



Commission for
Communications Regulation

C

O

M


08

R

E

G

ANNUAL REPORT



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

Mission Statement

ComReg facilitates
the development
in Ireland of a
competitive, dynamic
communications
sector and empowers
consumers to make
informed choices.

Contents

1.	About ComReg	
a.	Commissioners	2
b.	Executive Management Team	3
c.	Organisational Structure and Roles	4
d.	Chairperson's Review	6
2.	The Communications Sector at a Glance	8
3.	Competition	12
4.	Innovation and Spectrum Management	18
5.	Consumers	22
6.	Radio Spectrum Licensing	28
7.	Numbering	34
8.	Postal Regulation	38
9.	International Affairs	44
10.	Corporate Services	46
11.	Communications and Publications	48
12.	Corporate Governance	48
13.	Financial Information	49
14.	Appendix 1 List of documents published by ComReg during the year	68

Commissioners



John Doherty
Chairperson
Commissioner



Mike Byrne
Commissioner



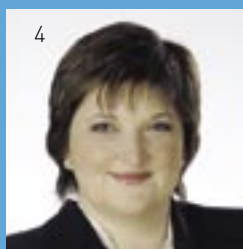
Alex Chisholm
Commissioner

Executive Management Team



1. George Merrigan
Director
Market Framework Division

2. Donal Leavy
Director
Wholesale Division



3. Shay O'Malley
Director
Retail and Consumer Services Division

4. Yvonne White
Director
Corporate Services Division

Organisational structure and roles

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

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.

ComReg is responsible for promoting competition, protecting consumers and for encouraging innovation. We deal in complex issues of law, economics and technology, and ensure that our decisions are fully reasoned and clearly explained. ComReg operates as a collegiate body, with decisions taken collectively by the Commissioners. We see this as important in fulfilling the spirit of the Communications Regulation Act 2002, which established the Commission.

As the National Regulatory Authority, ComReg has a wide range of responsibilities in electronic communications services and networks, post and spectrum management. These are set out in a number of statutes as well as in secondary legislation. In 2007, ComReg's responsibilities and powers, as well as available enforcement measures were substantially increased by the Communications Regulation (Amendment) Act 2007. In particular, ComReg was granted Co-competition powers in relation to electronic communications and services.

ComReg's remit covers telecommunications networks and services including:

- Traditional telephone systems;
- Mobile networks providing voice and data services;
- Radio communications, including fixed wireless providing a variety of services;
- Traditional television and radio transmission;
- Cable Television;
- MMDS and deflector operations providing TV services;
- Test and Trial licence schemes;
- Licensing Framework for Satellite Services in Ireland

In addition, under 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;
- Promoting competition;
- Contributing to the development of the internal market;
- Promoting the interests of users within the European Community;
- Ensuring the efficient management and use of the radio frequency spectrum and numbers from the national numbering scheme;
- 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.

This 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 a 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 including, for example, Next Generation Networks, 3G and Fixed Wireless Access Local Area (FWALA) and a Test and Trial Licence Scheme.

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 to monitor quality of service performance against targets set in accordance with European standards.

Our activities focus on business & residential communications users and operators. This Annual Report covers our key activities from July 2007 to the end of June 2008.

The Commissioners' Office

Commissioner John Doherty (Chairperson)
Commissioner Mike Byrne
Commissioner Alex Chisholm

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

Colette Andrews
Assistant to the Commission
Tel 01 8049644

The ComReg Divisions:

Market Framework - Director:

George Merrigan

Market Framework is responsible for managing the radio spectrum. It also oversees the general authorisation regime for the electronic communications sector in Ireland and monitors compliance with general authorisation conditions. It is also responsible for the regulation of the Postal Sector. Market Framework manages radio spectrum and issues approximately 19,000 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.

Contact: Sinéad Devey,
Divisional Assistant at 01 8049621

Wholesale Division - Director:

Donal Leavy

The Wholesale Division handles all issues concerning the regulation of the wholesale telecommunications market including such matters as interconnection, dispute resolution, unbundling the local loop and the pricing of regulated wholesale products. This division also has a role in relation to broadband deployment and next generation networks. Wholesale has responsibility for telecoms compliance. This Division also has responsibility for the regulatory financial aspects of the telecoms sector, as well as managing ComReg's own finances and risk management functions.

Contact: Claire Kelly,
Divisional Assistant at 01 8049710

Retail and Consumer Services Division – Director:

Shay O'Malley

The Retail and Consumer Services 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 elements of retail pricing, and the collection and presentation of consumer and business views on the electronic communications and postal markets through surveys. It is also responsible for ComReg's interaction with EU institutions, including the European Regulators Group. The Division is also responsible for the provision of economics advice to the Commission. Retail and Consumers Services is responsible for the monitoring of the quality of service Emergency Call Answering Service (ECAS) which involves monitoring the quality of service provided by the ECAS provider.

Contact: Michelle Townshend,
Divisional Assistant at 01 8049654

Corporate Services Division - Director:

Yvonne White

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, consumer care, information systems, freedom of information, public relations, and general facilities management functions. ComReg has attained a number of major HR awards, including the Excellence through People Standard and the Irish Institute of Training and Development's national training award. These prestigious awards recognise organisations that demonstrate best practice in human resources and an ongoing commitment to human resource development.

Contact: Sharon Ward,
Divisional Assistant at 01 8049720

Communications Unit

The Communications Unit 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 e-newsletter.

Contact: Tom Butler,
Communications Manager at 01 8049639

Chairperson's review



John Doherty
Chairperson

2008 was marked by strong competition and steady development in the electronic communications sector. The year was characterised by strong growth in broadband take-up and further cross-platform competition in the fixed-line and mobile sectors.

It is imperative, despite the considerably more challenging operating environment, that Ireland continues to have a vibrant electronic communications and postal sector that will invest and innovate to support our economic, social and educational needs. ComReg's mandate is to create a competitive marketplace, protect and inform consumers, and to foster innovation.

At the end of June 2008, the electronic communications sector generated an estimated €4.46 billion in revenue. The continued growth of broadband, including mobile broadband, and mobile communications were the main drivers of growth and competition.

Broadband

Broadband penetration grew strongly in the year mainly due to increased marketing by a growing number of ISPs, rising PC penetration and continued investment in other platforms such as Fixed Wireless Access and Cable.

By the end of June 2008, there were over 1 million internet subscribers using broadband technologies with broadband take-up growing by over 50%, one of the highest growth rates in the OECD, during the period under review.

Local Loop Unbundling

Following intervention by ComReg, significant improvements were made to the LLU Product set last year. In September 2007 the improved product and processes were introduced as agreed by Eircom. These improvements have contributed to an increase in confidence in the product. Work is ongoing at the LLU industry forum in order to make further improvements to the LLU Product in particular in the area of Service Assurance. By the end of June 2008, there were some 20,000 lines unbundled

Mobile

During the year under review, the mobile market continued to grow in Ireland and the penetration rate now stands at 120%. However annual mobile market revenues declined slightly to €1.96bn in June 2008 as a result of increased competition in the market, reductions in roaming revenues as a result of new EU-wide price caps, increasing discounting of services within bundles and reductions in mobile termination rates. Currently 71% of all mobile subscriptions use a pre-paid service. In the period under review the market shares of the main operators were: Vodafone 43%, O2 33%, Meteor 19% and 3 Ireland 5%. SMS messaging remains a popular service in Ireland with an average of 157 SMS messages sent per subscriber per month. In addition, there are also two MVNO operators active in the marketplace, Tesco and Eircom Mobile. An Post have announced that they too, in conjunction with Vodafone, intend to enter the market shortly.

Consumer Initiatives

Protecting and informing consumers about their rights in relation to the electronic communications and postal sectors is a key element of ComReg's work. ComReg has maintained a strong focus on consumer issues during the period.

ComReg will continue to work with industry and other relevant agencies to ensure consumers have a wide range of information to assist them when choosing communications products or services.

During the period ComReg also made progress on a number of key consumer projects which included an initiative to help consumers to interpret and understand their bills. In November 2007, ComReg launched a quality standard in telecommunications bill presentation which was developed in partnership with Excellence Ireland Quality Association. The standard was developed to promote best practice and to encourage operators to make bills fully transparent and comprehensible to consumers.

ComReg also continued its work in ensuring that the communications needs of people with disabilities are met. ComReg and the National Disability Authority (NDA) jointly established a forum on telecommunications services for people with disabilities. In October, ComReg and the NDA held a briefing on disability awareness in the telecoms sector and in November, ComReg and the NDA held a workshop on universal, inclusive design for all telecommunications users. The purpose of the workshop was to ensure that telecoms operators were aware of the needs of all consumers.

ComReg continued to publish performance indicators for Eircom in relation to its Universal Service Obligations. The information is designed to inform consumers in relation to the provision of basic telephone services, including installation times and fault repairs. In May 2008, ComReg took action to require improvements by Eircom in line provisioning, fault rates and fault repairs by setting mandatory targets in these areas.

Spectrum and Innovation

The wireless telecommunications sector plays an important role in the Irish economy. During 2008, ComReg estimated that over 30,000 people were directly employed in the sector in 2006 and, at a conservative estimate, the economic contribution of the radio sector amounted to approximately €3 billion in that year. This is equivalent to 1.67% of Ireland's total GDP for that year.

During 2008, ComReg consulted on and published its spectrum strategy statement. This sets out its strategy for managing the use of the radio spectrum in Ireland from 2008 to 2010 in order to ensure that the maximum strategic, economic and social benefits can be leveraged from use of the radio spectrum by end users. The strategy covers all services and proposes a number of actions that ComReg will undertake over the next two years.

During the period ComReg updated the National Table of Frequency Allocations to reflect recent European Commission radio spectrum harmonisation decisions and modifications to national usage such as the opening the 80 GHz fixed link band.

In 2008, ComReg initiated the spectrum development programme to promote Ireland's natural advantage in terms of relatively uncongested radio spectrum resources. During 2008 ComReg raised awareness of this advantage with numerous stakeholders and promoted the Test & Trial licensing scheme as a mechanism for assisting Ireland to become a test bed for wireless systems testing and service trials.

Following on from the Mobile Communications on Aircraft (MCA) services test licence a consultation was held on a permanent regulatory regime for MCA services. The response to consultation was published in May and Statutory Instrument 178 of 2008 was adopted into law in June thereby exempting these services subject to them fulfilling all airworthiness requirements and the service provider holding a general authorisation.

Postal

ComReg is the National Regulatory Authority for the Irish Postal sector. The statutory objective for ComReg 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 February 2008, the European Communities Third Postal Directive was published, mandating the opening of postal markets to competition no later than 31 December 2010. ComReg believes that there are three key issues which will determine how well Irish consumers will benefit from the introduction of competition into the Irish postal market. The key issues are price control, quality of service and the provision of universal service. In anticipation of these developments, ComReg published its postal strategy statement for the coming three years in the same month.

The statement sets out ComReg's plan over these three years for the successful delivery of identified key priorities and is underpinned by an annual Action Plan, which sets out the detailed priorities and timeframes. In developing the plan, ComReg recognises that the strategy statement should reflect its role and obligations under legislation and should also preserve flexibility to meet the challenges of its dynamic operating environment.

