Hijacking/Internet Dialler Scam

The issue for consumers is the prevalence of dialler programmes which permanently change dial up settings, without the user's knowledge or consent. The result is that the user is connected to the internet at international call rates instead of the normal call rate. All too frequently, the subscriber will only realise that they have fallen victim when they receive their telephone bill with high call charges to International numbers.

As a result of the growing problem of Internet Diallers Scams, and following the publication of a consumer guide and discussions with telephone service providers and internet service providers aimed at achieving voluntary action to stem the problems faced by users, ComReg proposed in a public consultation, compulsory measures to address the issue. Following the public consultation issued Decision Notice D13/04 which imposed obligations on Internet Service Providers and providers of publicly available telephone services. The measures, which were time limited because of their exceptional nature, sought both to raise awareness of the issue and to protect consumers from Internet Dialler Scams.

Following the introduction of the measures discussions with telephone service providers and international stakeholders arrived at a robust solution to ensure the protection of consumers. Accordingly the measures were withdrawn with effect from November 30, 2004.

### Unsolicited Marketing Calls.

In November 2003, the Minister for Communications, Marine and Natural Resources issued regulations which addressed issues of Data Protection and Privacy. Under the Regulations, telephone subscribers have the right to opt out of receiving unsolicited marketing calls. Both ComReg and the Data Protection Commissioner have functions and powers under the regulations.

Following detailed discussions during the period under review with telephone service providers and eircom in its capacity as the designated operator of the National Directory Database, arrangements were introduced in July 2005 enabling individual telephone subscribers to register their preference not to receive unsolicited marketing calls. Further developments to the service are planned for 2006.

### Consumer Complaint Handling

Operators of regulated services are required to have a Code of Practice for handling complaints. Such Codes must meet minimum standards as set by ComReg and provide practical guidelines for consumers when dealing with operators. Where a consumer has exhausted an operator's complaint handling process they can contact ComReg. Depending on the issue, ComReg takes up the matter directly with the operator. ComReg seeks to achieve an adequate response for the consumer by requesting the operator to re-examine the consumer's complaint in the light of any regulatory obligations. ComReg monitors progress within this process and, once notified by the operator that the matter has been resolved, contacts the customer to ensure that they are satisfied.

During the year, consumers contacted ComReg in relation to 14,461 issues, an increase of 50% on the previous year. Of these, 2,703 were complaints and 11,758 were queries.

The main method of contact to ComReg, approximately 75%, was by phone through the 'Consumer Line' while a further 20% made contact by email, which can be initiated from askcomreg.ie, and the remaining 5% by letter.

The main areas of complaints concerned billing or disputed services charges, poor levels of customer care or quality of service and delays in the provisioning of new services.



Fixed Line queries related to:

- Modem Hi-jacking/Autodialler
- Broadband Availability
- Switching
- Requests for information on service providers

Mobile Network queries related to:

- Roaming
- Contract Issues
- Premium Rate/Subscription Services (which are outside of the remit of ComReg and were passed to RegTel for attention)
- Equipment issues

Where systematic issues were identified by ComReg through contacts received, these were taken up directly with the operators concerned in order that they could be addressed at a framework level.

In October 2004, ComReg participated in the Ideal Homes Exhibition held at the RDS, Dublin over the Bank Holiday Weekend. This enabled the provision of focused information to a major consumer audience. In particular, the availability of a single billing option from alternative telephone service providers was highlighted along with the newly launched consumer website.

#### Directory Enquiry Services

In June 2004 ComReg proposed measures to ensure consumers have adequate access to information in relation to Directory Enquiry services. In consulting on this matter ComReg had considered market research which indicated a lack of awareness of the cost of using DQ services among consumers.

#### Guides

As part of its consumer awareness role, ComReg produces consumer information guides to ensure that consumers are kept informed on specific issues of interest. ComReg recognises that informed consumers are one of the primary drivers of competition in the marketplace. An informed consumer can evaluate a range of suppliers and choose one that suits their communication needs based on a price/quality requirement. This ability to switch suppliers also encourages operators to compete for business and raise their quality standards. During the year under review, guides were issued covering topics including single billing, dialling Northern Ireland at national rates and how to prevent a mobile phone inadvertently roaming onto a network in Northern Ireland.

#### Universal Service Obligations (USO)

In July 2003, with the introduction of the new regulatory framework eircom was designated as the Universal Service Provider (USP) for a period of 3 years effective from 25 July 2003. USO obligations exist to ensure all end-users can receive a defined minimum set of services, at an affordable price, irrespective of location. The obligations which eircom are required to carry out are:

- The provision of a Telephone Line at a fixed location in response to a "reasonable request"
- The provision of Directory Services
- The provision of Public Payphones
- The provision of Services for Disabled Users
- Affordability of Tariffs

During the period under review, ComReg conducted a public consultation on setting requirements regarding the provision of a telephone line, in particular regarding the definition of a "reasonable request" and the definition of Functional Internet Access (defined in the Regulations and the EU Directive as a narrowband connection) which the telephone line is required to be capable of delivering. Following the consultation and with the consent of the Minister for Communications, Marine and Natural Resources, ComReg issued its decision in September 2005.

Under the decision, Eircom is required to consider all requests for connections as reasonable if the expenditure involved in meeting the request is less than €7,000. In such cases, the cost to the applicant shall not exceed the standard connection charge. Requests for connections which involve expenditure in excess of €7,000 are also to be considered reasonable if the applicant agrees to pay the standard connection charge plus the incremental costs above €7,000. Eircom was also required to adopt 28.8kbit/s as a reasonable minimum data rate. Guidelines were also published dealing with associated issues including the manner in which requests for connection are to be handled and addressing instances where data speed is below 28.8kbit/s.

## Radio Licensing

Radio frequency spectrum is available for use for the provision of a variety of communications services and networks. These include radio networks, as outlined earlier in this report, but also incorporate such end-user services as radio navigation systems, business radio, broadcasting, ships' radio and equipment used in industry, medicine and commerce.

The use of radio equipment in Ireland must be authorised by ComReg. This authorisation may take the form of either a licence under the Wireless Telegraphy Act 1926, the Broadcasting Authority Act 1960, as amended, in the case of the RTÉ Authority, or under the Radio and Television Act, 1988 in the case of the Broadcasting Commission of Ireland or a licence exemption.

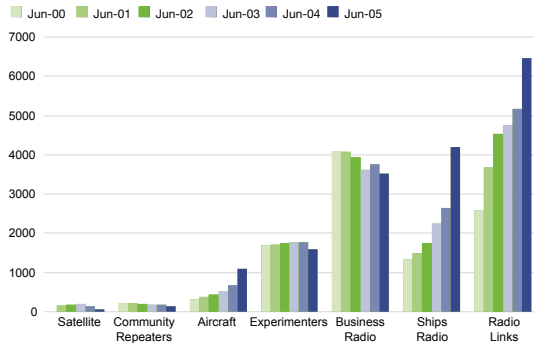
The Licensing section within Market Framework processes all such authorisation requests and ensures that licences are maintained in a manner which both maximises the efficient use of available spectrum and ensures that a quality service is available to all licensees.



As of 30 June 2005, the total number of radio licences on our database was 17,536. Of these 16,438 licences are renewable annually. The total number of radio licences has increased over the last number of years, particularly for some licence types, as shown in the figure below.

During the year in review there were a number of important developments in the Licensing section, including the launch of the e-licensing website, the introduction of the new wireless test and trial licence regime and the outsourcing of the Radio Experimenter's exams.

**Number of Live Radio Licences '00 to '05**



# Radio Licensing

CONTINUED

## E-Licensing

In October 2004, ComReg launched the first phase of its Electronic Licensing initiative, [www.elicensing.comreg.ie](http://www.elicensing.comreg.ie), allowing existing Licensees to make on-line payments via laser or credit card in a secure, convenient and easy to use manner.

The benefits of this service to the user are:

- It provides the user with the details of all the outstanding licence invoices on its account at that particular time. This is particularly useful for the larger account holders who may have multiple licences due for renewal with ComReg at any one time.
- It gives users the facility for making secure on-line payments at any time of the day or night, 365 days a year. This is particularly useful for Licensees who wish to ensure that their payment reaches ComReg on-time or for Licensees who wish to avoid the manual paperwork involved in writing and posting a cheque / postal order to ComReg.

Since launching the e-licensing website, on-line payments have now become a popular method of payment with ComReg. In the period November 2004 to June 2005, almost 14% of the volume of licence payment transactions took place on line. ComReg is very pleased with this usage and plans to improve the e-licensing functionality with:

- Added Account and Licence functionality, such as updating contact details, account top-up and list of current licences held.
- Electronic application for radio licences. In this area, ComReg launched its first on-line application form for the Wireless Test and Trial Licences in May 2005.

## New Wireless Test and Trial Licensing Regime

The development of the new wireless Test and Trial licensing regime is detailed under "Spectrum Management". Applications for a wireless test / trial licence can be made submitting an application form by post, or by completing the on-line application form on the e-licensing website. From a radio licensing perspective this is the first licence type that can be applied for completely via electronic means. ComReg hopes to expand electronic application forms to other licence types over time.

## Radio Experimenters' Exam Contract

In May 2005, ComReg signed a contract with the Irish Radio Transmitters Society (IRTS) for the setting, organising and correcting of the Radio Experimenters Exams.

Radio Experimenter Licences are issued to amateur radio enthusiasts who wish to use radio for the recreational study of radio propagations effects and for self-training in radio operation. In order for applicants to qualify for a Radio Experimenter Licence, they must first successfully pass a HAREC (Harmonised Amateur Radio Examination Certificate) examination. This contract enables the IRTS to administer these examinations.

## Ongoing Radio Licensing

An average of 4,000 applications, both for new licences or changes to existing systems are received and processed annually by Licensing. The following outlines the different types of radio licences issued by ComReg detailing the number of new licences issued during this year.

## Business Radio

Business radio licences are issued to companies where a private mobile communications system is required, e.g. where companies require radios for direct 2-way communications between a base and mobile personnel. Such systems would typically be used by taxi companies and transport companies as well as by government and state organisations and the emergency services. During the year 282 new licences were issued compared to 504 in 2003-2004. This represents a 45% decrease.

### Community Repeater

Community Repeater services involve the sharing of a repeater station at a high site by a number of users. The repeater station is supplied, installed and maintained by a licensee who can then allow access to the repeater station on a commercial basis. This year 6 new licences were issued. This is the same number of new licences that were issued in previous year.

### Aircraft Radio

These licences cover the use of radio transceiver equipment located on board aircraft and operating within the aeronautical frequency bands to airport control towers (either while the aircraft is on the ground or airborne). During the year 189 new licences were issued compared to 157 in 2003-2004.

### Ships' Radio

These licences authorise the use of two-way communications with other vessels and with Coast Radio Stations. Coast Radio Stations allow the ships' radio operators to connect with the ordinary telephone network.

All merchant ships, all sea-going passenger vessels and most fishing vessels must have a radio installed and are obliged to have a radio licence. Most pleasure craft are not compelled to have a radio installed but more and more are doing so – in these cases licences must also be obtained. During the year in review, 1516 new ships' radio licences were issued compared to 661 in 2003-2004, representing a 129% year on year increase.

A ship's radio licence can only be issued in circumstances where the operator of the radio equipment holds an appropriate Certificate of Competency. This year ComReg issued 2215 such certificates compared to 865 in 2003-2004, a 156% increase.