The communications sector at a glance

Overview

- Competition in the Irish communications market continued to develop in 2007 as operators developed new products and services such as bundled voice, data and TV products and mobile broadband. In addition a number of new entrants such as Tesco Mobile, Eircom mobile and 3PlayPlus entered the market and there were also a number of alliances and mergers between key players in the market such as Vodafone's acquisition of Perlico, Magnet's acquisition of Glantel and Imagine's acquisition of Irish Broadband. The electronic communications sector generated an estimated €4.46bn in revenue on an annualised basis to the end of June 2008. At the end of the period the fixed line sector (including broadband) made up almost 52% of this market while mobile revenues accounted for 44% and the broadcasting market made up the remaining share of 4%.
- There was a definite trend towards the use of mobile phones as a primary communications device and consequently less reliance on a fixed line, particularly among private households. ComReg research¹ indicates that by May 2008, an estimated 68% of households had a fixed line while 91% of adults had a mobile phone. As an increasing number of householders chose not to opt for a fixed line, mobile and wireless broadband services offer an alternative means of broadband access.
- Broadband penetration grew strongly in the period on the back of increased marketing by a growing number of Internet Service Providers (ISPs), rising PC penetration continued investment in alternative broadband platforms such as fixed wireless access and cable modem, and the development of new mobile broadband products by mobile providers. By May 2008², 76% of households with internet access were accessing the Internet by means of a broadband connection.
- The mobile penetration rate was at 120% by the end of June 2008, driven by ownership of multiple SIMs, the launch of mobile broadband datacards and modems using technologies such as HSDPA (High-Speed Data Packet Access), as well as the entry of providers such as Tesco Mobile.
- Adoption of digital TV services continued to grow strongly and by June 2008, almost 59% of all households with a TV had a digital service over cable or satellite TV networks.

Number of Operators

Under the authorisation process, operators in Ireland notify ComReg of their intention to provide networks or services to third parties. By June 2008, 431 such notifications were registered by ComReg.

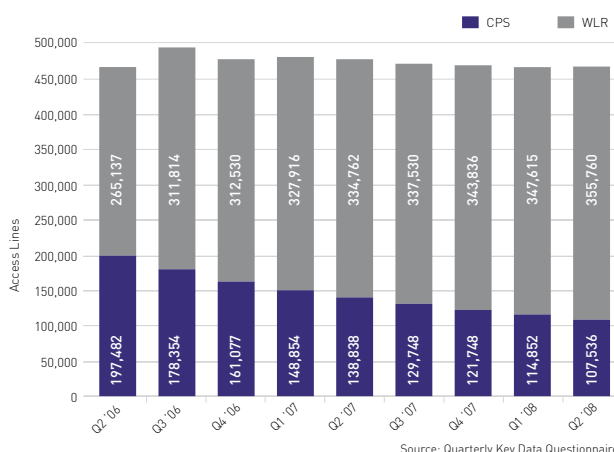
Fixed Market Share

Based on operator data submitted via the Quarterly Report questionnaire, Other Authorised Operators (OAOs) accounted for 32% of the total fixed line market in terms of revenue by June 2008³.

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. The customer pays line rental to the latter. Through Wholesale Line Rental (WLR), an operator can provide single billing to the consumer for both their fixed line rental and fixed calls. By the end of June 2008, WLR accounted for 77% of lines provided via indirect access, up from 75% at the end June 2007, evidence of consumers' preference for a single bill from their service provider. According to a residential survey⁴ commissioned by ComReg in April-May 2008, the average bi-monthly spend on fixed line telephony was €95.36, down from €97.20 twelve months previously.

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



¹ Millward Brown IMS survey available at http://www.comreg.ie/_fileupload/publications/ComReg0849.pdf

² Millward Brown IMS survey available at http://www.comreg.ie/_fileupload/publications/ComReg0849.pdf

³ Based on a combined share of interconnect, retail narrowband, leased lines & managed data, broadband and other fixed revenue streams.

⁴ Millward Brown IMS survey available at http://www.comreg.ie/_fileupload/publications/ComReg0849.pdf

Fixed Telecom Access Paths

There were just over two million direct and indirect PSTN and ISDN access paths in the Irish market in the second quarter of 2008. Indirect access, using WLR or CPS, accounts for 22% of all access paths in the fixed market. The number of unbundled access paths was 19,568 by the end of June 2008.

Mobile

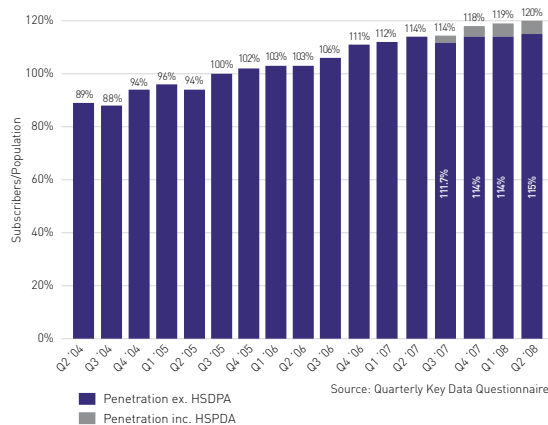
At the end of June 2008, there were 5.2 million subscriptions to mobile communications services in Ireland, which translates to a penetration rate of 120%. The EU average for the same period was also 120%.

Text messaging continued to be a popular application of mobile services. In the last quarter, to the end of June 2008, the average Irish consumer sent 157 messages per month. ComReg also found that the Average Minutes of Use per mobile subscriber in Ireland is 241 minutes per month. This figure excludes usage of data services such as text messaging.

The Yankee Group estimates that in Ireland Average Revenue Per User (ARPU) was €40.87 in June 2008, down from €44.07 in June 2007. 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 around €45, down from €53 in 2007⁵.

Fig 1.2: Mobile Penetration Rate

Mobile Penetration Q2, 2004 - Q2, 2008

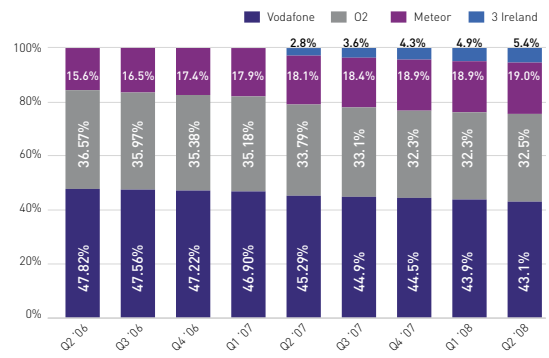


Mobile Market Share

Meteor Ireland and 3 Ireland increased their market shares of subscriptions to 19% and 5.4% by the end of June 2008. Vodafone Ireland and O2 continued to retain the largest share of the mobile market. ComReg began to include mobile broadband datacards and modems in its calculation of mobile penetration from September 2007. It should also be noted that while Tesco Mobile and Eircom Mobile entered the market in 2007, their market shares are not included for this period.

Fig 1.3: Mobile Subscriber Market Share

Market Share by Subscription Q2 2006-Q2 2008



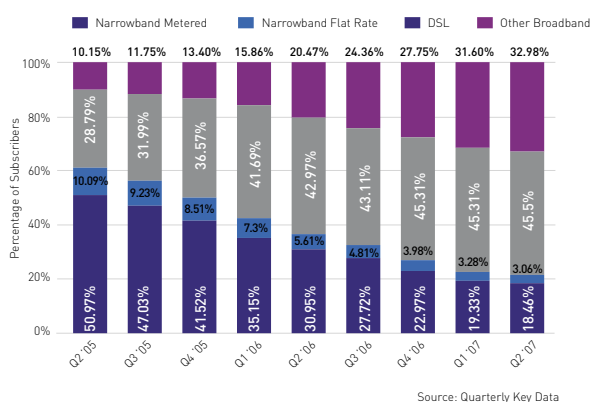
⁵ Millward Brown IMS survey available at http://www.comreg.ie/_fileupload/publications/ComReg0849.pdf

The communications sector at a glance continued

Internet

The number of narrowband internet users (as a proportion of the total number of internet users in Ireland) continued to decline as users migrated from dial-up services to broadband services such as ADSL. Narrowband subscribers, both flat-rate and pay-as-you go (metered) services, made up only 21.5% of the total internet market by June 2008.

Fig 1.4: Narrowband and Broadband Internet subscriptions, 2006-2008
Narrowband Metered, Narrowband Flat-rate, DSL and other Broadband Subscriptions.



Broadband

By the end of June 2008, over one million internet subscribers were using broadband technologies. Digital Subscriber Lines (DSL), with an estimated 612,000 subscriptions, still accounted for the bulk of broadband connections at the end of the period. However, other broadband platforms grew strongly in the last twelve months and by the end of the period. Mobile subscriptions stood at 220,000, Fixed Wireless Access (FWA) subscriptions were around 120,000 and there were 91,462 cable subscriptions. In total, wireless and/or mobile broadband represented around 32.5% of the total broadband market in Ireland. DSL represented 58% of all broadband subscriptions. Comparative data benchmarking Irish broadband penetration against OECD countries is included below. In addition to broadband subscriptions noted above, there are in excess of 3,122 WiFi⁶ access points in Ireland providing nomadic broadband access nationwide, one of the highest concentrations in Europe.

Figure 1.5: Broadband subscriptions and growth rates by platform

Platform	Q2 08 Subs	Quarterly Growth Q108-Q208	Year-on-Year Growth Q207- Q208
DSL	611,594	+4.2%	+29.4%
Cable	91,462	+3.2%	+32.8%
FWA	120,301	-1.3%	+17.4%
Other	9,233	+9.2%	+3.9%
Sub-Total	832,590	+3.3%	+27.5%
Mobile Broadband	222,330	+19.5%	+39.4%
Total	1,054,920	+6.4%	+51.2%

Broadcasting

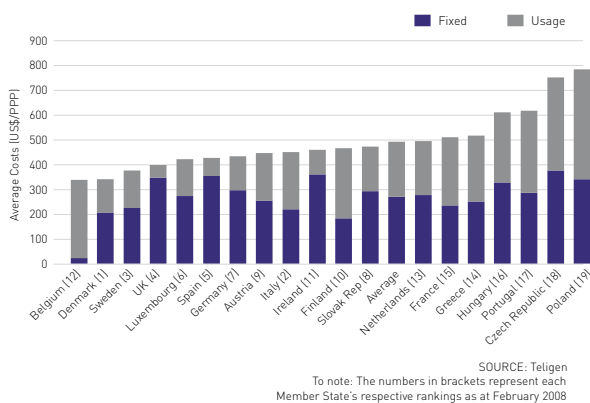
By the end of June 2008, there were 545,325 cable/MMDS subscribers in Ireland. Overall, there were more than one million pay TV subscribers, 70% of whom subscribed to digital television services. There is continued migration from analogue to digital TV, with digital households representing approximately 59% of all households with a television.

Tariffs

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

In May 2008, Ireland was ranked in 10th position, which was one place better than the EU average in terms of price for a basket of residential calls and line rental.

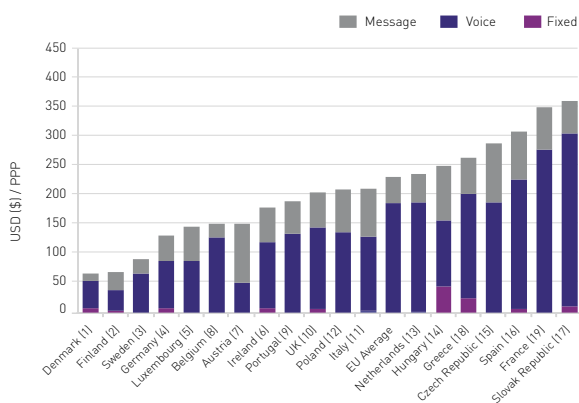
Fig 1.6: PSTN Residential Basket
OECD National Residential Basket - May '08



⁶ A person with a Wi-Fi device, such as a computer, telephone, or personal digital assistant (PDA) can connect to the Internet when close to an access point. Such access points are typically found in public places such as hotels and airports.

ComReg also collects comparative tariff data on a number of mobile baskets, including low, medium and high-user post-paid baskets and a prepaid basket. As more than two-thirds of mobile subscriptions in Ireland are prepaid, this basket is presented below for comparative analysis of mobile tariffs across the EU. In May 2008 Ireland was ranked in 8th position in this basket, three places better than the EU average.

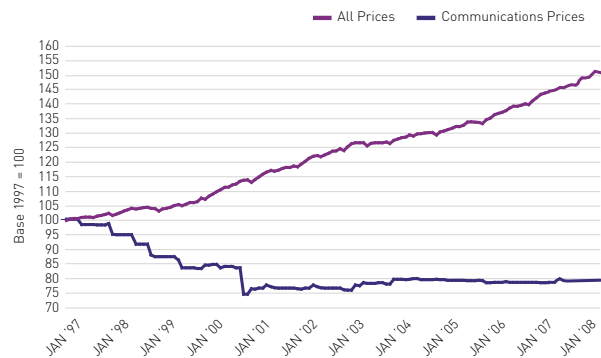
Fig 1.7: Mobile Prepaid Basket
OECD Pre-Paid Basket - May 2008



SOURCE: Teligen
To note: The numbers in brackets represent each Member State's respective rankings as at February 2008

The graph below illustrates communications costs and shows that telecoms prices have been declining over the last decade, while overall prices increased.

Fig 1.8: Communications Price Index relative to Total Price Index in Ireland
Index of Communications Prices in Ireland Jan 1997 - Jan 2008





COMPETITION

“ During the year, ComReg reviewed the pricing of Wholesale Broadband. As a result of which reductions in wholesale prices were made by Eircom. Wholesale prices, which are set at a discount to retail prices, were reduced by approximately 8% for the 1 mbs service. Higher bandwidth products were reduced by up to 26%. ”

Broadband

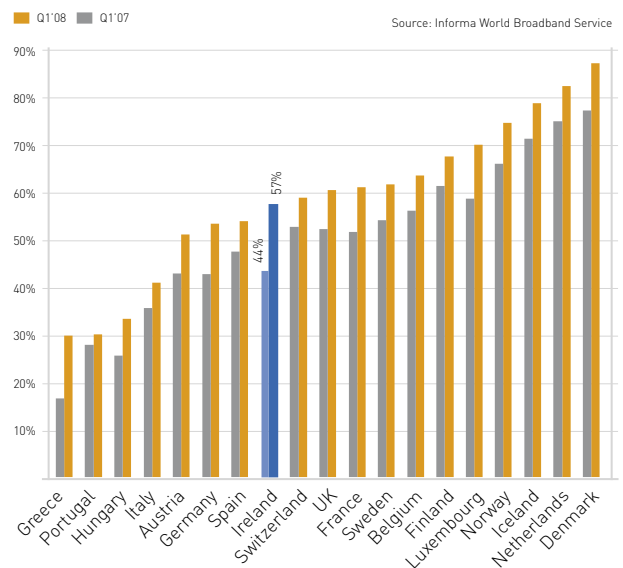
The year to June 2008 was one of considerable advance in the Irish broadband market. Ireland approached OECD average levels of penetration. ComReg estimates that 60% of households have broadband. During the year, improvements with regard to the Local Loop Unbundling (LLU) product, announced in May 2007, were delivered. There were also a number of significant initiatives with regard to the price of regulated wholesale broadband products.

Penetration Levels

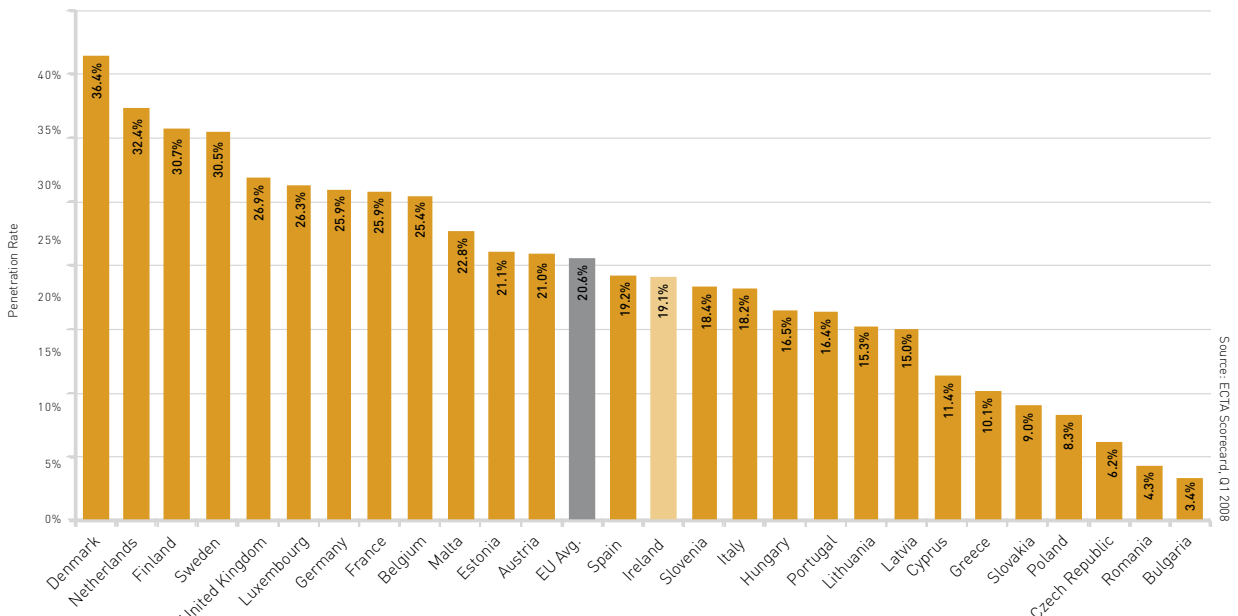
Overall broadband penetration (excluding mobile), as a percentage of population, increased from 15.1% in June 2007 to 19.2% in June 2008. According to the European Competitive Telecommunications Association (ECTA), Ireland had one of the highest rates of growth in broadband penetration (6th fastest) among EU-25 countries between March 2007 and March 2008. If mobile broadband is included, Ireland's penetration rate increased from 16.5% to 24.3% between June 2007 and June 2008. Including mobile broadband, the total number of broadband subscribers increased from 697,946 to 1,054,920 over the period. In the diagram illustrating

broadband subscriptions, mobile broadband is included in the statistics although as yet the OECD does not included mobile broadband in its cross-country comparisons.

Household Broadband Penetration Rates Q1'07 - Q1'08



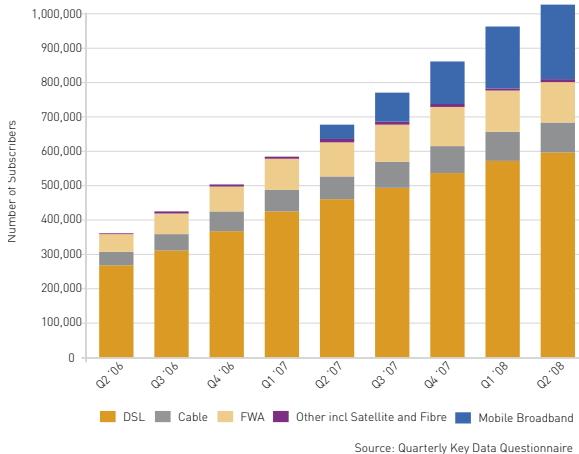
EU 27 Broadband Penetration, Q1'08



Competition continued

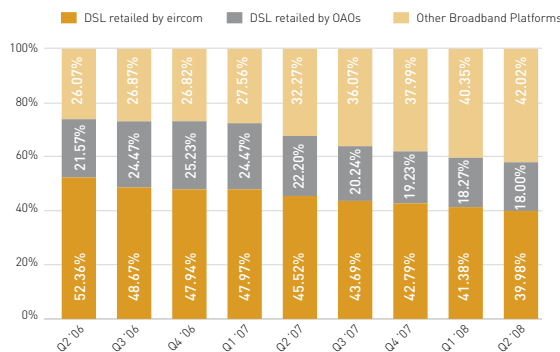
Market Structure

Broadband Subscriptions by Platform



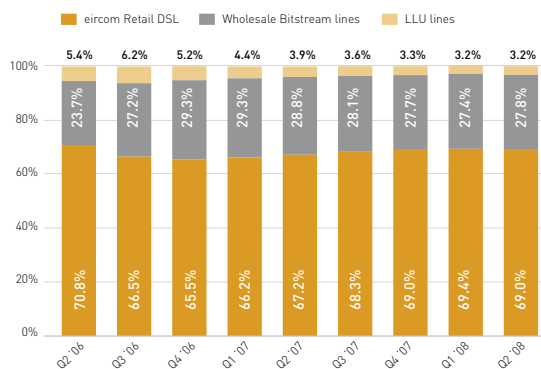
Source: Quarterly Key Data Questionnaire

Market Share of Total Broadband Market



Source: Quarterly Key Data Questionnaire

Provision of DSL Access



Source: Quarterly Key Data Questionnaire

In June 2008, broadband provided over copper loops using DSL accounted for 58% of total broadband (including mobile) - a reduction from 68% in June 2007. Eircom's retail market share of total broadband fell from 45% in June 2007 to 40% in June 2008. Of particular note in the period to June 2008 was the growth in mobile broadband subscribers to 223,330, a rise from 65% of the Broadband market to 21%. Together mobile broadband and fixed wireless accounted for 32% of the total broadband market. This underpins ComReg's policy of supporting and encouraging as many platforms as are viable. Within the DSL-based sector, most broadband was provided either by Eircom or by alternative operators using Eircom's wholesale broadband product. Eircom's share of the DSL retail market was 69% in June 2008 up from 67.2% in 2007. Of the remainder most (27.8%) was supplied over Eircom's wholesale broadband product. The remainder (3.2%) was provided over Local Loop Unbundling (LLU). The relatively low take up of LLU continues to be a source of concern to ComReg.

Availability

In May 2007, the Minister for Communications, Energy and Natural Resources announced plans to introduce a National Broadband Scheme (NBS) which is aimed at bringing broadband services to areas of the country where there was no service. In general, such areas were unserved as service providers do not see them as being commercially viable due to the lower and more spatially distributed population levels.

The Department of Communications, Energy and Natural Resources (DCENR), with the assistance of ComReg, commenced a procurement process to seek a single supplier to provide broadband services under the NBS.

During the year, ComReg continued to support the Department of Energy Communications and Natural Resources in its efforts to implement the National Broadband Scheme. To assist in this process, ComReg made available (in ComReg Document 07/42) additional spectrum in the 3.5GHz band for use by broadband providers through the introduction of 5 new channels, one of which will be reserved for use by the NBS provider in NBS areas should it be required.

Pricing

According to data supplied by the consultancy firm Teligen, Ireland ranked third within the 27 EU countries for a retail residential 1 – 4 mbs basket (Eircom's broadband home starter package) at June 2008.

Regulatory Issues

ComReg regulates the key wholesale inputs that many operators use to provide broadband products. In particular, ComReg regulates Eircom's wholesale broadband product and also Local Loop Unbundling.

Wholesale Broadband

This product, also known as bitstream, allows alternative operators to rent broadband capacity from Eircom. This is provided using DSL technology usually over copper local loops (the copper cables that connect an exchange to a home or premises) Under this option, Eircom provides the broadband equipment (known as a DSLAM), access to the end-user over the Local Loop and also usually some element of backhaul. While important, bitstream suffers from the disadvantage that it is difficult for an operator to configure it to be able to offer differentiated products and services. This is the reason behind ComReg's policy of also ensuring that operators have access to Local Loop Unbundling.