### Mobile Radio Systems

Legislation was introduced in August 2002 (S.I. No. 435 of 2002), which facilitated the introduction of a new licensing regime for local area or on-site mobile radio systems which had not been specifically accommodated under previous legislation. The regime covers systems such as trunked radio (a radio system which operates by dynamically assigning radio frequency channels from a group of channels assigned). Two new mobile radio licences were issued in the period.

### Radio Experimenters

A Radio Experimenter licence is issued to amateur radio enthusiasts who wish to use radio for recreational study of radio propagation effects. In the past 12 months, 28 new licences were issued compared to 35 in the previous year.

### Radio Links

Where a dedicated radio transmission path is required between fixed locations, a radio link licence is required. Many telecommunications operators use radio to link their transmission sites together. In particular, mobile phone operators use radio links in the provision of their transmission network. During the reporting period, 1511 new radio link licences were issued compared to 972 in the previous period, representing a 55% year on year increase. The network expansion and roll-out of the 2G and 3G mobile operators and the introduction of wireless broadband providers to the market are the main reasons for this increase.

# Radio Licensing

CONTINUED

## Fixed Wireless Access Local Area

In 2003, ComReg launched a local area licensing scheme for wireless broadband access under the Fixed Wireless Access Local Area (FWALA) licensing regime. By June 2005, ComReg has issued a total of 94 local area licences. During the year in review, ComReg issued 58 new licences in the 3.5GHz band and 11 new licences were issued in the 10.5GHz band, a total of 69 new licences.

## Satellite

Satellites are used for numerous purposes, including television broadcasts, meteorology, surveying and telecommunications. Satellite networks provide a flexible alternative to land-based fixed line and fixed radio link networks. Three categories of satellite earth stations are licensable; Large Earth Stations (LES), Transportable Earth Station (TES) and Very Small Aperture Terminals (VSAT). In the year under review 26 new licences were issued, compared to 135 the previous year. This decrease is attributable to the satellite licence exemption regulations that ComReg has introduced over the last number of years.

## Broadcasting

ComReg estimates that there were a total of 554,000 cable & MMDS subscribers in Ireland at the end of June 2005, of which 29% subscribed to digital services. Cable & MMDS accounted for 32% of all digital subscribers in Ireland at the end of June, an increase of 4% on the figure at the end of June 2004.

In the year under review, one new licence for MMDS in the 12 GHz band was issued.

## Licence Exemption

A large number of radio systems are exempt from licensing in Ireland. Exemptions from licensing are normally established when there is no requirement to manage the specific spectrum such as Industrial Scientific Medical (ISM) bands and where the risk of harmful interference is negligible. In many instances radio equipment which is exempted from licensing must operate in spectrum 'shared' with other devices. In addition equipment exempted from licensing operates on a 'non-interference, non-protected' basis, that is, the equipment may not cause interference to other devices and may not claim protection from interference received. All radio equipment that is not exempt from licensing requires a licence. A summary of the radio devices that are exempt from licensing is contained in the table below.

Summary of New Licences Issued			
Licence Type	No. of Licences Issued 30/6/04 -30/6/05	No. of Licences Issued 30/6/03 - 30/6/04	Year on Year change
Aircraft Radio	189	157	+20%
Business Radio	282	504	-45%
Community Repeaters	6	6	0%
FWALA	69	38	+82%
Radio Experimenters	28	35	-20%
Radio Links	1511	972	+55%
Mobile Radio Systems	2	2	0%
Satellite Radio	26	135	-81%
Ships Radio	1516	661	+129%
Certificate of Competency (Ships)	2215	865	+156%
Test	12	4	+200%

Details of the above licence types including application forms are available from the ComReg website at [www.comreg.ie](http://www.comreg.ie)

Summary of Radio Devices exempt from Licensing			
Radio Type	Description	Exemption Order	Other Information
<b>Short Range Device (SRD)</b>	Various low power devices such as inductive applications, alarms, model control, walkie talkies, wireless microphones and audio systems, radio LANS, Road Transport and traffic Telematics (RTTT), Radio Frequency Identification systems (RFID).	S.I. 405 of 2002	ERC/REC/70-03 Documents: 02/71
<b>Citizen's Band</b>	AM citizens' band (CB) and PR 27 radio equipment.	S.I. 436 of 1998	Standards: ETS 300 433, ETS 300 135 Documents: 00/62R
<b>Satellite</b>	Certain Land Mobile Earth Stations including Inmarsat, Eutelsat, Italsat, Arcanet and Thuraya Stations.	S.I. 398 of 2001	Standards: TBR 026, TBR 044, TBR 027, EN 301 681 Documents: 00/68. 00/62R
	Certain Fixed Satellite Receiving Earth Stations including VSAT and SNG receivers.	S.I. 273 of 2000	Standards: TBR 28, TBR 30, TBR 43 Documents: 00/68. 00/62R
	Mobile Earth Stations for Satellite Personal Communications Systems <1GHz (S-PCS<1GHz)	S.I. 173 of 2000	Annex 2 of ERC/DEC/(99)06 Documents: 00/62R
	Satellite Earth Stations for Satellite Personal Communications Systems <1GHz (Global Mobile Personal Communications Service, GMPCS) Exemption of Low Power Aircraft Stations	S.I. 214 of 1998  S.I. 007 of 2004	ERC/DEC/(97)03 Documents: 00/68, 00/62R
	Low Power Satellite user Terminals	S.I. 505 of 2003	Standards: EN 301-459 TBR 28 ERC/DEC/(00) 03 ERC/ DEC/(00) 04 ERC/DEC/(00) 05
	Onboard Aircraft Satellite Terminals	S.I. 007 of 2004	Standards: EN 301-473; EN 302-186
	Mobile Satellite User Terminals	S.I. 128 of 2005	Standards: ECC/DEC/(02) 11 EN 301-444 EN 301-681
<b>PMR 446</b>	Short range business radios operating in the 446MHz band	S.I. 93 of 1998	Documents: 00/62R
<b>GSM</b>	GSM phones operating in the 900MHz band	S.I. 409 of 1997	Documents: 00/62R
<b>DCS 1800</b>	GSM phones operating in the 1800MHz band	S.I. 107 of 1999	Standards: TBR 31, TBR 32 Documents: 00/62R
<b>Cordless Telephones</b>	Analogue cordless phones operating at 31.025 - 31.325MHz (fixed part) and 31.925 - 40.225MHz (portable part)	S.I. 410 of 1997	Documents: 00/62R
	DECT cordless phones operating between 1800 - 1810MHz		
	CT2-CAI digital cordless radio communications system operating in the band 864.1 - 868.1Mhz and complies with ETS 300 131		
<b>Broadcasting</b>	Certain wired broadcast relay stations	S.I. 200 of 1976	Documents: 00/62R
	Sound broadcasting receivers	S.I. 211 of 1972	
<b>Radio Receivers</b>	General Radio Receivers (excluding Television Sets)	S.I. 197 of 2005 S.I. 292 of 2005	

# Spectrum Management

Radio frequency spectrum is a resource which forms an essential input into many of the critical sectors underpinning a modern economy. These include telecommunications, broadcasting, transport and leisure services. It is also increasingly in demand to enhance the functionality and range of many of the consumer products that we use at home, in the office and/or on the move. As technological innovation creates further need for spectrum, its efficient management becomes increasingly important.

ComReg is responsible under Section 10 of the Communications Regulation Act 2002 for the management of the Radio Frequency Spectrum and one of its objectives under Section 12 is to ensure its efficient management and use.

## Radio Frequency Plan

Under Section 35 of the Communications Regulation Act, 2002, ComReg is responsible for formulating, revising, implementing and publishing the national Radio Frequency Plan detailing the frequency allocations for Ireland.

The publication of the updated Radio Frequency Plan<sup>1</sup> in July 2004 continues ComReg's commitment to ensuring that consumers are fully informed of developments that have either taken place or are planned. This latest edition details a number of significant changes that were introduced at the World Radiocommunication Conference held in 2003 (WRC-03) and the advances made in harmonisation through the CEPT Electronic Communications Committee Decisions and Recommendations.

The document is aimed at current users, potential users and investors in telecommunication services in Ireland. The tables contained therein outline the types of radiocommunication services allocated to each frequency band, the standards that apply, together with some notes on future developments where applicable.





### **Programme of Measurement of Non-Ionising Radiation Emissions**

ComReg requires that all operators of radio communications equipment remain compliant with the international guidelines for general exposure to electromagnetic fields. In order to ensure compliance the Commission has over the past three years published audit reports on operator compliance with the general exposure limits specified in the guidelines published by the International Commission on Non Ionising Radiation Protection (ICNIRP). ComReg has put into operation an extensive programme to measure non-ionising radiation levels at up to 400 antenna sites around the country. On the basis of the work carried out in each of the audits it has been possible to confirm that all of the companies audited have procedures and processes in place which successfully ensure compliance with international general exposure limits. This data is then published as part of a process to seek to better inform the public about the compliance of radio installations with international guidelines for public exposure limits to non-ionising radiation.

In September 2004, ComReg published the fourth interim report (ComReg document 04/97) covering 100 sites, including forty sites used for a variety of radio systems. The report concludes that on the basis of the audit undertaken all of the sites are significantly below the ICNIRP guideline levels.

### **Wideband Digital Mobile Data services in the 420 MHz and 900 MHz bands**

The availability of Broadband to support the provision of data services to the public is a key national objective. ComReg is committed to ensuring that every avenue is explored in terms of meeting this objective and has already introduced a number of initiatives including national and local area fixed wireless access licences. Growth in the take up of these services is continuing and ComReg is keen to promote yet further competition in this area and to maintain Ireland as a leading location for the development and utilisation of wireless technologies.

1 Document ComReg 04/77 – Radio Frequency Plan – published 14 July 2004.



# Spectrum Management

## CONTINUED

In October 2004 (ComReg 04/107) the Commission published a consultation paper on increasing competition through the licensing of wideband digital mobile data services in the 420 MHz and 900 MHz bands. On the basis of the responses ComReg has decided to offer four national licences of 2 x 2 MHz each for the provision of wideband digital mobile data services: two licences in the 420 MHz band and two in the 900 MHz band. These licences will be offered on a first come first served basis but if demand exceeds supply in any band then licences will be auctioned. Successful applicants will only be awarded one of the four licences on offer. The outcome of this competition will be reported in the next period.

### Opportunities for Trialling Wireless Services and Technologies in Ireland

In order to build upon Ireland's existing advantages as a wireless test and development location ComReg completed a consultation in August 2004 with a view to introducing a new, more flexible licensing regime. ComReg moved swiftly and introduced early in 2005, a new licensing regime for radio service and technology trials which will bring Ireland to the forefront as an ideal location for research and development. In addition to relaxing some of the constraints on the existing test licence regime, a new licensing scheme has been introduced which for the first time will allow innovative new wireless services that do not fit within existing licence categories to be offered to the public on a trial basis. This will allow new service concepts to be tested in a realistic environment at an early stage of development, ensuring that subsequent commercial offerings are properly tailored to meet the needs of users.

### Expressions of Interest in 3G Mobile Telecommunications Licence

In 2001/2002 the then Office of the Director of Telecommunications Regulation (ODTR), now ComReg, ran a competition for the awarding of 3G licences. The competition invited applications for 4 different licences, one so-called 'A' licence and three 'B' licences. The outcome was that Hutchison 3G Ireland was awarded the 'A' licence and O2 and Vodafone were each awarded a 'B' licence. There were no applicants for the remaining 'B' licence at that time.

During this review period, ComReg received a formal expression of interest in acquiring the remaining 3rd 'B' licence. In accordance with the Authorisation Directive requirements of openness and transparency, ComReg invited further expressions of interest in acquiring the 3rd 'B' licence.

### Regional Radiocommunication Conference (RRC-06)

The use of frequencies for terrestrial television broadcasting in Europe has been planned around an agreed frequency assignment plan concluded forty three years ago. To update the plan to take into account modern digital delivery platforms, the International Telecommunications Union (ITU) has convened a Regional Radiocommunication Conference (RRC) which involves 119 countries from Europe, Africa, Middle East and Iran, as well as the Russian Federation and some of its neighbouring countries. The first session held in 2004 developed the framework of the plan and agreed the intersessional work that needs to be accomplished before the second session to be held in 2006 where the new plan will be finalised. ComReg has been involved through this reporting period as part of the Irish delegation in the sessions and in conducting the intersessional work.

### Spectrum Monitoring

ComReg is also responsible for ensuring that operators and individuals comply with the licence obligations governing the use of spectrum. ComReg initiated investigations into a number of breaches of regulations over the period resulting in a number of criminal prosecutions for illegal transmissions. These were predominantly around unlicensed broadcasters. While public awareness of the issues around such broadcasts is low the period in question saw examples of transmissions interfering with licensed transmissions, aircraft communications, air traffic radar systems and emergency services radio communications.

ComReg remains committed to reducing deliberate unlicensed broadcasting as well as the inadvertent unlicensed broadcasting which can result from incorrectly operated or incorrectly configured equipment.

### Miscellaneous Spectrum Management Work Undertaken

- Continuing the well received series of publications highlighting recent technologies, ComReg published a briefing note on Radio Frequency Identification (RFID) Systems (ComReg 04/79).
- ComReg, in its role of national spectrum manager responded to a DCMNR consultation on frequency spectrum policy for Digital Broadcasting (DAB). In its response, ComReg took an approach in line with its legislative requirements, which attempts to optimise the use of the radio spectrum. ComReg's response proposed planning the future use of VHF Band III with DVB-T, a digital technology that can simultaneously provide a number of different services; encourage flexibility of spectrum use and promote convergence while balancing the needs of the consumer. (ComReg 04/93)
- In responding to a European wide issue, ComReg held a consultation on the use of mobile telephony interceptors in Ireland (ComReg 04/109). While ComReg understands the frustration and inconvenience that inappropriate and thoughtless use of mobile phones can cause in certain circumstances, in general, it takes the view that the inappropriate use of mobile phones is largely a behavioural issue which is best addressed through public education and improved public awareness of mobile phone etiquette. Nevertheless, some institutions or public venues may consider that more active measures are required to prohibit the use of mobile phones in a specific environment. If it is essential to actually prevent mobile phone communication taking place then an interceptor base station may be the best solution, in which case the organisation concerned should seek to negotiate with mobile network operators for the installation of an interceptor base station. Based on the consultation ComReg decided to permit mobile network operators to install mobile phone interceptors as part of their licensed network if they wish to do so, subject to certain terms and conditions.
- During this review period ComReg published a consultation on a new licensing scheme for the provision of business radio services to third parties. The initiative builds on the existing ComReg licensing scheme for Community Repeaters and is likely to be of particular interest to existing Community Repeater operators and equipment suppliers who may also wish to offer bundled radio service packages. The proposed scheme will provide licensees with unprecedented flexibility to provide a wide range of business radio services to third parties anywhere in the country, subject to compliance with the licence conditions.  
  
The outcome of this consultation will be reported in the next period.
- Just before the end of this review period ComReg published a consultation on proposals to rationalise the use of the 26 GHz Fixed Service Band. This rationalisation is proposed in order to provide greater flexibility in how the band can be employed to meet the needs of growing data and telecommunications networks, to ensure the efficient use of the spectrum and to meet the requirements of stakeholders in a timely manner. Indirectly the benefits of efficient networks and the flexibility being offered to operators should be passed on to consumers in the form of improved services and reduced tariffs.  
  
The outcome of this consultation will be reported in the next period.

## Numbering

Among its other responsibilities, ComReg is responsible for managing the national telephone numbering scheme. This entails analysing usage of all types of telephone numbers and short codes, operating a strategy that ensures no numbering resource gets exhausted, making provision of numbers and codes for all types of new and legacy services and ensuring telephone numbers get opened up promptly on all national and international networks.

### Voice over Internet Protocol (VoIP) Services

With the publication of its consultation paper ComReg 04/72 in June 2004, which opened discussion on a wide range of VoIP topics (numbering, emergency service access, number portability, network integrity etc), ComReg moved to the foreground in this area in Europe. Publication of the response to consultation document ComReg 04/103 on October 14, 2004, which opened a new range of numbers specifically for VoIP and other IP purposes, then contributed to maintaining this leading position. With document 04/103, ComReg went further than most other regulators by also opening geographic and other numbers to VoIP users, with only limited restrictions on their use. ComReg 04/103 also addressed all the other consultation issues, including the difficult one of interconnection, in which strong encouragement was given to market forces to bring forth the best solutions, without direct regulatory action.

With limited success by market forces in opening of the new '076' VoIP numbers, ComReg – in February 2005 - invoked a caveat of ComReg 04/103, allowing it to intervene in the market if necessary. ComReg convened an industry meeting on February 2 2005, followed by an intensive series of email consultations as well as a consultation on draft Directions to eircom, resulting finally, in March 2005, in a formal ComReg Decision (ComReg D5/05) that required full opening of the '076' number range. Charging principles were based on the already established Number Translation Codes (NTC) pricing model, using just a single local-rate charge for all calls to '076' numbers. This model has been in operation since that time.

On July 5, 2005 ComReg published its document ComReg 05/50 "Guidelines for VoIP Service Providers on the Treatment of Consumers". This document is a voluntary Code of Practice that sets out best industry practice, especially in ensuring consumers are fully informed about the real differences that exist between their new VoIP services, when compared with traditional PSTN services.

### National Number Changes

In managing the numbering resource effectively, ComReg is intensely aware of the competing merits of carrying out number changes far enough ahead of number exhaustion, as opposed to delaying changes until the last possible moment, as such changes carry very real costs for all concerned. Accordingly, great care is taken to ensure changes are absolutely essential before the change process is commenced.

In December 2004, it became apparent to ComReg, following audits carried out on national number usage, that previous intentions to delay number changes from the Portlaoise and Mullingar areas would not be tenable for much longer. Detailed studies showed that changes should be commenced as soon as possible to deal with heavy demand for numbers in those areas as well as in the Wexford area<sup>1</sup>, which had somewhat less urgency but nevertheless would shortly also be approaching exhaustion point.

Preparatory work on these number changes took place throughout the first half of 2005, involving frequent interaction with industry and a first set of number change guidelines was issued to industry in June 2005. Public announcements and press releases to the media followed immediately.

The plan is for parallel working of new 7-digit numbers with the old, mainly 5-digit, numbers to commence in December 2005 followed by cessation of the old numbers in May/June 2006. Recorded announcements will be attached to ceased numbers for a 12 month period from May/June 2006 to ensure callers have time to update their address books.

### Revised Numbering Conventions

The National Numbering Conventions have operated satisfactorily over the period of this report, in fulfilment of their task of clearly setting down rights and obligations for holders of all kinds of telephone numbers and short codes. As usual, a number of adjustments or additions were made to the numbering scheme during the period in question and the Conventions were updated to Version 5 to accommodate these.

A main change was the incorporation of rules governing designation of the new '076' number range for IP-based services (and especially, at this stage, for VoIP purposes), as foreseen in ComReg 04/103. In addition, there was a need to complete work from the previous period regarding the new Premium Rate services framework while also addressing designation of the newly opened 1598 and 1599 ranges. Apart from these changes, various points of numbering detail were addressed in Version 5, which was published on August 5, 2005. However, as there is growing evidence that the Conventions have now become relatively stable, it was decided to extend their annual review period to one of 18 months, going forward.

### Electronic Numbering (ENUM)

The ENUM Protocol is a convergence mechanism that allows ordinary PSTN users to call Internet-based customers using Voice over IP (VoIP) even when the called party has a URL-type address that cannot be dialled from the caller's phone. It does this by using a look-up system that tracks all the called party's communications addresses when given his/her telephone number as an input. This also means that ENUM can be used in conjunction with many other services than Voice as the called party's telephone number can be used as a gateway to checking his availability/presence and making contact over instant messaging or email or fax or other services.

Since August 2003, ComReg has taken initiatives to advance ENUM in Ireland and following a consultation that showed public interest in ENUM, a trial was set up<sup>2</sup>, which ran from July 2004 until March 2005. This involved the implementation of an ENUM DNS Registry and the registration of a closed sample of users between whom VoIP communications were set up and tested. The trial included an international element as communications took place between users of the Irish ENUM platform and those of the Austrian platform, involving ENUM look-ups in both directions. An industry ENUM Forum set up by ComReg oversaw all aspects of the trial and produced an ENUM report in October 2004, updating that in the form of a Final Report in September 2005 (ComReg 04/105a).

Following the success of the trial, several industry actors expressed an interest in moving forward to commercial-scale ENUM. Work on this project is ongoing.

<sup>1</sup> More precisely, the affected telephone areas under those broad headings include Portlaoise, Abbeyleix, Tullamore, Birr, Mullingar, Castlepollard, Tyrellspass, Wexford, Enniscorthy, Ferns and Gorey

<sup>2</sup> The Tier 1 Registry was provided by Afiliias, with Tier 2 name-servers being provided by UCD and MCI. End-user customers included UCD students, MCI staff and ComReg personnel.

## Postal Regulation

### Regulatory Framework

ComReg is the National Regulatory Authority for the Irish Postal sector. One of ComReg's key roles in this regard is to promote the development of the postal sector and in particular the availability of a universal postal service within, to and from the State at an affordable price for the benefit of all users.

In delivering its objectives, ComReg focuses on the provision of high quality customer centric postal services, guaranteeing for both letters and parcels daily collections and deliveries, not less than 5 days a week, to every address in the country, while securing the freedom to provide competitive services in this sector through the gradual liberalisation of the postal market in line with European directives.

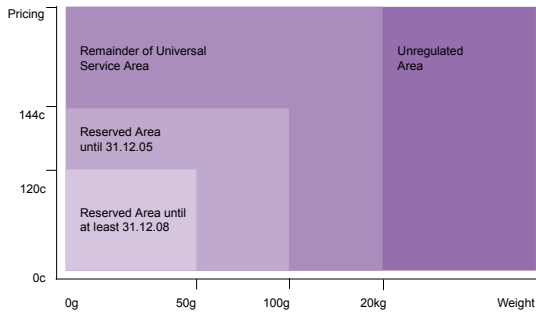
Specific functions include setting quality of service standards for An Post, monitoring performance against this target, issuing directions to An Post regarding accounting procedures to be adopted in the preparation of its regulatory accounts, monitoring compliance with Tariff Principles and specifying features of the universal service that An Post is obliged to provide. Under separate powers An Post cannot increase prices for reserved universal services without ComReg's concurrence.