As noted above, bitstream continued to be a very important means of delivering broadband comprising 16.1% of total broadband delivered in the second quarter 2008, and 26.9% of broadband provided by companies other than Eircom. It represented 41.5% of fixed-line provision by alternative operators.

During the year, ComReg reviewed the pricing of Wholesale Broadband. As a result of which reductions in wholesale prices were made by eircom. Eircom made wholesale price reductions, effective from the 1 March, 2008, as noted in ComReg Document 08/12. Wholesale prices, which are set at a discount to retail prices, were reduced by approximately 8% for the 1 mbs service. Higher bandwidth products were reduced by up to 26%.

On 14 September 2007, ComReg directed Eircom not to launch a wholesale broadband capacity based pricing product until such time as Eircom demonstrated to ComReg that it complied with Eircom's regulatory obligations. The product was later withdrawn by Eircom.

Local Loop Unbundling

Local Loop Unbundling (LLU) is a key wholesale product in telecommunications which provides the ability for non-incumbent operators to provide new and innovative broadband products. Experience in other countries suggests that LLU is a critical driver of broadband innovation and take up. Working closely with operators seeking access to LLU, it was clear that the progress needed to facilitate a fit for purpose LLU product was neither moving quickly enough nor were operators growing in confidence in terms of its utilisation. ComReg identified five key areas to address and charged Eircom with providing solutions to these issues by September 2007. The vast majority of these issues were addressed and ComReg, at the end of this reporting period, was working with industry to resolve the outstanding issues.

Next Generation Networks (NGNs)

In March of 2007, ComReg highlighted this important issue by holding an NGN forum. The aim of the forum was to facilitate industry in discussing Next Generation Networks, understanding the current trends and examining what has happened to date across Europe. ComReg proposed some general policy principles for consideration. This was followed in April with the formation of the NGN Industry Steering Group (NISG). Two sub groups, namely the NGN Core Working Group and the NGN Access Working Group, were also formed. The NISG was a cross-industry group which examined the technical, interconnect, regulatory and commercial issues associated with NGNs.

Competition continued

In July 2007, ComReg published a Position Paper (ComReg Document 07/40) the purpose of which was to deal with any perceived regulatory uncertainty, to facilitate efficient investment by providing for infrastructure competition at the deepest level viable, to give guidance on ComReg's policy position in relation to the existing suite of regulated wholesale products and to outline the main issues associated with future wholesale products that will be considered in upcoming market reviews.

ComReg commissioned a report by WIK consultants which recommended a framework for bitstream access in Ireland. However, the economic situation in the market has slowed progress and ComReg has engaged with industry to make progress on this key issue.

Voice Products

ComReg regulates both wholesale voice markets and also wholesale narrowband access markets. In ComReg Document 07/31, ComReg indicated average reductions of approximately 10% in prices for wholesale voice services provided by Eircom. In ComReg Document 08/08, ComReg announced an increase in the margin available to alternative operators who used Eircom's Wholesale Line Rental product from 10% to 14%. During the year, ComReg was also engaged with Eircom with respect to the introduction of a Wholesale Price Cap on wholesale voice services.

During the year, ComReg completed its market analysis for the wholesale call origination, termination and transit markets (i.e. wholesale voice markets). In all cases, Eircom was found to be dominant and a variety of remedies were imposed.

Data services

ComReg regulates a number of markets to do with the provision of point-to-point data services often referred to as leased lines. These are services which provide dedicated bandwidth to end-users (unlike broadband where capacity is shared or "contended"). During the period, ComReg regulated retail leased line of 2 mbs service or less and all wholesale leased lines. The regulated products available were either a wholesale leased line or a partial private circuit.

During the year, ComReg initiated a market analysis of these markets in ComReg Document 07/77. ComReg proposed to deregulate all retail leased lines and also wholesale trunk leased lines.

WACC

Eircom's Weighted Average Cost of Capital (WACC) is a key regulatory number since it represents the rate of return that Eircom is allowed where price control exists on regulated services. ComReg consulted on what this number should be (in ComReg Document 07/880 and issued a direction in ComReg Document 08/35 on 22 May, 2008, whereby the rate was reduced from 11.5% to 10.2%.

Mobile

In the mobile markets, ComReg regulates the markets for wholesale call termination where three operators have been found to have dominance in their own markets for termination. These were Vodafone, O2 and Meteor.

On 16 August 2007, ComReg announced an agreement with these operators to cut their price for termination to €0.799 by 1 January, 2012. ComReg noted that, if passed on to consumers, this represented savings to end-users of the order of €100m per annum by 2012.

Other Matters

Emergency Call Answering Service (ECAS)

ComReg was given responsibility for monitoring the quality of service of Ireland's Emergency Call Answering Services in the 2007 Communications Regulation Act. In the legislation, Eircom was the designated interim Emergency Call Answering Service operator, pending the appointment by the Minister of the Department of Communications, Energy and Natural Resources of a longer term ECAS operator.

ComReg may fix the amount of the call handling fee payable to a service provider. The call handling fee applies to every electronic communication (such as a telephone call) that is forwarded from an undertaking to the ECAS provider, for onward transmission to an emergency service.

In ComReg Document 07/43, ComReg determined that the Wholesale price for this service to be charged by Eircom was €1.55 per call.

Number Portability

During the period, ComReg specified that charges for porting numbers in both the fixed and mobile sector should be restricted to the incremental cost of provision ComReg Document 07/98. ComReg also specified that charges for porting numbers should not be levied directly on subscribers.

Directory Information Licence Agreement

The Directory Information Licence Agreement (DILA) is the licence governing access to the information in the National Directory Database (NDD). This agreement must be approved by ComReg as the terms and conditions referred to in Regulation 4 (3) of the Universal Service Regulations.

On 3 October 2007, ComReg issued Document 07/79 which provided for reductions in the charges which could be levied by Eircom for using this service.

INNOVATION AND SPECTRUM MANAGEMENT



“ Research carried out by ComReg in 2008, based on publicly available data, estimated that the total contribution to Irish GDP arising from the use of radio spectrum in 2006 was nearly €3 Billion, or approximately 1.67% of that year’s total GDP. ”

The radio frequency spectrum is a unique and finite natural resource which benefits society. These benefits are accrued by a range of private, commercial, consumer, defence, security, scientific and public safety applications which utilise the spectrum resource.

ComReg is responsible for ensuring the efficient management and use of this key resource, including the promotion of competition.

ComReg is recognised internationally as encouraging innovation in the use of radio spectrum, particularly through its test and trial licence scheme.

The pace of global development in wireless technologies and services increases demands on the spectrum resource and the associated regulatory framework and, particularly as the trend in communications is towards mobility, these demands are set to increase. During the lifetime of the current spectrum strategy⁷ plan, we expect to see new and innovative spectrum deployments in many areas including the liberalisation of the GSM frequency bands, the licensing of Digital Terrestrial Television (DTT) across Ireland and furthering the debate around the potential of the ensuing Digital Dividend and how this should best be utilised to the benefit of all end users.

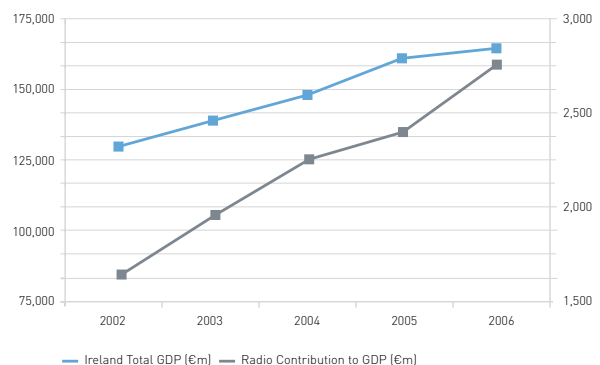
The Value of Radio Spectrum to Ireland

Research carried out by ComReg in 2008, based on publicly available data, estimated that the total contribution to Irish GDP arising from the use of radio spectrum in 2006 was nearly €3 billion, or approximately 1.67% of that year’s total GDP.

Spectrum’s contribution to the economy has grown substantially over the last four years, both in absolute terms, and as a relative share of the economy, even though this was a period of high general economic growth. Between 2003 and 2006, the annual rate of growth of spectrum’s contribution was 14.1%, while the rate of growth of GDP was 6.1%. Thus, even during a period of extremely rapid economic growth, spectrum grew even faster and remains an important part of the economy.

Figure 1 below illustrates the relationship between Ireland’s total GDP for the period 2002 to 2006 with the aggregate contribution of the radio sector over the same period. In real terms, growth has increased on average approximately 17.2% annually. The contribution of radio services has continued to track the proportionate increase in economic growth within the Irish economy over the last five years.

Fig 1: The Radio Sector’s Contribution to Irish GDP



Spectrum is also a significant and growing source of employment. A conservative estimate of the number of employees in Ireland whose jobs are dependent on the use of radio spectrum was over 30,000 in 2006. These figures highlight the importance of radio spectrum to the Irish economy. The social benefits arising from use of the radio spectrum are also considerable. Efficient functioning of the Gardaí, fire and ambulance services, for example, depends on reliable mobile communications, while radio plays a major role in enabling the Irish Defence Forces to carry out their duties.

⁷ See ComReg Document 08/50 “Spectrum Management Strategy Statement 2008 – 2010”

Innovation and spectrum management continued

Radio is fundamental to the safe operation of air, sea and land transport. Additionally, Ireland plays a critical role in managing international radio traffic in the aeronautical sector, dealing with all flights between Europe and North America. Thus it is clear that the contributions of the defence, public safety, transport and broadcasting sectors to society and the economy is heavily dependent on access to interference-free radio spectrum.

The following provides some brief examples of the areas in which ComReg has been active during the past year:

Spectrum Development Programme

Ireland's geographic position on the western edge of Europe and its low population density provides a key natural advantage, namely, a relative abundance of unused spectrum. Coupled with ComReg's Test & Trial licensing regime, this natural advantage allows researchers and developers to test or trial wireless technologies on a wide variety of frequency bands, including parts of the mobile and broadcasting bands.

During the year, ComReg initiated the Spectrum Development Programme to promote this advantage. Ireland's opportunity to build on this advantage and become a test bed for wireless innovation was raised with numerous stakeholders, including government, other state agencies, commercial organisations and third level institutions.

26 GHz Spectrum Auction

Fixed wireless access technology continues to advance and play an important role in the provision of backhaul for mobile and broadband networks and for broadband access links. In response to demand, ComReg has taken a multifaceted approach to opening up the 26 GHz fixed link band by dividing the band into three parts. 280 MHz of spectrum was designated for Fixed Wireless Access (FWA) services under the FWALA licence scheme. A block of 224 MHz was set aside for individual licensing and the remaining 952 MHz of spectrum was structured to provide seventeen national self-managed licence blocks.

In June 2008, ComReg announced that, following an auction of the seventeen blocks, thirteen national channels were licensed to five different bidders for national point-to-point and point-to-multipoint applications.

Each licence will run for ten years and enables operators to upgrade the backbone of existing and future networks to provide innovative products and services to the consumer.

Fixed Wireless Access for Broadband Services

As part of its continued support for the important market of broadband wireless access, ComReg consulted on further methods to introduce greater flexibility in the Fixed Wireless Access Local Area scheme (FWALA) (ComReg Document 07/73).