From January 2004, the services "reserved" to An Post as the designated Universal Service Provider were confined to items of domestic correspondence and incoming cross-border correspondence weighing 100g or less, providing the price was less than three times the domestic public tariff for an item of correspondence in the first weight step of the fastest standard category i.e. €1.44 (at current prices).



From January 2006, this limit will be further reduced to 50g, providing the price was less than two and a half times the domestic public tariff (as set out above), with full opening of the market scheduled for January 2009:

**Fig 1: Interrelationship between Universal, Reserved and Unregulated Postal Services based on domestic price 48c**



Unlike some other countries where it is necessary to secure a licence to provide services in direct competition with the designated universal service provider, it is possible to establish a competing service in Ireland (outside of the reserved area). Since 1 January 2004 however, postal service providers other than An Post with an annual turnover of more than €500,000, exclusive of VAT, are required to apply for a “postal service authorisation” and to put in place simple complaint and redress procedures designed to protect consumers.

At the end of June 2005, 25 Providers of Postal Services had applied to ComReg for a Postal Service Authorisation of which 10 were authorised during the year in review. The register of current holders, and the services on offer, can be viewed on ComReg’s website [www.comreg.ie](http://www.comreg.ie)



# Postal Regulation

CONTINUED

## An Post's Quality of Service

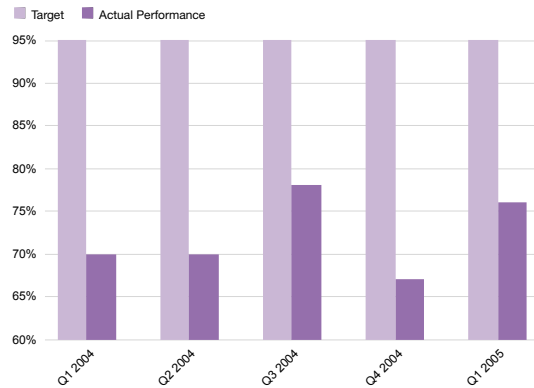
The availability of an efficient, high quality postal service on a par with the best in Europe is a key objective for a modern competitive economy such as Ireland's and in this regard the quality afforded to the single piece priority mail is a particular concern to ComReg. One of the fundamental objectives of the European Postal Directives is to secure improvements in Quality of Service and ComReg is obliged by law to set a Quality of Service target for An Post.

TNS mrbi is contracted by ComReg to measure An Post's quality of service for single piece priority mail<sup>1</sup> (the ordinary day to day correspondence posted by individuals and businesses). During the year ComReg published TNS mrbi's annual report for 2004 and the results of each quarter's performance. The reports for 2004 showed that less than three out of four items of ordinary correspondence (single piece mail) were delivered the next day after posting and that some 4% were still not delivered 3 days later. These results are summarised below. Results for Quarter 1 2005 are also provided below.

	National Mail (D+1)	Local Mail (D+1)	National Mail (D+3)
Target Set	94%	94%	99.5%
Q1 2004	70%	75%	94%
Q2 2004	70%	75%	97%
Q3 2004	78%	81%	99%
Q4 2004	67%	71%	96%
Whole Year 2004	72%	76%	96%
Q1 2005	76%	79%	98%

ComReg issued a Direction to An Post setting the quality of service target of 94% for next day delivery for single piece mail and required An Post to submit within 60 days an implementation plan showing how and when it expected to achieve the quality of service target set. During the course of the year An Post appointed external consultants to conduct an end to end quality of service audit of its network. An Post submitted an abridged version of its audit report to ComReg in May 2005.

**Fig 2: National Mail Next Day (D+1) Delivery Performance**



## Universal Postal Service

During the year under review, ComReg issued a consultation paper (ComReg 05/16) about what services should be provided as part of the universal postal service in Ireland and in turn, which services An Post (as the current designated universal service provider) should be providing to fulfil its obligation to provide a universal service.

The broad framework of the universal service requirements in legislation required a customer focused working definition of the 'universal service' in order to fully protect postal customers and help ensure that ComReg safeguards the services that postal customers need.

Among the suggestions for inclusion in this working definition were letter services, bulk mail services, separate insured and registered mail services, parcel services and ancillary services. ComReg's response to consultation 05/85 was issued on November 15, 2005.

## Bulk Mail Access

ComReg published its response to consultation on the issue of Access to An Post's network in September 2004 (ComReg 04/92). The response to consultation included a Draft Direction to An Post regarding access to An Post's network for large mailers. The response document raised a number of questions regarding the implementation of the Draft Direction. Responses were requested to be submitted to ComReg in advance of formally issuing a Direction to An Post.



### Postcodes

The Universal Postal Union (UPU) describes the Postcode as the fundamental, essential element of an address, and a unique, universal identifier, which unambiguously identifies the addressee's locality and assists in the transmission and sorting of mail items. At present, 117 UPU member countries use Postcodes as part of their addressing systems. Ireland is the only country in the European Union without a system of postcodes and indeed one of the few in the developed world.

As part of ComReg's public consultation, interested parties were invited to submit their views and ComReg published its Postcodes Report in January 2005. The report recommended that a detailed feasibility study be undertaken in relation to the introduction of postcodes. The report proposed the establishment of a representative Working Group.

The Minister for Communications, Marine and Natural Resources, Noel Dempsey TD announced on May 23, 2005 that postcodes will be introduced in Ireland by January 1, 2008. To advance the project, the Minister has appointed a National Postcode Project Management Board, which will represent stakeholders. The Minister has asked the Chairperson of ComReg, Isolde Goggin, to appoint Project Managers with the necessary technical expertise to design a suitable postcode and to subject it to a full cost benefit analysis. The Project Managers will report to the Project Board. Work on the design of the project, will commence following the tendering process to select the Project Managers.

### An Post's Tariffs

On May 23, 2005 ComReg was asked by An Post to concur with a proposal to increase the prices of the domestic postal products which are reserved to the company under the European Communities (Postal Services) Regulations, 2002 with effect from August 31, 2005. The last domestic price increase in respect of such products was in August 2003.

On May 31, 2005 ComReg advised An Post that the Commission must follow due process in making its decision on any price increase application and that process could not commence until a 'fit for purpose' application, including all supporting documentation had been received. The material submitted by An Post did not meet with this requirement. Further material was received by ComReg in August 2005.

### Terminal Dues Agreements

The Terminal Dues Agreements govern the amount of money that An Post receives for delivering mail in Ireland on behalf of other international postal operators. ComReg has repeatedly expressed its concerns to An Post that it does not recover the full cost incurred in delivering incoming cross-border mail.

While ComReg is mindful that An Post must conduct its negotiations as it sees best, while meeting its obligations, it is of considerable concern that this matter has not yet been resolved given both its importance to An Post's finances and the adverse effect it has on postal costs for An Post customers.

1 In accordance with the principles set out in the European and Irish Standard I.S. EN 13850: 2002 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail'

## International Affairs

### The European Regulators Group

The European Regulators Group (ERG), established in 2003, provides a formal structure for European regulators and the European Commission to interact, discuss, and develop the common application of the regulatory framework for electronic communications, networks and services. As an advisory body to the European Commission, it provides the mechanism for reflection and debate and, with the adoption of its recommendations, acts as the driver for common approaches to regulatory intervention. ComReg is an active participant contributing to all projects outlined in ERG's work programme.

From July 2004 to June 2005, the ERG adopted a number of documents that both enhanced the clarity of regulatory approach and sought to determine agreed future regulatory action. *ERG approach to VOIP*: with the development of VoIP services, the European Regulators Group sought to explore some of the issues that may arise within the markets in application and development. In this document, the ERG was keen to stress that any regulatory approach should enable the greatest possible level of innovation and competitive entry. Basing the approach on a recognition of the nascent level of VoIP services, the ERG also stressed that regulatory authorities have a duty to further explore barriers to market entry as they arise along with VoIP providers' obligations regarding consumer rights. *ERG Broadband Market Competition Report*: this report deals with competition in the wholesale access broadband market. It finds that competition is pushing broadband penetration (i.e. countries with more competitive markets tend to have a higher broadband penetration), examines the impact of regulatory authorities in promoting access and assesses regulatory models employed. *ERG Common Position on Wholesale International Roaming*: the document sets out the Common Position of national regulatory authorities on the preliminary analysis for the market definition and the assessment of significant market power for the national market of wholesale international roaming. It aims to provide consistent and harmonised guidance to regulatory authorities when defining and analysing this market. *An ERG Opinion on the revision of the Commission Recommendation on Accounting separation and cost accounting* was also adopted which provided further clarification on the implementation of the Accounting Separation and Cost Accounting obligations proposed in the EU directives.

### The Radio Spectrum Policy Group

ComReg participates as a member of the Radio Spectrum Policy Group which was established in order to adopt opinions, which assist and advise the European Commission on radio spectrum policy issues. In the period 2004 to 2005 the RSPG has adopted opinions dealing with the switchover to digital broadcasting, secondary trading of rights to use radio spectrum, priorities for the Community in the World Radiocommunication Conference 2007 and a Wireless Access Policy for Electronic Communications Services (WAPECS).

### The Independent Regulators Group

The Independent Regulators Group provides national regulatory authorities with the opportunity to meet solely with other regulatory authorities to discuss implementation issues. The forum has proved useful as a debating ground on the application of the regulatory framework and as an information exchange. The group has also published a number of documents during the period, the most notable being *Principles of implementation and best practice regarding FL-LRIC cost modelling* along with the publication of a snapshot of Europe-wide *Mobile Termination Rates*.

### The Communications Committee

Established as an advisory Committee to the European Commission, the Committee is intended as a forum where Member States can interact with the Commission, discuss and advise on the situation and the development of regulatory activities regarding electronic communications networks and services. ComReg participates, along with representatives from the Department of Communications Marine and Natural Resources, as part of the Irish delegation.

In the period in question, the Committee advised on a number of issues, the most notable being: regular reports detailing broadband access in the EU, i.e. the number of retail lines, DSL lines and lines using other technologies; the adoption of a Commission Recommendation on Broadband over powerlines; 3G roll-out; the development of non-geographic telephony services in the context of the development of pan-European services and the adoption of the Commission Recommendation on the provision of leased lines. In addition, information was also provided on the implementation, at national level, of the electronic communications directives particularly in respect to disabled users. In more general terms, the forum also provides the European Commission with the opportunity to offer information on the transposition and application of the regulatory framework governing the electronic communications sector.

## Corporate Affairs

The Corporate Affairs Division develops and implements leading-edge strategies and policies, designed to enhance operational performance. The Division is also responsible for managing the following organisational functions:

- human resources
- information systems
- freedom of information
- facilities

### Top Management Appointments

The Minister for Communications, Marine and Natural Resources announced the establishment of ComReg on 1st December 2002. During the period under review, Isolde Goggin was appointed Chairperson of the Commission on 1st December 2004. Mike Byrne was appointed as a Commissioner on 1st December 2004.

The Commission, with the Management Policy Committee (MPC), is responsible for the strategic and operational management of the organisation. During the period under review, the Commission appointed one new member to the MPC - Dermot Nolan as Senior Economic Advisor - and implemented some structural changes, with the appointment of Donal Leavy as Director of Market Operations Division and Shay O'Malley as Director of a new Corporate Affairs Division, which now includes Consumer Care and the Communications function.