While the FWALA local area licensing scheme has met ComReg's objectives in terms of increasing competition and broadband rollout, the nature of the licensing scheme has resulted in 'black spots' or 'dead zones' between licensed areas where no further FWALA licences can be issued in the same band. A key outcome of the consultation was that ComReg has introduced Geographical Service Areas which enable operators with adjacent or overlapping service areas to consolidate these into a single larger area with the objective of improving overall coverage and reducing the dead zones.

In addition, ComReg finalised a Memorandum of Understanding with Ofcom, the telecoms regulator in the UK, on how frequency co-ordination in the FWALA bands will be carried out in border areas to ensure that operators in those areas can offer services to consumers with an adequate quality of service.

World Radiocommunications Conference 2007

Every four years a World Radiocommunications Conference is held to modify and amend the international Radio Regulations, a treaty document under the auspices of the International Telecommunication Union (ITU) that establishes rules for use of the radio spectrum and management of satellite-orbits. The 2007 conference was held in October and November of 2007, and Ireland's interests were represented by a small team headed by the Department of Communications, Energy and Natural Resources which included staff from ComReg and the Department of Transport.

The WRC-07 agenda focused on some thirty items related to almost all terrestrial and space radio services and applications, including aeronautical telemetry and telecommand systems, satellite services, mobile communications, maritime distress and safety signals, digital broadcasting, satellites for meteorology, and the prediction and detection of natural disasters.

Over three thousand delegates attendedx WRC-07 representing the 191 Member States and seven hundred sector members and associates of the ITU. This unprecedented level of participation shows the growing importance that radiocommunications is playing in the worldwide economy and how critical it is that we harmonise spectrum usage not only to prevent interference problems but also to achieve economies of scale in the manufacturing sector and to facilitate global use of radiocommunications applications.

Update of the National Radio Frequency Plan

In October 2007, and again in April 2008, ComReg updated the National Radio Frequency Plan⁸.

ComReg is obliged by law⁹ to publish a National Radio Frequency Plan detailing the radio frequency allocations in Ireland, and the publication is seen as a vital source of information for consumers, licensees, manufacturers and operators.

A number of changes in use of the radio spectrum have occurred on a national and international level and the latest edition of the Plan reflects these changes and details the use of the different frequency bands together with the uses of those bands in Europe. It also references national and European legislation together with CEPT Decisions and Recommendations of relevance to the various frequency bands.

Programme of Measurement of Non-Ionising Radiation Emissions

The increasing use of radiocommunications has raised the awareness of the public of the positive benefits which mobile radio and other radio-based applications can bring to individuals, industry and to commerce. There have also been concerns expressed by members of the public regarding non-ionising radiation from masts.

While responsibility for matters relating to health and all forms of radiation is a matter for the Department of the Environment, ComReg, as the licensing authority for radiocommunications in Ireland, is responsible for ensuring that communications operators comply with all licence conditions. One of these licensing conditions relates to non-ionising radiation emissions. The radiation emissions from licensed radiocommunications sites must be within the levels set down in the latest guidelines issued by the International Commission on Non-Ionising Radiation Protection (ICNIRP), a body of independent scientific experts. ComReg carries out annual audits of compliance by operators with the ICNIRP emission limits.

During this reporting period, ComReg conducted and reported on three audits covering eighty five sites:

Oct 2007 – Third Interim Report - ComReg Document 07/87
Feb 2008 – Fourth Interim Report - ComReg Document 08/14
April 2008 – First Interim Report - ComReg Document 08/30

All of the sites measured in this reporting period have been found to be significantly below the ICNIRP guideline limits.

Very High Capacity Links – new spectrum released

Spectrum in the microwave bands above 60 GHz is ideally suited for very high capacity links facilitating a swift and efficient rollout of broadband services and providing a viable alternative to optical fibre links, particularly if speed and ease of installation is a key factor in link deployment.

Following a consultation, ComReg has opened the 71-76 GHz and 81-86 GHz Spectrum Bands for high capacity fixed point to point radio link deployment. Radio links deployed within these bands are now being licensed under the current licensing scheme for point to point links above 1 GHz, with technical conditions in relation to radio frequency channel arrangements, equipment and antenna specifications conforming to those set out in the applicable international recommendations and standards.

In comparison to other radio link frequency bands in Ireland, these bands provide up to 2 x 4.75 GHz¹⁰ of bandwidth. This exceptionally wide bandwidth allows radio link equipment deployments within these bands to carry very high transmission capacities.

Clarity on available spectrum for special events and temporary use in Ireland

In the period, ComReg has published guidelines¹¹ and licensing requirements for radio equipment deployed on a temporary basis, typically at special events such as concerts, sporting events, parades and festivals. For the first time, the industry has clear public guidelines on spectrum available in Ireland for special events and for temporary use.

Release of spectrum for Mobile TV services

ComReg is aware of the critical importance of managing the radio spectrum efficiently and providing access to spectrum so that consumers, industry and the economy can benefit from the convergence and digitalisation of electronic communications services and networks. Just before the end of this reporting period, ComReg published a consultation on the award of available UHF spectrum in urban areas and related licensing options¹².

In this consultation, ComReg is considering making available a licence to use a single 8MHz UHF spectrum channel initially in the urban areas of Cork, Dublin, Galway, Limerick and Waterford. This licence could be of interest to the broadcasting sector by facilitating the provision of a multi-city Mobile TV service. Alternatively, this licence could be of interest to other spectrum users on a service and technology neutral basis. Through two possible award options, ComReg is providing interested parties with a choice to best create future market opportunities.

The outcome of this consultation will be reported on in the next period.

⁸ See ComReg Document 07/81R1 "Radio Frequency Plan for Ireland"

⁹ Section 35 of the Communications Regulation Act, 2002 Act 20 of 2002

¹⁰ The next highest bandwidth availability is 2 x 100 MHz in the 58 GHz band and 2 x 55 MHz in the 18 GHz band.

¹¹ See ComReg Document 08/08 "Guidance Notes: Radio Licensing for Special Events and Temporary Use in Ireland"

¹² See ComReg Consultation Document 08/44: "Award of available UHF spectrum in the urban areas of Cork, Dublin, Galway, Limerick and Waterford and related licensing options"



CONSUMERS

“ ComReg’s consumer policy seeks to ensure that all consumers are appropriately informed and protected and have easy access to a wide range of competitively-priced quality products and services. ”

ComReg’s statutory functions and objectives, as set out in the Communications Regulations Act 2002, include the provision of information and investigation of complaints regarding the supply of and access to electronic communications services, networks and associated facilities and promotion of the interests of users. ComReg’s consumer policy seeks to ensure that all consumers are appropriately informed and protected and have easy access to a wide range of competitively-priced quality products and services.

The specific objectives relating to consumers, as set out in ComReg’s Strategy Statement (2008-2010), are outlined below:

- Provide accessible, appropriate information to electronic communications consumers.
- The aim is to ensure that information regarding communications consumers choices and rights, which is difficult to obtain or understand is made available to consumers in a manner which is appropriate for those who seeking to use it.
- Ensure consumers have convenient, affordable access to basic electronic communications services (Universal Service).
- The aim is to put in place measures under the Universal Service regime to establish performance targets for delivery of universal services including fixed line provisioning, fault occurrence and fault repair.
- Support and encourage improvements in the quality of customer service and the overall consumer experience of the communication sector.
- The aim is to monitor consumer satisfaction and identify key issues in relation to the communications sector and put in place requirements and initiatives as appropriate to address the issues identified.

- Deal efficiently with operator non-compliance.
- The aim is to efficiently manage consumer contacts to ComReg’s Consumer Line and through compliance and enforcement, address serious issues in relation to communication consumers reported to ComReg.

Consumer Information

Proactive production of consumer information by ComReg is key to ensuring that consumers are informed when making and acting upon decisions relating to their communications services. This is achieved in a number of ways as detailed below.

Consumer Guides

These guides, which are made available in print and softcopy format, provide a reference for communications consumers to ensure that:-

- Consumers are kept informed on various areas of interest in relation to communications;
- All the relevant information about a specific topic is available to consumers at a single point;
- The information provided is easy to understand. For this reason, ComReg has continued to work with NALA (National Adult Literacy Agency) and has achieved the ‘Plain English’ mark for its guides.

During the period, three new consumer guides were developed. These were:

- Phones and Broadband - a guide for people with disabilities and older people. This guide has been published in large print, easy to read, Braille, audio and accessible PDF
- A Guide to Broadband services
- A Callcosts Guide – advising consumers on how to benefit from ComReg’s award-winning price comparison website

Consumers continued

ComReg's consumer guides were updated during the period:

- A Guide to Directory Enquiry Services
- Switching - Fixed Telephony (Landlines) - Exercise your Choice
- Modem Hijacking Scam using dialler programs
- Prepaid Phonecards
- Cold Calls - A quick guide to preventing unwanted calls from direct marketing companies
- Calling Northern Ireland - Use the '048' code to call fixed-line numbers
- Mobile Roaming
- Inadvertent Roaming
- Making a Complaint about your service Provider
- A Guide to USO - Universal Service
- A guide to VOIP - Voice over Internet Protocol
- Consumer Guide for Postal services
- A guide to Telecommunications Contracts

Consumer Websites

ComReg is committed to ensuring consumers are fully informed about the range of communications choices available and W-Mark accredited sites www.callcosts.ie and www.askcomreg.ie continue to play a vital role in achieving this.

www.askcomreg.ie

ComReg continued to update and enhance its consumer website which provides a wide range of information relevant to consumers on telecommunications and postal matters. Some of the 'What's New' headlines added during the period included:-

- ASAI issues Advice Note on Broadband Advertising
- Reduced roaming text message rates
- Consumer Information Notice - Phone Line Fault Repairs
- Number Changes
- PABX hacking and telephony fraud

Some 'Questions of the Week' added during the period included:-

- My service provider has advertised an "unlimited package" what does that mean for me?
- Can my service provider change the terms and conditions of my contract?
- Can Eircom prioritise the repair of line faults of its own customers over the line faults of other operators' customers?
- How do I prevent unwanted calls from direct marketing companies?

More information on these headlines and questions is available from the www.askcomreg.ie website.

Pricing Transparency

Interactive Price Guide

www.callcosts.ie continues to provide pricing transparency for Irish communications consumers, by providing comparative pricing and other information based on individual consumer usage.

During the period, in the broadband section, a new column was added to show excess charges that apply when download limits are exceeded. An access-type filter was included to allow consumers to filter and differentiate broadband plans by access type. Broadband product speed was also further expanded by grouping broadband speeds together by category and by explaining to consumers in more detail, by way of an information icon, the meaning of headline speed.

To ensure ease of access for consumers to the terms and conditions relating to each package, operators are now required to now add a direct link to the terms and conditions of each plan on the calculator. Other plan level modifications were added to facilitate operator plan adjustments as required and a feature was added for promotional tariffs to ensure that they are removed from the site when they expire.

Mobile Roaming

High roaming charges have been an ongoing concern for consumers.

National Regulatory Authorities (NRAs), through the European Regulators Group, highlighted the fact that the 2002 Regulatory Framework prevented Regulators from addressing this issue. The Roaming Regulation - (EC) No 717/2007 came into effect on 30 June 2007 to address this problem. The Regulation requires mobile telephony service providers within the EU to offer their customers a "Eurotariff" for voice calls made and received which complies with price caps specified in the Regulation. The Regulation also places a price cap on the wholesale price that one mobile operator can charge another for the provision of roaming calls at a wholesale level. The "Eurotariff" was implemented by all Irish mobile operators on or before 1 September, 2007 as set out in the Roaming Regulation.