### HRD Awards

The Office recognises that human resource development is a key element in our continued success and that excellent performance can only be achieved through ongoing investment in and commitment to our staff. We were, therefore, pleased that our policies and systems were recognised externally, through the achievement of two major HR Awards - the renewal of the "Excellence Through People" national standard for human resource development and the accreditation by the Association of Chartered Certified Accountants (ACCA), the world's largest international professional accountancy body, of ComReg as an approved Continuing Professional Development (CPD) employer. The accreditation acknowledges the high standards of training and development which ComReg provides for its staff members.

### Information Systems

ComReg's information systems function supports the organisation at an operational level; providing tactical mobilisation of IT and information systems and deploying strategic IT initiatives. The information systems function not only acts as a valuable business

enabler for ComReg, but also serves to enhance the stakeholder experience through enhancement of web and back-office systems and services.

During the period, a wide variety of projects and initiatives were undertaken including the development and rollout of a new consumer website - [www.askcomreg.ie](http://www.askcomreg.ie) - providing consumer oriented information on a variety of communications topics. Other services and web-based enhancements during the period include the deployment of e-licensing, including on-line payments and licence applications, introduction of an alternative format for consumer guides and the publishing of consultation submission documents on the website.

To support the ComReg consumer charter, a solution for tracking formal correspondence with ComReg for queries/complaints to ConsumerLine, information queries, FOI requests and Webmaster requests was implemented. The benefits of this CRM (customer relationship management) software system include both efficient request tracking and central, digitised request and correspondence filing.

IT services, including Wireless Internet Access, were provided for a range of meetings and conferences, including ComReg's CEO Forum, and IT facilities for internal presentations/meetings were also enhanced. Other projects included a review of information security policies and procedures, support for tender processes for additional application systems and the review of the licensing application software and formulation of an associated strategy for its future development.

### Information Access

ComReg is fully supportive of the Freedom of Information legislation and, during the period under review, we had 24 requests for information under the FOI Act. To promote the exchange of information and provide access and security for the information created, used and stored by ComReg, records management focused on the implementation of a CRM (customer relationship management) software system which facilitates both efficient request tracking and central, digitised request and correspondence filing.

The implementation of the CRM system to manage and track FOI and Data Protection requests and correspondence streamlined the back-office process and helped to enhance requesters' experience of the processes. Additionally, the implementation of our policy to publish consultation submissions provides for an effective, transparent mechanism to facilitate public access to this data.

## Communications and Publications

### Communications Unit

Our Communications Unit which is part of the Corporate Affairs Division, issues press releases and communicates messages and statements on behalf of ComReg to the media and the public. The Unit also manages the content of our website, deals with queries from the media, organises conferences and seminars. In addition it is responsible for the publication of the Annual Report and ComReg's Newsletter.

ComReg also hosts a National Conference each year on a specific topic. Key national and international speakers are invited to share their expertise with our delegates. These events provide a perfect platform for sharing information, feedback and discussion among all stakeholders in the regulatory and technology sectors.

On October 13, 2004, ComReg held its National Conference in the Royal Hospital Kilmainham. Entitled "Serving the e-consumer" the conference examined the current and future demands of consumers within the telecommunications market. The Conference was opened by the Minister for Communications, Marine and Natural Resources, Noel Dempsey TD, and it was attended by over 160 delegates.

The list of documents published during the year may be found in Appendix 1 of this Report and all of the documents are available on ComReg's website [www.comreg.ie](http://www.comreg.ie)

## Corporate Governance

It is the objective of the Commission to ensure compliance with best practice in Corporate Governance. The Code of Practice for the Governance of State Bodies was approved by the Government in October 2001. The Code sets out principles of Corporate Governance that State bodies are required to adopt.

The Code also states that where legislation applying to a State body contains provisions governing matters the subject of the Code of Practice, such matters will continue to be governed by the relevant legislation. In the case of ComReg, Section 33 of the Communications Regulation Act, 2002 provides that the Commission shall adopt with the approval of the Minister and the Minister for Finance, a code of financial management (which is based on the Code of Practice for the Governance of State Bodies) and shall arrange for its publication following such approval. Our code of financial management has been approved by the Minister for Communications, Marine and Natural Resources, and the Minister for Finance. It is published on our website.

In order to assist with the discharge of its responsibilities, the Commission established a five-person Audit Committee to oversee the financial reporting process and internal control systems of ComReg. Three members of the Audit Committee are external members, including the chair of the Committee. The Audit Committee operates under formal terms of reference and met three times during the year.

It is ComReg policy to comply with the Code of Practice for the Governance of State Bodies and it has reported on its compliance with relevant sections of the code either in this Annual Report or separately by way of a letter to the Minister for Communications, Marine and Natural Resources.

# Financial Statements

FOR THE YEAR ENDED 30 JUNE 2005

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# Report of the Chairperson

FOR THE YEAR ENDED 30 JUNE 2005

I have pleasure in submitting the annual report and audited financial statements for the Commission for Communications Regulation for the year ended 30 June 2005.

## Principal Activities

The Commission for Communications Regulation was established on 1 December 2002. The functions of the Commission were specified in the Communications Regulation Act, 2002. These functions relate to the regulation and licensing of the electronic communications industry (including radio and broadcasting transmission) and the regulation of postal services. The Commission was funded wholly by income received from the electronic communications and postal industries. The establishment of the Commission had the effect of dissolving the Office of the Director of Telecommunications Regulation on 1 December 2002 and the functions of the Director were transferred to the Commission for Communications Regulation.

## Financial Results

Details of the financial results of the Commission are set out in the Financial Statements and the notes supporting the Financial Statements. The results for the year show no surplus or deficit.

## Auditors and Accounts

Under the Communications Regulation Act, 2002, the Commission shall keep in such form as may be approved by the Minister for Communications, Marine and Natural Resources, with the consent of the Minister for Finance, all proper and usual accounts of all moneys received or expended by it. The Commission shall submit accounts in respect of each year to the Comptroller and Auditor General. Within 42 days of the accounts being audited, the Commission is required to present to the Minister for Communications, Marine and Natural Resources, a copy of such accounts together with the audit report of the Comptroller and Auditor General.

## Corporate Governance

The Commission is committed to maintaining the highest standards of corporate governance. The Code of Practice for the Governance of State Bodies published by the Department of Finance is the foundation on which our corporate governance policies are based. It is our policy to ensure that best practice in the area of procurement is followed and that all relevant tax clearance requirements are complied with.

Section 33 of the Communications Regulation Act, 2002 requires ComReg to adopt, with the approval of the Minister and the Minister for Finance, a code of financial management and shall arrange for its publication following such approval. In addition the Commission is required to periodically review its code of financial management and revise and republish the code as appropriate. There is also a requirement on the Commission to comment in the annual report on adherence to the code.

Our code of financial management (which is based on the Code of Practice for the Governance of State Bodies published by the Department of Finance) has been approved by the Minister for Communications, Marine and Natural Resources and the Minister for Finance. The code is published on our website and it is the policy of the Commission to ensure compliance with the code.

## Going Concern

The Commissioners, after making enquiries, believe the Commission has adequate resources to continue in operation for the foreseeable future and that it is appropriate to adopt the going concern basis in preparing the financial statements.

## Prompt payment of accounts

The Commission acknowledges its responsibility for ensuring compliance, in all material respects, with the provisions of the European Communities (Late Payment in Commercial Transactions) Regulations 2002 ("the Regulations"). Procedures have been put in place to identify the dates upon which invoices fall due for payment and to ensure payments are made by such dates. Such procedures provide reasonable assurance against material non-compliance with the Regulations. The payment policy during the year under review was to comply with the requirements of the Regulations.

## Health and safety of employees

The safety, health and welfare of the Commission's employees are safeguarded by the adherence to established safety standards which are in conformity with the requirements of the Safety, Health and Welfare at Work Act, 1989. The safety statement and its compliance with appropriate legislation, is reviewed on a continual basis.

## Isolde Goggin

Chairperson

Commission for Communications Regulation

27 March 2006

## Statement of the Commission's Responsibilities

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Section 32 of the Communications Regulation Act, 2002, requires the Commission to keep in such form as may be approved by the Minister for Communications, Marine and Natural Resources, with the consent of the Minister for Finance, all proper and usual accounts of moneys received or expended by it including an income and expenditure account and balance sheet, distinguishing between –

- (a) its functions relation to electronic communications and
- (b) its functions relating to postal matters.

In preparing financial statements, the Commission is required to

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- follow applicable accounting standards, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Commission for Communications Regulation will continue in operation.

The Commission is responsible for keeping proper books of account which disclose with reasonable accuracy at any time the financial position of the Commission and which enable the Commission to ensure that financial statements comply with the requirements of the Act. The Commission is also responsible for safeguarding the assets of the Commission and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Isolde Goggin**

Chairperson

Commission for Communications Regulation

27 March 2006

# Statement on the System of Internal Financial Control

FOR THE YEAR ENDED 30 JUNE 2005

## Responsibility for System of Internal Financial Control

On behalf of the Commission for Communications Regulation (ComReg) I acknowledge the responsibility for ensuring that an effective system of internal financial control is maintained and operated.

The system can only provide reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded, and that material errors or irregularities are either prevented or would be detected in a timely period.

## Key Control Procedures

The Commission has taken steps to ensure an appropriate control environment by

- clearly defining management responsibilities;
- establishing formal procedures for reporting significant control failures and ensuring appropriate corrective action.

The Commission has established processes to identify and evaluate business risks by

- identifying the nature, extent and financial implication of risks facing the body including the extent and categories which it regards as acceptable;
- assessing the likelihood of identified risks occurring;
- assessing the body's ability to manage and mitigate the risks that do occur;
- assessing the costs of operating particular controls relative to the benefit obtained.

The system of internal financial control is based on a framework of regular management information, administrative procedures including segregation of duties, and a system of delegation and accountability. In particular it includes:

- comprehensive budgeting system with an annual budget which is reviewed and agreed by the Commission;
- regular reviews by the Commission of periodic and annual financial reports which indicate financial performance against forecasts;
- setting targets to measure financial and other performance;
- clearly defined capital investment control guidelines;
- formal project management disciplines.

The Commission has an internal audit function, which operates in accordance with the Framework Code of Best Practice set out in the Code of Practice for the Governance of State Bodies. The work of internal audit is informed by analysis of the risk to which ComReg is exposed, and annual internal audit plans are based on this analysis. The analysis of risk is reviewed by the Audit Committee and the internal audit plans are approved by the Audit Committee and approved by the Commission. At least annually, the Internal Auditor provides the Audit Committee and the Commission with a report of internal audit activity. The report includes the Internal Auditor's opinion on the adequacy and effectiveness of the system of internal financial control.

The Commission's monitoring and review of the effectiveness of the system of internal financial control is informed by the work of the internal auditor, the Audit Committee which oversees the work of the internal auditor, the executive managers within ComReg who have responsibility for the development and maintenance of the financial control framework, and comments made by the Comptroller and Auditor General in his management letter or other reports.

## Annual Review of Controls

I confirm that a review of the effectiveness of the system of internal financial control took place in the year ended 30 June 2005.

## Isolde Goggin

Chairperson

Commission for Communications Regulation

27 March 2006



# Report of the Comptroller and Auditor General

FOR PRESENTATION TO THE HOUSES OF THE OIREACHTAS

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I have audited the financial statements on pages 48 to [58] under the Communications Regulation Act, 2002.