The price ceiling will reduce at 12 monthly intervals in accordance with the details outlined in the table on the following page. Irish mobile operators have revised the EU roaming pages on their website to highlight to consumers the price for making and receiving a call while roaming in the EU, as set out in Article 6 of the Roaming Regulation.

The Roaming Regulation also requires mobile service providers to send a free personalised pricing text message (SMS) to an individual's mobile phone while roaming in the EU. In addition, service providers are required to provide a freephone number where detailed price information may be obtained.

Retail rates are subject to the following limits:

VAT excl.	30 Aug. 2007		30 Aug. 2008		30 Aug. 2009	
	VAT Excl.	VAT @21% Incl.	VAT Excl.	VAT @21% Incl.	VAT Excl.	VAT @21% Incl.
"Eurotariff" limit for calls made within EU per minute	49 cent	59 cent	46 cent	56 cent	43 cent	52 cent
"Eurotariff" limit for calls received within EU per minute	24 cent	29 cent	22 cent	27 cent	19 cent	23 cent

Outreach Programme

ComReg's Consumer Team continued its outreach programme during this period by hosting a consumer stand at the National Ploughing Championships in September 2007. The event attracted over 150,000 consumers over the three days.

Additionally, in May 2008, ComReg held a two day programme in the Houses of the Oireachtas focusing on demonstrating www.callcosts.ie and showing members and staff how to evaluate their communications costs and compare packages for their needs.

Universal Service

The provision of Universal Service is a key mechanism with regard to consumer welfare. Eircom is the designated Universal Service Provider (USP) in respect of all relevant services for a period to end June 2010. In the last quarter of 2007, ComReg conducted a consultation to review Eircom's then guidelines for performance and to establish updated targets.

A Response to Consultation on USO Quality of Service Performance Targets, (ComReg Decision No D02/08, ComReg Document No 08/37), was published on 28 May 2008 setting legally binding performance targets for the provisioning of connections, the rate of fault occurrence and fault repair timescales.

During the period, ComReg continued to publish Eircom's USO performance on a quarterly basis. Based on the USO performance guidelines published in September 2005, which remained in effect during the period, ComReg has seen the following trends in Eircom's performance for the data reported up to Q1 2008. Overall, ComReg is of the opinion that these results emphasise the need for the mandatory performance targets established in May 2008.

Speed of installations

For each reported quarter since 2006, Eircom has completed over 90% of installations within the first four weeks of being ordered. In comparison to the guideline target of a 60% rate in four weeks, this is an encouraging performance. However, it must be noted that most of the installations are in-situ (electronically enabled) which do not require physical installation of a line.

Line faults and line repairs

Eircom's fault rate has been on a steady increase since the beginning of 2006. For example, the residential fault rate has risen from 4.5 faults per 100 lines in March 2006 to 7.5 faults per 100 lines in March 2007. While improvements were seen from the second quarter of 2007, the current reported figures show a further decline. This is an unacceptable trend not just for Eircom's retail customers but for the other operators who rely on Eircom lines to provide their own services.

The time taken to repair line faults has increased in tandem with the occurrence of faults in each quarter. As of March 2007, the time taken to repair residential faults had increased to 74.5 working hours. However, performance for the first quarter of 2008 shows positive signs of improvement for the fastest 95% for both the residential and business sectors.

Performance in other Areas

The guideline set out for Functional Internet Access requires that at least 94% of lines are capable of speeds of 28kbps or more. Eircom continues to achieve this guideline.

There were 3,555 USO payphones available in March 2008 with just over 92% being in full working order. Under procedures established in 2006, Eircom reduced the number of payphones due to reduced usage. Most of the removals were undertaken between the last quarter of 2006 and the first quarter of 2007.

Consumers continued

Accessibility

Under the 2002 Communications Act, ComReg takes special measures to ensure that all users, including people with disabilities, derive maximum benefit in terms of choice, price and quality.

In addition to the Communications Act, ComReg contributed to the Communications Department's Sectoral Plan 2006 – 2009 under the Disability Act of 2005 by setting out the following action points:

1. To work with the industry, including those not covered by the USO, to promote and encourage service providers to ensure that services are accessible for people with disabilities;
2. To ensure that information on the availability of accessible services will be widely available;
3. To work with service providers on developing effective billing arrangements for people with disabilities.

Forum on Services for People with Disabilities

In light of the action points set out by ComReg, a forum on "Services for People with Disabilities" was set up in October 2006. The forum's current membership includes representatives of major telecommunications companies and disability organisations throughout the country.

In 2007, ComReg worked with the National Disability Authority (NDA) and the various disability groups of the forum to compile a survey that established what services people with disabilities would like and what services they already used in relation to mobile phones, fixed lines phones and broadband services. The survey was published on 2 October 2007.

A Consumer Guide which had been developed by the forum was publicly launched on 2 October 2007. It covers the range of services currently offered by service providers and aims to help users choose a service which is right for them. The target audience not only covers people with disabilities but older people as well. The guide has been published in large print, easy to read, Braille, audio and accessible PDF.

To ensure the promotion of good practice by service providers in relation to the accessibility of their products and services, a forum subgroup was established to organise an event for operators to enable them to have a broader understanding of how to develop and implement products and services which are accessible. This event has been planned for later in 2008.

Another initiative which service providers have implemented is a 'one-click-link' disability section on their websites. Both initiatives should help to increase good practice and accessibility for communications consumers.

Unsolicited Marketing Calls

The National Directory Database (NDD) lists all telephone numbers printed in public directories or available through directory enquiries and is also used to list the preference of subscribers not to receive unsolicited marketing calls or faxes. This facility is open to both residential and business phone subscribers and it is a free service. In December 2007, ComReg issued guidance to VOIP operators regarding their regulatory obligations for directory services and the opt-out register.

The total subscriber number, at the end of the period, on the direct marketing opt-out database is circa 948,000.

Bill Presentation Standard

Approximately 25% of contacts made to ComReg's Consumer Line during the period of the report related to billing queries and, on further analysis, a significant portion of these related to confusion among consumers with respect to their bill and the charges being applied. During the period, a project was initiated to develop a quality standard for bill presentation standard which will set an acceptable, accredited standard for all service providers covering the following:

- Billing information;
- Bill content;
- Bill layout and format;
- Bill charges; and
- Accessibility.

The objectives of the standard are to promote informed customer choice, and to encourage service providers to provide bills that present charges clearly and comprehensively, in language and in a format that is unambiguous and easy to understand.

Following a tender process, ComReg have contracted Excellence Ireland Quality Association (EIQA) to work with them to develop the standard. They will also run an audit service for the standard. This standard is scheduled to be launched in Q4 2008 and audits of operator bills will commence then.

Proposed Amendments to the General Authorisation

ComReg has a strategy to put in place appropriate minimum requirements for authorised operators and ensure that consumers are adequately protected if operators exit the market. For this reason, ComReg initiated a series of consultations regarding proposed amendments to the General Authorisation.

Dealing with operator non-compliance

Complaint handling by Quarter

During the period, a number of 16,627 issues were recorded. These are detailed by quarter below:-

- July to September 2007 – 4,000 issues
- October to December 2007 – 3,621 issues
- January to March 2008 – 4,371 issues
- April to June 2008 – 4,635 issues

The ratio of complaints to queries is 16% to 84%.

The main issues reported related to the following:-

- Billing & Charges – issues with customers understanding their bill and what the charges applied relate to;
- Services repair and installation issues; and
- Contractual issues and understanding of contact terms and conditions.

ComReg continues to monitor closely, through consumer care statistics and trends, calls to our help-line regarding mis-selling and other practices that may have a negative impact on consumers and the industry. ComReg has established processes for monthly reviews of trends, operator meetings and enforcement escalation processes, as relevant, to address any issues that emerge or are ongoing.

Compliance and Enforcement

Telecoms compliance is concerned with the investigation and enforcement of obligations imposed directly on operators by the telecoms regulations, and also the obligations imposed by virtue of ComReg directions mainly following designation of operators with significant market power.

ComReg's telecoms compliance activities are centralised and are carried out by a separate function within the Wholesale Division.

In the period of the report, 54 compliance investigations were concluded. These included investigations of alleged breaches of obligations and also monitoring of compliance with obligations. Nine of the investigations resulted in notifications of non-compliance. In ten of the investigations, compliance was achieved as a direct result of the investigation itself.

Consumer Advisory Panel

The Consumer Advisory Panel (CAP) was established by the Commission to enable it to gain insight into emerging developments from key representatives of industry and consumers. The CAP met on three occasions during the year to examine and discuss a wide and varied range of consumer-related topics. These included next generation networks, improving services for disabled users and improving broadband take-up, among others.

Working with Other Agencies

ComReg has continued its work with a range of governmental and non-governmental agencies, in particular the National Consumer Agency (NCA), Advertising Standards Authority of Ireland (ASAI), Data Protection Commissioner (DPC), Regtel (premium rate services regulator) and the Consumers' Association of Ireland (CAI).

ComReg and the NCA are continuing to work closely with respect to the implications for the communications sector of the 2007 Consumer Protection Act and aspects of its implementation. We have also worked with ASAI to monitor the use of certain contract terms, transparency and price comparable claims as well as the advertising of broadband speeds.

During late 2007 and early 2008, ComReg, NCA and the ASAI received complaints from consumers who claimed that the headline speed advertised by undertakings was not being achieved. ComReg, NCA and the ASAI undertook to investigate the issues and held several fora with some of the undertakings and their respective trade organisations. The work culminated in April 2008 with a revised Code of Practice for Advertisers with respect to broadband speed. ComReg continues to work with the various undertakings in measuring broadband speed and managing consumer expectations.



RADIO SPECTRUM LICENSING

“ An average of 4,000 applications, both for new licences or changes to existing systems, are received and processed annually by the Licensing Section. ”

Radio spectrum is available for use for the provision of a variety of communications services and networks. These not only include radio networks, such as the mobile or wireless broadband network providers, but also incorporate such services as radio navigation systems, business radio, broadcasting, ships' radio and equipment used in industry, medicine and commerce.

To use radio equipment in Ireland, an authorisation from ComReg is required. This authorisation may take the form of either a licence or a licence exemption. A licence may be issued under the Wireless Telegraphy Act 1926, or under the Broadcasting Authority Act 1960, as amended (in the case of the RTÉ Authority), or under a Radio and Television Act, 1988 (in the case of the Broadcasting Commission of Ireland) or under the Broadcasting (Amendment) Act 2007 for Digital Broadcasting.

The Licensing Operations Section within Market Framework processes all such licence 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 June 30, 2008, the total number of live radio licences on our database was 16,033. This is an 8% increase on the previous year. This increase highlights that individuals, businesses and electronic communications providers are making greater use of radio technology. The increase is particularly true for certain radio licence types such as radio links, FWALA and aircraft radio. During the year in review, the Licensing Operations Section continued to improve the service it offers to its licensees and also introduced a number of new radio licence types to meet the increasing demand for radio spectrum.

Radio Experimenter Examinations

Since signing the Experimenter examination contract with the Irish Radio Transmitters Society (IRTS) in May 2005, seven radio Experimenter examinations have been held. A total of 145 candidates have sat this exam with 88 successfully passing this exam.

ComReg is encouraged by the level of interest shown by the experimenters' community in sitting this examination. ComReg will continue to work with the IRTS to ensure that examinations will continue to be held on a regular basis in the future and is finalising the new three yearly contract with the IRTS to continue running the examinations.

FWALA

The Fixed Wireless Access Local Area (FWALA) scheme has gone from strength to strength over the past couple of years. There is an increasing demand for access to spectrum from the FWALA operators and ComReg continues to release new spectrum allocations to assist the operators in expanding their networks. This, in turn, allows a greater public access to wireless broadband. 57 new or amended licences were issued this year.