## Respective Responsibilities of the Members of the Commission and the Comptroller and Auditor General

The accounting responsibilities of the Members of the Commission are set out on page 45. It is my responsibility, based on my audit, to form an independent opinion on the financial statements presented to me and to report on them.

I review whether the statement on the system of internal financial control on page 46 reflects the Commission's compliance with applicable guidance on corporate governance and report any material instance where it does not do so, or if the statement is misleading or inconsistent with other information of which I am aware from my audit of the financial statements.

## Basis of Audit Opinion

In the exercise of my function as Comptroller and Auditor General, I conducted my audit of the financial statements in accordance with auditing standards issued by the Auditing Practices Board and by reference to the special considerations which attach to State bodies in relation to their management and operation.

An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Commission's circumstances, consistently applied and adequately disclosed.

I planned and performed my audit so as to obtain all the information and explanations that I considered necessary to provide me with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement whether caused by fraud or other irregularity or error. In forming my opinion, I also evaluated the overall adequacy of the presentation of information in the financial statements.

## Opinion

In my opinion, proper books of account have been kept by the Commission and the financial statements, which are in agreement with them, give a true and fair view of the state of the affairs of the Commission for Communications Regulation at 30 June 2005 and of its income and expenditure and cash flow for the year then ended.

**John Purcell**

Comptroller and Auditor General

3 April 2006

# Statement of Accounting Policies

## 1. ESTABLISHMENT OF THE COMMISSION

The Commission for Communications Regulation was established on 1 December 2002. The establishment of the Commission had the effect of dissolving the Office of the Director of Telecommunications Regulation (ODTR) on 1 December 2002 and the assets and liabilities of the ODTR were transferred to the Commission on that date. The functions of the Director were also transferred to the Commission for Communications Regulation on 1 December 2002.

## 2. ACCOUNTING CONVENTION

The financial statements for the Commission which are in the form approved by the Minister for Communications, Marine and Natural Resources with the consent of the Minister for Finance are prepared on an accruals basis except as stated below, under the historical cost convention and in accordance with generally accepted accounting practice. Financial reporting standards recommended by the recognised accountancy bodies are adopted as they become applicable. The unit of currency in which the Financial Statements are denominated is the Euro.

## 3. INCOME RECOGNITION

Income from the Electronic Communications administration levy is brought to account over the period to which it relates and any excess over the relevant administration costs, including provisions, is refunded.

Income from the Postal administration levy is brought to account over the period to which it relates and any excess over the relevant administration costs, including provisions, is refunded.

Cable, MMDS and Radio Communication licence income is brought to account over the period to which the licence relates. Licence income from Cable operators in year ended 30 June 2004 included an element of Levy Income. Such Levy income is now included as Levy income in the year to 30 June 2005 and the comparative income and debtor figures have been adjusted accordingly.

Other Income is brought to account over the period to which it relates.

## 4. FIXED ASSETS AND DEPRECIATION

The Commission adopts a minimum capitalisation threshold of €1,000. Fixed assets are stated at cost less accumulated depreciation. Depreciation is calculated in order to write off the cost of fixed assets on a straight-line basis over their estimated useful lives at the following rates:

Technical equipment	- 15%
Computer equipment	- 33 $\frac{1}{3}$ %
Fixtures, fittings & Office equipment	- 15%
Motor Vehicle	- 20%

## 5. CAPITAL RESERVE

The capital reserve represents the unamortised amount of income used to purchase fixed assets.

## 6. FOREIGN CURRENCIES

Transactions denominated in foreign currencies relating to revenues and costs are translated into Euro at the rates of exchange ruling on the dates on which the transactions occurred.

Monetary assets and liabilities denominated in foreign currencies are translated into Euro at the rates of exchange ruling at the Balance Sheet date.

## 7. PENSIONS

The Commission was staffed by directly recruited employees and a number of civil servants assigned by the Department of Communications, Marine and Natural Resources. A defined benefit pension scheme (originally established by the ODTR) was in place for full time employees of the Commission. The scheme was funded by contributions from employees and the Commission which are transferred to a separate trustee administered fund. The Commission reimbursed the Department for the wages and salary costs associated with Department staff and in addition paid a contribution towards superannuation entitlements.

The cost of providing pensions to employees are charged to the income and expenditure account on a systematic basis over the service lives of those employees in proportion to their expected pensionable payroll costs. These regular pension costs are calculated by reference to their actuarial valuations. To the extent that pension costs do not equate with cash contributions to the pension scheme, a provision or prepayment is recognised in the balance sheet.

## 8. TAXATION

The Commission is not liable for Corporation Tax. Income raised by the Commission is not subject to VAT. Provision is made for taxation on deposit interest received.

## 9. ALLOCATION OF COSTS

The Commission is required under Section 32 of the Communications Regulation Act, 2002 to distinguish between its functions relating to electronic communications and its functions relating to postal matters. Revenues and expenses directly related to each function are recorded in the accounts of that function. Shared staff costs are allocated to each function in proportion to the time spent by staff on each function. Shared overhead costs are allocated to each function in proportion to the staff numbers engaged in each function.

# Income and Expenditure Account

FOR THE YEAR ENDED 30 JUNE 2005

	Notes	2005 Levy €'000	2005 Electronic Communications Other €'000	2005 Post Levy €'000	Year to 30 June 2005 Total €'000	Year to 30 June 2004 Total €'000
<b>INCOME</b>						
Levy		8,761		1,041	9,802	9,115
Licensing Fees	1		20,026		20,026	16,394
Other Income	1		628		628	575
<b>GROSS INCOME</b>						
		8,761	20,654	1,041	30,456	26,084
Transfer (to)/from capital reserve	7		(83)		(83)	102
<b>NET INCOME</b>						
		8,761	20,571	1,041	30,373	26,186
<b>EXPENDITURE</b>						
Staff Costs	2	4,945	3,193	581	8,719	7,787
Technical Advice		2,357	1,523	235	4,115	3,942
Legal Expenses		4,368	68	15	4,451	423
Advertising		14	8	1	23	44
Administrative Expenses		1,309	846	122	2,277	1,720
Auditors' Remuneration		7	4	1	12	17
Premises and Related Expenses		715	462	72	1,249	1,258
Depreciation		140	90	14	244	472
Subscriptions to International Organisations	10	630			630	600
		14,485	6,194	1,041	21,720	16,263
<b>OPERATING (DEFICIT)/SURPLUS</b>						
Payable to Central Fund	8	(5,724)	14,377	0	8,653	9,923
					(8,653)	(9,923)
<b>SURPLUS CARRIED FORWARD</b>						
					0	0

All recognised gains and losses have been reflected in the above income and expenditure account. The Statement of Accounting Policies, Cash Flow Statement and Notes 1 to 15 form an integral part of these Financial Statements.

**Isolde Goggin**

Chairperson

Commission for Communications Regulation

# Balance Sheet

AS 30 JUNE 2005

	Notes	30 June 2005 €'000	30 June 2004 €'000
<b>FIXED ASSETS</b>			
Tangible Assets	3	544	461
<b>CURRENT ASSETS</b>			
Debtors	4	4,416	5,733
Short Term Investments		31,113	26,596
Cash at Bank and in hand		1,720	1,964
		37,249	34,293
<b>CREDITORS</b> (Amounts falling due within 1 Year)			
Creditors	5	(33,708)	(34,293)
<b>NET CURRENT ASSETS</b>		3,541	0
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		4,085	461
<b>PROVISIONS FOR LIABILITIES AND CHARGES</b>			
	6	3,541	0
		544	461
<b>REPRESENTED BY</b>			
Capital Reserves	7	544	461

The Statement of Accounting Policies, Cash Flow Statement and Notes 1 to 15 form an integral part of these Financial Statements.

**Isolde Goggin**

Chairperson

Commission for Communications Regulation

# Cashflow Statement

FOR THE YEAR ENDED 30 JUNE 2005

Notes	Year to 30 June 2005 €'000	Year to 30 June 2004 €'000
<b>RECONCILIATION OF OPERATING SURPLUS TO NET CASH INFLOW FROM OPERATING ACTIVITIES</b>		
Surplus (before Amount due to Central Fund)	8,653	9,923
Depreciation	244	472
Bank interest	(618)	(559)
Capital reserve transfer	83	(102)
Decrease / (Increase) in Debtors	1,317	(1,852)
Increase in Creditors (excl Central Fund)	930	1,428
Increase in Provisions for Liabilities and Charges	3,541	-
	<b>14,150</b>	<b>9,310</b>
<b>NET CASH INFLOW FROM OPERATING ACTIVITIES</b>		
<b>CASH FLOW STATEMENT</b>		
Net cash inflow from operating activities	14,150	9,310
Return on Investments		
- bank interest	618	559
Capital expenditure		
- purchase of fixed assets	(327)	(370)
- disposal of fixed assets		
Payment to Central Fund	8 (10,168)	(15,555)
Management of Liquid Resources		
(Increase) / Decrease in Short Term Deposits	(30)	1,939
(Increase) in Short Term Investments	(4,517)	5,789
	<b>(274)</b>	<b>1,672</b>
<b>(DECREASE) / INCREASE IN CASH BALANCES</b>		
<b>RECONCILIATION OF NET CASH FLOW TO MOVEMENT IN NET FUNDS</b>		
(Decrease) / Increase in cash in the period	(274)	1,672
Increase / (Decrease) in Short Term Deposits	30	(1,939)
Increase / (Decrease) in Short Term Investments	4,517	(5,789)
	<b>4,273</b>	<b>(6,056)</b>
Change in Net Funds	28,560	34,616
Opening Net Funds		
	<b>32,833</b>	<b>28,560</b>
Closing Net Funds		

The Statement of Accounting Policies and Notes 1 to 15 form an integral part of these Financial Statements.

**Isolde Goggin**

Chairperson

Commission for Communications Regulation

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2005

	2005	2005	2005	Year to 30 June 2005	Year to 30 June 2004
	Electronic Communications		Post	Total	Total
	Levy	Other	Levy	€'000	€'000
1 LICENSING FEES	€'000	€'000	€'000	€'000	€'000
2G & 3G Radio Licensing Fees		12,588		12,588	10,031
Other Radio Licensing Fees		7,338		7,338	5,952
Cable, MMDS & Deflector Licensing		100		100	411
		20,026		20,026	16,394
<b>Other Income</b>					
Bank Interest		618		618	559
Sundry		10		10	16
		628		628	575

## 2. STAFF COSTS

Employee costs during the period:

Wages and Salaries	4,003	2,585	471	7,059	6,446
Social Welfare Costs	386	249	45	680	629
Pension Costs	556	359	65	980	712
	4,945	3,193	581	8,719	7,787

The average number of staff employed by the Commission during the year, analysed by category was as follows:

	60	38	6	104	109
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A number of staff work across the different activities and the staff numbers have been calculated by reference to time spent on each activity

	€'000	€'000
The staff costs include salaries of the Commissioners (including arrears and employers PRSI) which amounted to a total of	401	471

**3. TANGIBLE ASSETS**

	Technical Equipment €'000	Computer Equipment €'000	Fixtures, Fittings & Office Equipment €'000	Motor Vehicle €'000	Total €'000
<b>Cost</b>					
At 30 June 2004	365	1,684	637	53	2,739
Additions	47	23	257		327
Disposals	(11)	(32)	(80)		(123)
At 30 June 2005	401	1,675	814	53	2,943
<b>Accumulated Depreciation</b>					
At 30 June 2004	296	1,381	563	38	2,278
Charge for period	25	172	36	11	244
Disposals	(11)	(32)	(80)		(123)
At 30 June 2005	310	1,521	519	49	2,399
<b>Net Book Value</b>					
30 June 2005	91	154	295	4	544
30 June 2004	69	303	74	15	461

A review of the estimated useful lives of the Fixed Assets and the related residual values was carried out. Following this review it was considered appropriate to revise the Depreciation rates (as detailed below) in respect of Technical Equipment, Fixtures, fittings and equipment and Motor Vehicle. The effect of the revision was reduction of €37,000 in the Depreciation charge for the year to 30 June 2005.