Ongoing Issuing of Radio Licences

An average of 4,000 applications, both for new licences or changes to existing systems, are received and processed annually by the Licensing Section.

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 two-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, state organisations and the emergency services. During the year, 384 new or amended licences were issued compared to 321 in 2006-2007.

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 only one new licence was issued, exactly the same as the one licence issued the previous year.

Radio spectrum licensing continued

Aircraft Radio

These licences cover the use of radio transceiver equipment located on board aircraft and operating within the aeronautical frequency bands to communicate with Air Traffic Control (either while the aircraft is on the ground or airborne). During the year, 247 new licences were issued compared to 252 in 2006-2007.

Ships' Radio

From May 15, 2007, the responsibility for the licensing of radio communications equipment on Irish Ships, and associated Certificates of Competency, was transferred to the Maritime Radio Affairs Unit of the Department of Transport & the Marine.

ComReg no longer issues Ships' Radio licences or Certificates of Competency.

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). Three new mobile radio licences were issued in the period, all of which were on-site Terrestrial Trunked Radio (TETRA) radio systems. TETRA is a very spectrum efficient means of both voice and data communications.

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 twelve months, 59 new licences were issued compared to 45 in the previous year. This sustained interest is directly related to the successful running of the radio experimenter examinations by the Irish Radio Transmitter Society (IRTS).

Radio Links

Where a dedicated radio transmission path is required between fixed locations, a radio link licence is required. Many telecommunications operators use microwave radio to link their mobile phone transmission sites together. During the reporting period, 1,826 new/amended radio link licences were issued compared to 1,962 in the previous period. The continued network expansion and roll-out of the 2G and 3G networks by the network operators and the introduction of fixed wireless broadband providers to the market, are the main reasons for the continued high level of demand for radio link licences.

Wireless Test & Trial

In 2005, ComReg launched the Wireless Test & Trial licensing scheme to allow researchers and developers carry out tests and trials of wireless technologies in a live environment. During the year, 28 such licences were issued. These licences facilitated the testing and trialling of a wide variety of technologies including, Digital Terrestrial Television (DTT), Digital Radio, Mobile TV, Mobile Broadband, Satellite and terrestrial mobile service, etc

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 2008, ComReg had issued a total of 224 local area licences, an increase on last year's figure of 185 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 require licences: Large Earth Stations (LES), Transportable Earth Station (TES) and Very Small Aperture Terminals (VSAT). In the year under review, 68 new licences were issued, compared to 49 the previous year. This low level of activity in satellite licensing is attributable to the satellite licence exemption regulations that ComReg introduced over the last number of years. Earlier this year, ComReg published revised Satellite documents, such as new Guidelines and application forms.

TETRA

As part of the Department of Finance's Managed Digital Radio Scheme (MRDS) tender, new legislation has been drafted by ComReg to allow the introduction of a national TETRA licence. This will allow the TETRA network operator to roll out a new digital communications system for the emergency services on a nationwide basis. By June 2008, the tender process was at an advanced stage and a decision was likely to be made in Q3 of 2008.

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 and 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 following table:

Summary of Radio Devices exempt from Licensing

Radio Type	Description	Exemption Order	Other Information
Short Range Device (SRD)	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. 160 of 2006 S.I. 405 of 2002	ERC/REC/70-03 Documents: 02/71
Citizen's Band	AM citizens' band (CB) and PR 27 radio equipment.	S.I. 436 of 1998	Standards: ETS 300 433, ETS 300 135 Documents: 00/62R
Satellite	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
PMR 446	Short range business radios operating in the 446MHz band	S.I. 93 of 1998	Documents: 00/62R
GSM	GSM phones operating in the 900MHz band	S.I. 409 of 1997	Documents: 00/62R
DCS 1800	GSM phones operating in the 1800MHz band	S.I. 107 of 1999	Standards: TBR 31, TBR 32 Documents: 00/62R
Cordless Telephones	Analogue cordless phones operating at 31.025 - 31.325MHz (fixed part) and 31.925 - 40.225MHz (portable part) 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	S.I. 410 of 1997	Documents: 00/62R
Broadcasting	Certain wired broadcast relay stations Sound broadcasting receivers	S.I. 200 of 1976 S.I. 211 of 1972	Documents: 00/62R
Radio Receivers	General Radio Receivers (excluding Television Sets)	S.I. 197 of 2005 S.I. 292 of 2005	

Radio spectrum licensing continued

World Rally Championship

In late November 2007, the first ever stage of the World Rally Championship (WRC) to be held in Ireland took place in the North West, based in Sligo with stages in the surrounding counties and in Northern Ireland also.

ComReg took a proactive role in establishing links and contact points within the various controlling and governing bodies involved with the WRC to ensure that all forms of radio communications would be licensed and compliant with Irish regulations.

These forms of radio communications included the basic two way radio communications used by the various teams for support, through to safety marshalling on the courses, timing control, operational requirements and public safety. Also the emergency services had to be protected against possible interference from visiting team's communications equipment.

From a broadcasting point of view, satellite news gathering had to be catered for and licensed. Radio microphones and in ear monitors used by reporters were also licensed.

As the use of radio by the teams and supporting units involved crossing the Republic of Ireland's and Northern Ireland's borders many times, co-ordination with Ofcom, the UK telecom's regulator, was necessary from the early stages of planning. Many frequencies were assigned on an agreed, shared basis with Ofcom to allow seamless operations for the WRC teams.

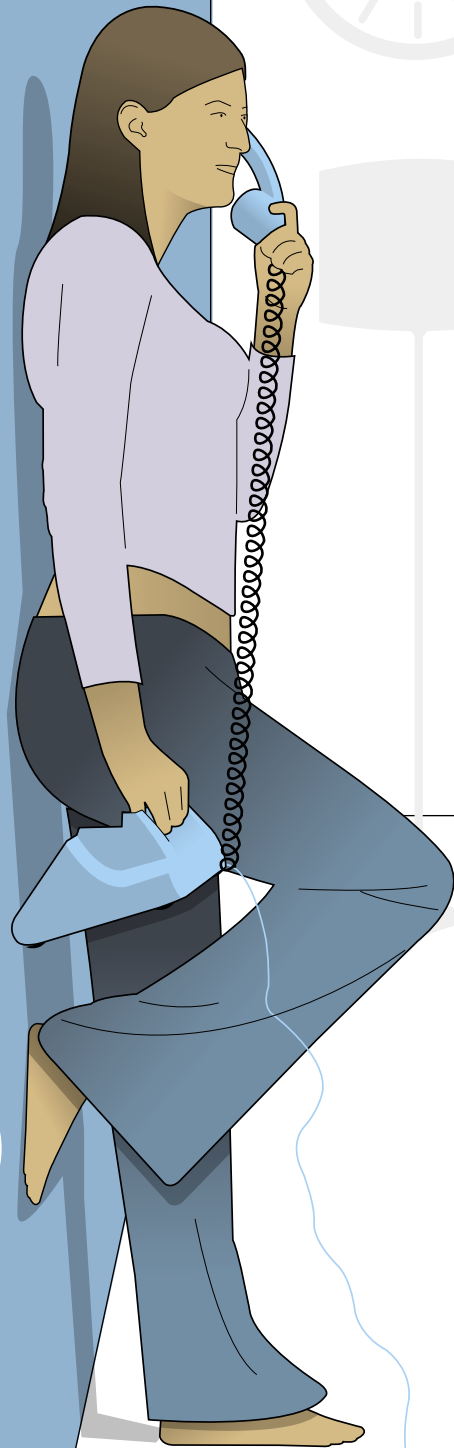
ComReg received no complaints of interference or radio-related problems from any of the WRC teams, the WRC supporting operational teams or the Irish-based emergency services and support services.

Table of Live Licences and New/Amended Licences issued in Year in Review

Licence Type	No. of Live Licences			No. of New/Amended Licences Issued		
	30-Jun-08	30-Jun-07	% Change	June 07~ June 08	June 06~ June 07	% Change
2G	3	3	0	0	0	n/a
3G	4	4	0	0	1	-100
Aircraft Radio	1562	1429	9	247	252	-2
Business Radio	2885	2954	-2	384	321	20
Community Repeater	82	102	-20	1	1	0
Experimenters	1495	1494	0	59	45	31
FWALA	224	185	21	57	63	-10
FWPMA	2	2	0	0	0	n/a
National Point-to-Multipoint Block Licences - 26 Ghz	2	0	n/a	2	0	n/a
National Point-to-Point Block Licences - 26 Ghz	4	0	n/a	4	0	n/a
Mobile Radio (Local Area)	11	10	10	3	3	0
Paging (Local Area)	75	37	103	20	23	-13
Radio Links - Point to Multipoint	126	124	2	2	2	0
Radio Links -Point-to-Point	9335	8402	11	1826	1962	-7
Satellite Radio	98	54	81	68	49	39
Temporary Business Radio	19	1	n/a	132	133	-1
Third Party Business Radio	23	23	0	0	4	n/a
Wideband Digital Mobile Data Service (WDMDS)	3	3	0	0	1	n/a
Wireless Access Platform for Electronic Communication Services (WAPECS)	1	1	0	0	1	n/a
Wireless Public Address System	58	32	81	26	32	-19
Wireless Test	13	14	-7	16	18	-11
Wireless Trial	8	6	33	12	9	33
Total Radio Licences	16033	14880	8	2859	2920	-2

Details of the above licence types, including application forms, are available from the ComReg website www.comreg.ie

NUMBERING



“ ComReg is responsible for the efficient management of the national telephone numbering scheme. This entails the provision of sufficient telephone numbers and short codes. ”

Numbering, Naming & Addressing

ComReg is also responsible for the efficient management of the national telephone numbering scheme. This entails the provision of sufficient telephone numbers and short codes, operating a strategy that ensures no numbering resource gets exhausted, providing numbers and codes for all types of new and legacy services and ensuring new telephone numbers get opened up promptly on all national and international networks.

National Number Changes

Following a major audit and usage analysis carried out throughout the summer of 2007, ComReg concluded that a number of provincial areas were reaching critical levels of geographic numbers. This information was presented to ComReg's Numbering Advisory Panel in September 2007 and a conclusion was reached that number changes should be carried out in 4 main areas. These are Bandon, Longford, Clonmel and Killarney, as well as in their subsidiary areas Granard, Cahir, Killenaule and Rathmore.

Public announcement of the changes via the national press took place in November 2007 and the commencement of parallel working between the new 7-digit subscriber numbers and the old 5-digit numbers will take place in November 2008. This parallel operation will continue until May 2009 after which a 12-month period of recorded announcements will operate on the discontinued numbers.

Other matters which have had to be addressed in the context of these changes are updates to telephone directories and the National Directory Database, changeover procedures for Calling Line Identification, website and other published information on the changes – including number conversion tools, answers to frequently asked questions and reminders to affected subscribers.

Revision of the Numbering Conventions & new applications procedures

The National Numbering Conventions document, which is publicly available, contains the rules that describe how ComReg manages the national numbering resource effectively and efficiently, as specified in legislation. It also clearly sets out the rights and obligations of all number holders vis-à-vis allocations made to them.

The first version of the National Numbering Conventions document was published in February 2000 and this was followed by a series of updates. The latest draft update was published on 24 July, 2007 for public consultation and, following detailed analysis of responses, the revised version 6 of the Conventions was published as ComReg Document 08/02 on 2 January, 2008. A companion document covering application procedures for numbers was also consulted on and the outcome of this was published simultaneously as ComReg Document 08/03. The availability of these detailed and explicit documents ensures fully transparent management of the national numbering scheme.