	Revised Depreciation Rate for Y/e 30/06/05	Depreciation Rate for Y/e 30/06/04
Technical Equipment	15%	33 $\frac{1}{3}$ %
Fixtures, Fittings and Office Equipment	15%	33 $\frac{1}{3}$ %
Motor Vehicle	20%	33 $\frac{1}{3}$ %

**4. DEBTORS**

	30 June 2005 €'000	30 June 2004 €'000
Due within one year:		
Cable & MMDS licence income	-	761
Electronic Communications administration levy	325	658
Postal administration levy	166	276
Radio Licence Income	2,988	2,988
Accrued Income	729	528
Prepayments & Recoverable expenses	208	522
	4,416	5,733

## Notes to the Financial Statements continued

FOR THE YEAR ENDED 30 JUNE 2005

5. CREDITORS (Amounts falling due within one year)	30 June 2005 €'000	30 June 2004 €'000
Trade Creditors	800	1,396
Other Creditors	251	470
PAYE / PRSI	33	6
Value added tax	170	125
Accruals	3,085	2,855
Deferred income (see analysis below)	9,706	8,514
Payroll	1,087	836
Payable to Central Fund	18,576	20,091
	<b>33,708</b>	<b>34,293</b>
<b>Analysis of Deferred Income</b>		
Radio Licence Income	9,439	8,252
FWPMA Licence / Administrative Fee Income	261	255
Other	6	7
	<b>9,706</b>	<b>8,514</b>

Where licences are renewed for a period which extends beyond the end of the financial year a proportion of that income is deferred to meet expenditure in the following year.

6. PROVISIONS FOR LIABILITIES AND CHARGES	Year to 30 June 2005 €'000
Legal Costs	
Balance at 1 July 2004	-
Provided in the year	3,541
Provisions not required written back	-
Provisions utilised in the year	-
Unwinding of discount	-
Balance at 30 June 2005	<b>3,541</b>

S.I. No 307 of 2003, the European Communities (Electronic Communications Networks & Services) (Framework) Regulations 2003, provides for the establishment and operation of an Electronic Communications Appeal Panel to hear and determine appeals against decisions made by ComReg.

Included in provisions are amounts in respect of appeals which had been initiated before year end and where legal advice indicates that the Commission will be obliged to pay legal costs the amount of which is uncertain. These appeals were an appeal by O<sub>2</sub> Ireland, Vodafone Ireland and Meteor against ComReg Decision D4/05 which found O<sub>2</sub> and Vodafone to be jointly dominant in the Irish market for Mobile Access and Call Origination: an appeal by Eircom against certain aspects of ComReg Decision D3/05 which found Eircom to be dominant in the market for Wholesale Broadband Access and which inter alia imposed a price control obligation on Eircom: an appeal by Eircom against ComReg Decision D7/05 which inter alia found Eircom to be dominant in markets for wholesale leased lines and which imposed certain obligations on Eircom as a consequence.



**7. CAPITAL RESERVES**

	Year to 30 June 2005 €'000	Year to 30 June 2004 €'000
Opening Balance	461	563
Transfer to Income and Expenditure Account:		
Purchases of fixed assets	327	370
Amortisation in line with fixed asset depreciation	(244)	(472)
Net Amount of Transfer (to)/from reserve	83	(102)
	544	461

**8. PAYOVER TO CENTRAL FUND**

Under the Communications Regulation Act, 2002, the Minister for Communications, Marine and Natural Resources may direct the Commission to pay into the Exchequer such sum as he or she may specify being a sum that represents the amount by which the aggregate sum received by the Commission in each financial year exceeds the aggregate costs incurred in the administration of its office in that year. Such sums are treated as a distribution from the retained surplus generated from operations. No final determination has yet been made for the year to 30 June 2005. Any final determination is not expected to be greater than €8,653,000. During the year to 30 June 2003 the sum of €10,168,000 was paid to the Central Fund in respect of the year to 30 June 2003.

**9. PREMISES AND ACCOMMODATION**

The Commission occupies premises at Abbey Court, Irish Life Mall, Lower Abbey Street, Dublin 1. The premises are rented from the Office of Public Works.

**10. MEMBERSHIP OF INTERNATIONAL TELECOMMUNICATIONS ORGANISATIONS**

Certain payments to International Telecommunication Organisations are met by the Department of Communications, Marine and Natural Resources out of the proceeds of the Administrative Levy. The charge to the Income and Expenditure Account includes €630,000 for that purpose.

**11. COMMISSIONERS AND STAFF – DISCLOSURE OF INTERESTS**

The Commissioners and staff complied with the requirements of Section 25 (Disclosure of Interests) of the Communications Regulation Act, 2002. There were no transactions in the year in relation to the Commission's activities in which the Commissioners had any interest.

# Notes to the Financial Statements continued

FOR THE YEAR ENDED 30 JUNE 2005

## 12. PENSIONS

The valuation used for FRS 17 disclosures has been based on the most recent actuarial valuation carried out at 1 January 2004 and updated to 30 June 2005 by a qualified independent actuary to take account of the requirements of FRS 17 in order to assess the scheme assets and liabilities as at 30 June 2005. In accordance with the transitional arrangements for the introduction of FRS 17 the following information is given by way of note only.

The financial assumptions used to calculate scheme liabilities under FRS 17 are

	30 June 2005	30 June 2004
Discount Rate	4.60%	5.40%
Rate of Expected Salary Increase	4.25%	4.25%
Rate of increase in Pension Payment	3.25%	3.25%
Inflation	2.25%	2.25%

The assets in the pension scheme and the expected rate of return were

	Expected Return at 30 June 2005	Value at 30 June 2005 €'000	Expected Return at 30 June 2004	Value at 30 June 2004 €'000
Equities	6.70%	3,553	7.75%	2,046
Fixed Interest Bonds	3.20%	574	4.75%	423
Property	4.70%	306	5.75%	186
Cash	3.00%	200	3.00%	160
Total Value of Assets		4,633		2,815
Value of Past Service Liabilities		(5,407)		(3,262)
(Deficit) in scheme		(774)		(447)

The deficit of €774,000 above at 30 June 2005 assumes that the funding of the prior service of those members of staff who joined ComReg from other public sector organisations would be met by those organisations. If that funding is not met by the other public sector organisations, the deficit in the scheme for the year to 30 June 2005 would have been €6,263,000.

Had FRS 17 been implemented in the primary financial statements, the following are the amounts that would have been included on the balance sheet:

	Value at 30 June 2005 €'000	Value at 30 June 2004 €'000
<b>Net Assets</b>		
Net Assets excluding Pension (Liability) / Asset	544	461
Pension (Liability) / Asset	(774)	(447)
Net Assets including Pension (Liability) / Asset	(230)	14
<b>Reserves</b>		
Capital Reserves excluding Pension (Liability) / Asset	544	461
Pension (Liability) / Asset	(774)	(447)
Capital Reserves including Pension (Liability) / Asset	(230)	14

**12. PENSIONS** (continued)**Analysis of the amount that would have been charged to the Income and Expenditure Account**

	Year to 30 June 2005 €'000	Year to 30 June 2004 €'000
<b>Included in payroll costs</b>		
Current Service Cost	756	388
Past Service Cost	-	-
<b>Total Operating Surplus charge</b>	<b>756</b>	<b>388</b>
<b>Included in Finance Costs</b>		
Expected return on Pension Scheme Assets	236	140
Interest on pension scheme liabilities	(204)	(116)
<b>Net Finance Costs</b>	<b>32</b>	<b>24</b>
<b>Analysis of amount that would have been recognised in the Statement of Recognised Gains and Losses</b>		
Actual Return less expected return on assets	377	(9)
Experience gains and losses on scheme liabilities	(139)	(750)
Effect of changes in actuarial assumptions	(780)	146
Actuarial Loss recognised in Statement of Total Recognised Gains and Losses	(542)	(613)
<b>Movement in Surplus during the year</b>		
Deficit in scheme at beginning of period	(447)	(143)
Movement in period:		
Current Service Cost	(756)	(388)
Contributions	939	673
Past Service Costs	-	-
Net Finance Costs	32	24
Actuarial Loss	(542)	(613)
Deficit in scheme at end of period	(774)	(447)
<b>History of experience gains and losses</b>		
Difference between expected and actual return on scheme assets	377	(9)
Expressed as a percentage of scheme assets	8.1%	(0.3)%
Experience gains and losses on scheme liabilities	(139)	(750)
Expressed as a percentage of scheme liabilities	(2.6)%	(23.0)%
Total actuarial gains and losses	(542)	(613)
Expressed as a percentage of scheme liabilities	(10.0)%	(18.8)%

# Notes to the Financial Statements continued

FOR THE YEAR ENDED 30 JUNE 2005

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## **13. CONTINGENT LIABILITIES**

There were no contingent liabilities at 30 June 2005.

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## **14. RELATED PARTY TRANSACTIONS**

As part of the ordinary course of business, ComReg has had transactions with other government departments and other state bodies.

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## **15. APPROVAL OF FINANCIAL STATEMENTS**

These financial statements were approved by Isolde Goggin, Chairperson, Commission for Communications Regulation on 27 March 2006.

# Appendix 1

## LIST OF DOCUMENTS PUBLISHED BY COMREG DURING THE YEAR

04/76	CPS Code of Practice Breach - eircom 'no contact' breach
NL06/04	ComReg Newsletter Summer 04
04/77	Radio frequency plan - National Table of Frequency Allocation for Ireland
04/78	ComReg Market Surveys : Residential Internet and business datacommunications research
04/78a	Amárach TrendWatch Report: Q2 2004
04/78b	Broadband & Data communications survey : Charted Report
04/79	Radio Frequency Identification Systems - Briefing Note
04/80	Consultation on Implementation of Remedies - Wholesale National Markets for Analogue Broadcasting Transmission
04/81	Protecting phone users from Internet Dialler Scam
04/82	Market Analysis - Wholesale Voice Call Termination on Individual Mobile Networks
04/83	Market Analysis - Wholesale Broadband Access (Response to Consultation Document 05/25 and Draft Decision)
04/84	ComReg's review of the text of eirsom's Reference Interconnect Offer - Decision Note D10/04
04/85	Opportunities for Trialling Wireless Services and Technologies in Ireland
04/86	ComReg Code for Tariff Presentation
04/86a	Tariff Presentation Code of Practice Consultation - Submissions to Consultation
04/87	Access to Tariff Information on Directory Enquiries Services
04/87a	Directory Enquiry Price Transparency for Call Completion Consultation - Submissions to Consultation
02/13R1	Maritime Mobile Radio Station Licence - Application Form and Guidance Notes
04/88	General Authorisation - Amendment of Certain Terms and Conditions
04/89	Quality of Service Domestic single piece priority mail Performance of An Post
04/90	Local Loop unbundling: Responses to Consultations on operating costs, equipment costs and network design parameters
04/91	Local Loop Unbundling - Review of eircoms ULMP Rental Charge
04/92	Universal Service Obligation - Bulk Mail Access - Draft Direction to An Post
04/93	ComReg Response to Consultation on Frequency Spectrum Policy for Digital Broadcasting (DAB)
04/94	Market Analysis - Retail Fixed Narrowband Access Markets
04/95	Market Analysis - Retail Fixed Call Markets
04/96a	Irish Communications Market; Quarterly Market Commentary
04/96b	Irish Communications Market; Quarterly Key Data
04/96c	ComReg Trendwatch Report Q3 2004
04/97	Programme of Measurement of Non-ionising Radiation emissions fourth interim report
04/98	Interim Rates for NTC Services effective from October 1st 2004
04/99	Protecting P vices
04/100	Price cap on eircom 2003/2004 - Compliance statement in accordance with the Telecommunications Tariff Regulation Order, 2003 (S.I no.31 of 2003)
04/101	Decision Not Interim Interconnect Conveyance Rates
04/102	Informatio Consultation Paper on Review of Radio Licensing on Ireland
CP25	ComReg Annual National Conference October 2004, Royal Hospital Kilmainham - Serving the e-consumer: Charperson's Foreword
CP26	ComReg Annual National Conference October 2004, Royal Hospital Kilmainham - Serving the e-consumer - Terry Calvani, Member Competition Authority
CP27	ComRe Director, Pdraig O'Ceidigh
CP28	ComReg Annual National Conference October 2004, Serving the e-consumer, Current & Future Trends presented by Caroline Attwood-Reusser, Associate Director, Mason Catalyst
CP29	ComRe Andresen, Director General National IT and Telecom Agency, Denmark
04/103	VOIP Services in Ireland: Numbering and related issues

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04/103a	Voice Over Internet Protocol (VoIP): A guide
CP30	Dublin Economic Workshop, Kenmare - Competition in the Communications Market - The Challenges Ahead, by Isolde Goggin
04/104	Competition in the Communications Market - The Challenges Ahead, Dublin Economic Workshop, Kenmare 16th October 2004 - Speech by Isolde Goggin
04/105	Information Notice: Report of the Irish ENUM Forum
04/105a	Irish ENUM Forum - Final Report
04/106a	Market Analysis - Interconnection Markets
04/106b	Interconnection Market Analysis - Switched Call Case Scenarios
CG10	Consumer Guide - Introducing Single Billing
04/107	Wideband Digital Mobile Data Services in the 420MHz and 900MHz bands
04/108	ComReg Response to Consultation on Frequency Spectrum Policy for Digital Broadcasting (DTT)
04/109	Use of Mobile Telephony Interceptors in Ireland
04/110	Local Loop Unbundling - Review of eircoms ULMP Monthly Rental Charge
04/111	Local Loop Unbundling Line Sharing - Consultation on Pricing Principles
04/112	Response to Consultation on Implementation of Remedies - Wholesale National Markets for Analogue Terrestrial Broadcasting Transmission and Draft Decision
04/	113Response to Consultation on Draft Decision on Obligations Market Analysis - Wholesale Broadband Access
ITT0402	ComReg Interactive Tariff Guide - Invitation to Tender
04/114	Information Notice - ComReg Interactive Tariff Guide
CP31	Converging Wireless Access Platforms - A Race between Spectrum Policy and Research & Technology Developments presentation by Jim Connolly, Senior Manager, Spectrum Management, ComReg presented at the EC Workshop on Research & Technology Development and Sp
04/115	Opportunities for Trialling Wireless Services and Technologies in Ireland
ITT0403	Invitation to tender:Provision of Data Warehousing and Analysis System
04/116	Fixed Telephony Operator Performance - January to June 2004
04/116a	Fixed Telephony Operator Performance - SMP to OAO results January to June 2004
04/116b	Fixed Telephony Operator Performance - Detailed Business and Residential Results January to June 2004
04/117	Protecting Phone Users from Internet Dialler Scam - Withdrawl of Directions (D13/04) to Internet Access Providers and Providers of Publicly Available Telephone Services
NL12/04	ComReg Newsletter Winter 04
04/118	Market Analysis - Wholesale Mobile Access and Call Origination
04/118a	Market Analysis - Wholesale Mobile Access and Call Origination - Appendices
04/119	Information Notice: Quality of Service Domestic Single Piece Mail - Performance of An Post Qtr 3, July - September 2004 & January - September YTD 2004
04/120	Market Analysis International Leased Lines
04/121a	Irish Communications Market: Quarterly Market Commentary
04/121b	Irish Communications Market: Quarterly Key Data
04/121c	Amárach Internet Trends Report Q4 2004
04/121d	Attitudes to Broadcasting Services December 2004
04/121e	Postal Services Survey
04/122	Decision Notice D16/04 - Wholesale Broadcasting Transmission Services Markets - SMP Obligations
05/01a	Preparing the Radio Spectrum Management Strategy for 2005-2007
05/01b	Preparing the Radio Spectrum Management Strategy for 2005-2007 - Annex and Appendices
05/02	The treatment of confidential information - Draft Guidelines
05/03	Market Analysis: Retail Leased Lines and Wholesale Terminating and Trunk Segments of Leased Lines (National)
05/04	Directions to eircom - Requirement to respond to industry request for developments to LLU processes and product range
JWG01	Report of ComReg/Ofcom Joint Working Group Cross Border telecoms issues
JWG01a	Report of ComReg/Ofcom Joint Working Group Cross Border telecoms issues - Annexes

05/05	SME Telecommunications Survey – 2004 (Report and Analysis)
05/05A	SME Telecommunications Survey – 2004 Survey Results
05/06	Market Analysis International Leased Lines (Response to Consultation Document 04/120 and Decision Notice 02/05)
05/07	ComReg Report on Postcodes
05/08	CPS Code of Practice Breach – Tele2 Sales Activity
05/09	Review of the ComReg Quarterly Report
05/10	Radio Experiment CEPT ECC REC T/R 61-02
05/11R	Market Analysis – Wholesale Broadband Access (Decision Notice - Designation of SMP and Related Remedies) Decision No. 03/05
05/12	Draft Direction to Enable Opening of Access to VoIP Services based on 076 Number Ranges
05/13	Information Notice – Renewal of RTE License
05/13a	RTE Licence text
05/13b	RTÉ Licence Technical Schedule
05/14	Designation of SMP, Market Analysis – Wholesale Access and Call Origination on Public Mobile Telephony Networks Decision No. 04/05
05/15	CPS Code of Practice Breach - Unauthorised provisioning of CPS by NewTel
05/16	The Universal Postal Service – Formulating a working definition
05/17	Universal Servi Internet Access
AR 02/03	Statutory Annual Report and Accounts for 2002 to 2003 English text version
AR 02/03a	Tuarascáil agus Cuntais Bhliantúla ón gCoimisiún um Rialáil Cumarsáide 2002-2003 - Pdf version
AR 02/03b	Statutory Annual Report and Accounts for 2002 to 2003 - PDF Version
AR 02/03c	Tuarascáil agus Cuntais Bhliantúla ón gCoimisiún um Rialáil Cumarsáide 2002-2003 - Text version
OCP01	ComReg presentation to the Joint Oireachtas Communications Committee (Summarised Version)
05/18	Con Accounting obligations with Annex's A, B and C
05/18a	Annex A to Consultation 05/18 - Indicative list of products/services for the relevant markets
05/18b	Annex B to Consultation 05/18 - Financial Statements
05/18c	Annex C to Consultation 05/18 - list of proposed obligations applied to each market
05/19	An Post's Quality of Service, Domestic single piece mail. Annual Report - January to December 2004
05/20	Interim rates for NTC services effective from 1st April 2005
05/21a	Irish Communications Market: Quarterly Market Commentary
05/21b	Irish Communications Market: Quarterly Key Data
05/22	Response to Consultation, Further Consultation and Draft Direction - Rental price for shared access to the unbundled loop
05/23	Directions to Enable Opening of Access to VoIP Services based on 076 Number Ranges
05/24	Response to Consultation - Guidelines of the treatment of confidential information
05/24s	Guidelines of the treatment of confidential information - submissions received from respondents
05/25	Market Analysis - Retail Fixed Narrowband Access Markets (Response to Consultation and Draft Decision)
05/26	Market Analysis: Retail Fixed Calls Markets (Response to Consultation & Draft Decision)
05/27	Market Analysis - Decision on SMP obligations: Wholesale Access and Call Origination on Public Mobile Telephony Networks
05/28	Notification of extension to deadline for responses to ComReg 05/16 (Consultation on definition of the universal postal service)
05/29	Market Analysis - Retail Leased Lines and Wholesale Terminating and Trunk Segments of Leased Lines (National)
05/30	Forward looking Strategic Review of the Irish Telecoms Sector
05/31	Wideband Digital Mobile Data in the 420 MHz and 900 MHz bands; Response to Consultation
05/32	Consultation: Updated Numbering Conventions V5
05/32a	National Numbering Conventions - V5.0; Marked-up Draft
05/33	Irish Telephone Numbering and Dialing Plan Status Report April 2005
05/34a	ComReg Trends Report, Q1 2005 prepared by Amárach Consulting

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05/34b	Trends Survey Series Q1, 2005, Residential Telecommunications and Broadcasting Survey Report
05/35	Opportunities for Testing and Trialing Wireless Services and Technologies in Ireland - Application Guidance Notes
05/35a	Wireless Test Licence - Application form
05/35b	Wireless Trial Licence - Application form
CG11	ComReg Consumer Guide - Dialling Northern Ireland from the Republic of Ireland
CG12	Comreg Consumer Guide Cross Border Mobile Roaming between the Republic of Ireland and Northern Ireland
05/36	Response to the Consultation on a Strategy for the Management of the Radio Spectrum
05/37a	Market Analysis - Interconnection Markets Response to Consultation and Consultation on Draft Decisions
05/37b	Market Analysis - Interconnection Markets, Annex C - Views of Respondents
05/37c	Market Analysis - Interconnection Markets, Annex E - Call case Scenarios
05/37d	Market Analysis - Interconnection Markets, Annex A - Opinion of the Competition Authority
05/38	ComReg highlights area of possible misunderstanding with recent fixed line pricing packages
05/39	Notice of withdrawal of a notified draft measure under Article 7 of Directive 2002/21/EC('the Framework Directive')
05/40	Expressions of Interest in 3G Mobile Telecommunications Licence
05/41	Licence to provide 3G Services in Ireland
05/41c	Corrigendum to Information Memorandum Document ComReg 5/41 - Licence to provide 3G services in Ireland
05/42	Response to Consultation: Review of the ComReg Quarterly Report
05/43	Irish Communications Market: Quarterly Key Data – June 2005
05/43a	Irish Communications Market: Quarterly Key Data – June 2005 Raw Data
05/44	Explanatory Memorandum to Quarterly Key Data Report
05/45	New Licensing Scheme for Provision of Business Radio Services to Third Parties
05/46	The 26 GHz Fixed Service Band – Spectrum Rationalisation
NL06/05	ComReg Newsletter Summer 2005
05/47	Strategy Statement
05/48	An Post Quality of Service for Domestic Single Piece Mail - Quarter 1 January to March 2005