Harmonised Services of Social Value

Commission Decision 2007/116/EC (as amended) on Harmonised Services of Social Value is now being implemented across the European Community. The concept underpinning that Decision is that the same 6-digit telephone number commencing with '116' should be reserved for the same socially-important service in each of the Member States, with the European Commission ensuring a co-ordinated approach. The applicable numbers, as identified in the Annex to the amended Decision, are currently: -

- (a) 116000 – Hotline for missing children
- (b) 116111 – Child helplines; and
- (c) 116123 – Emotional support helplines.

ComReg has reserved the entire number range beginning '116' for such services and has invited applications for the above three numbers from prospective service providers. This was carried out by means of specific advertisements in the main national press, as well as on ComReg's website.

As a result of this, and following meetings with interested parties, ComReg has allocated the numbers 116111 to "Childline", which is operated by the Irish Society for Prevention of Cruelty to Children (ISPCC) and 116123 to the Samaritans. It is expected that the Samaritans service will be operational in September 2008 and the ISPCC service some time later. A serious enquiry has been received in respect of the number 116000 but no formal application has been submitted, as yet.

Regulation of '.ie' Domain Names

Regulation of Internet domain names using the '.ie' resource falls within ComReg's area of responsibility following adoption of the Communications Regulation (Amendment) Act 2007. As this sector currently appears to be operating relatively smoothly, with steadily reducing prices and improving financial reserves, ComReg is largely concentrating on building its knowledge-base at present. The aim (obviously in the absence of any unexpected developments), is to set up a light regulatory framework involving minimum ongoing intervention.

The first step taken was an independent and comprehensive study of the state of the '.ie' domain and in particular of the IE Domain Registry (IEDR) organisation which operates the '.ie' country code Top Level Domain (ccTLD) registry. This was undertaken by consultants who are expert in the field. In addition to a review of documentation and procedures, coupled with meetings and interviews with the IEDR Board, Management and staff, the consultants held discussions with a wide selection of other stakeholders. The outcome was a report provided to ComReg in December 2007 that draws a baseline picture of IEDR. ComReg has since then presented relevant information from the report to IEDR and held successive detailed discussions about technical and administrative matters that merited their consideration. ComReg has also now published a public consultation on regulation of the .ie domain (ComReg Document 08/48 of 27 June, 2008) that draws on the information provided by the consultants' report. The outcome of that consultation, which will guide many of the next steps, should be available in October 2008.

Finally, in order to ensure that all risk areas are thoroughly analysed, ComReg is commissioning a due diligence report on the IEDR that will look in some detail into key financial and corporate governance matters. This study is expected to commence in early August 2008.

Next Generation Networks

Following the publication of a position paper on wholesale products in July 2007 (ComReg Document 07/40), ComReg undertook further research into key areas of uncertainty in Next Generation Networks (NGN). These areas included an examination of the business case for Sub-Loop Unbundling and an analysis of the requirements for next generation bitstream products. At this time, ComReg also conducted (and continues to conduct) bilateral meetings with Eircom in order to obtain clarity on a number of issues relating to the roll out of their NGN.

Following on from these publications, the other Authorised Operators (OAOs) collaborated to produce a Statement of Requirements (SoR) detailing their anticipated needs for next generation wholesale products. Eircom responded to this SoR in February 2008, although leaving some issues still outstanding, on which the OAOs and ComReg are seeking clarification.

ComReg has also undertaken an investigation of street cabinet and backhaul issues, including inter alia discussions with a number of city and county councils regarding the issues surrounding cabinet collocation. ComReg is currently discussing possible solutions to Sub-Loop Unbundling in an NGN environment with Eircom.

In addition to this work, ComReg has been an active participant at a European level with the European Regulators Group (ERG) on next generation issues such as IP interconnection.

Forward Looking Programme

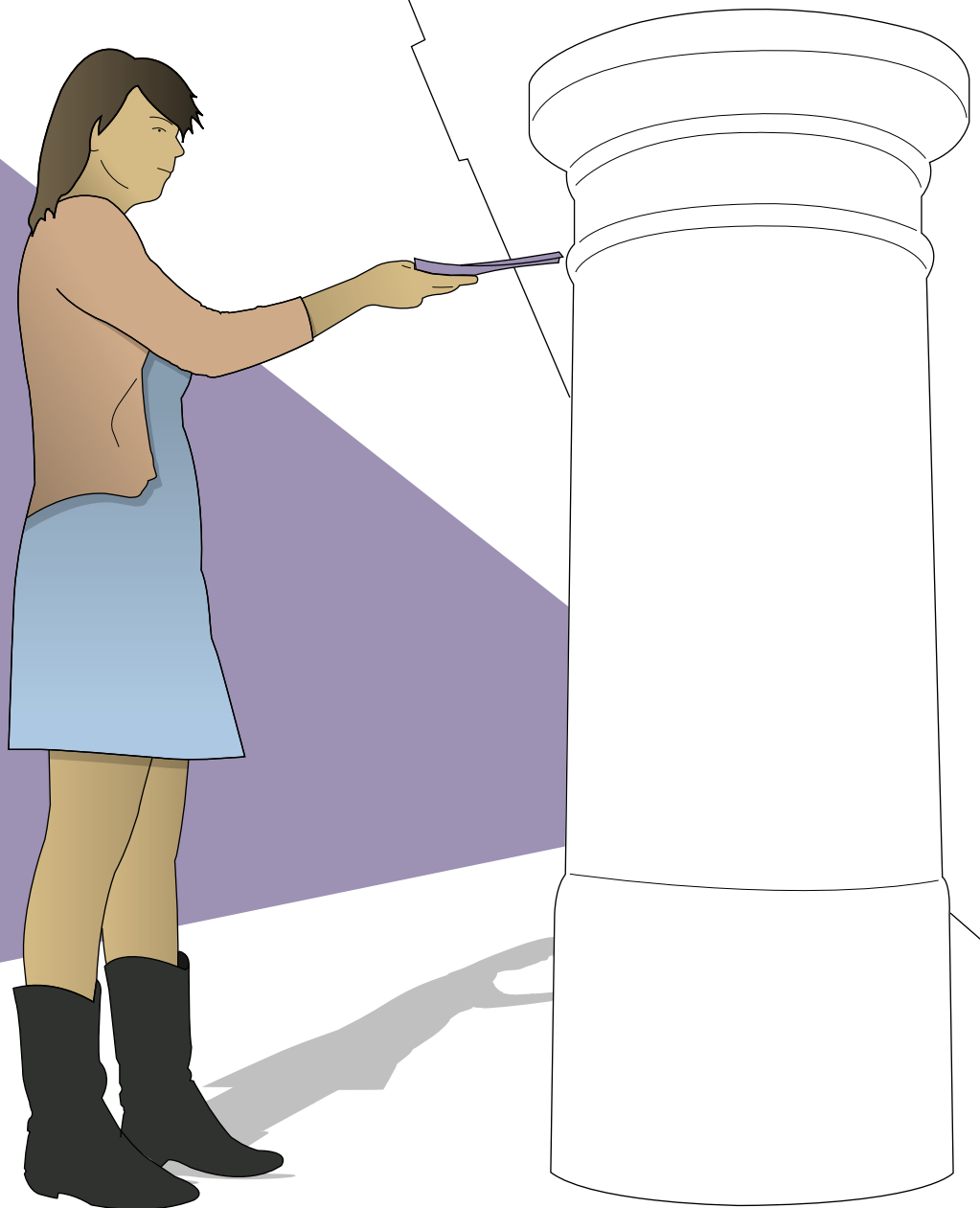
ComReg's Forward Looking Programme monitors the telecoms industry for new and innovative developments which might impact on how the market could develop in Ireland. The aim is to identify relevant developments within the industry that are of potential strategic importance and feed these into ComReg's strategic processes which can then assess what measures need to be taken in order to help facilitate the further development of the market.

Electronic Communications Expert Advisory Panel (ECEAP)

The ECEAP is a new advisory panel set up by ComReg to advise on developments within the telecommunications sector, and is a key function within the Forward Looking Programme. Membership of the ECEAP is made up of senior-level independent advisors from industry.

The panel meets three times a year. The first of these meetings took place at the beginning of June 2008 and was chaired by John Doherty, the Chairperson of ComReg. The topic for the first meeting was Next Generation Broadband and specific areas of discussion included facilitating cross-platform competition and innovation, end user issues and how to further stimulate demand.

POSTAL REGULATION



“ ComReg focuses on ensuring the provision of high quality customer-centred postal services, guaranteeing for both letters and parcels daily collections and deliveries, not less than five days a week, to every address in the country. ”

Regulatory Framework

ComReg is the National Regulatory Authority for the Irish Postal sector. The statutory objective for ComReg 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 meeting this objective, ComReg focuses on ensuring the provision of high quality customer-centred postal services, guaranteeing for both letters and parcels daily collections and deliveries, not less than five 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.

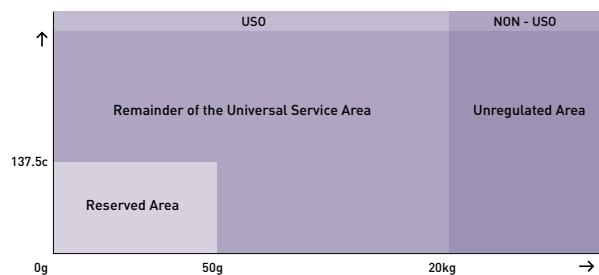
Specific functions of ComReg, under the Postal Regulations, include issuing directions to An Post - the Universal Service Provider (USP) - regarding accounting procedures to be adopted in the preparation of its regulatory accounts, monitoring compliance with Tariff Principles, setting quality of service standards for An Post, monitoring performance against this target, and ensuring that An Post complies with its obligations to provide universal service (density of access points, daily deliveries, etc).

Under separate powers An Post cannot increase prices for reserved universal services without ComReg's concurrence.

Postal Service Providers

Since January 2006, the services "reserved" to An Post as the designated Universal Service Provider are confined to items of domestic correspondence and incoming cross-border correspondence weighing 50g or less, providing the price is less than two and a half times the domestic public tariff for an item of correspondence in the first weight step of the fastest standard category i.e. €1.375 (based on prices at March 1, 2007). The postal market for outgoing cross-border mail has been fully opened to competition since 1 January, 2004.

Figure 1: Interrelationship between Universal, Reserved and Unregulated Postal Services based on domestic price 55c



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) with little or no formality. Since 1 January, 2004, only those postal service providers (other than An Post) with a relevant annual turnover of more than €500,000 for postal services, 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.

As at 30 June, 2008, there was 36 authorised Postal Service providers in total. Seven were authorised during the period under review.

ComReg's website www.comreg.ie offers the facility to view an up-to-date register of authorised providers of postal services and the services each operator currently provides.

Postal regulation continued

3rd Postal Directive

In October 2006, the European Commission published proposals for a new Postal Directive. Following consideration by the European Parliament and Council Ministers, political agreement was reached in October 2007 on the amended proposals.

On 27 February 2008, the European Communities third Postal Directive was published, mandating the opening of postal markets to competition no later than 31 December, 2010. In anticipation of these developments, ComReg published its Postal Strategy Statement (ComReg Document 08/17) for the coming three years on 14 February, 2008.

At the end of April 2008, the Minister for Communications, Energy and Natural resources launched a consultation about some of the issues that he will need to address in transposing the Directive into Irish Law. The consultation closed on 9 July, 2008. ComReg's submission to the consultation is available at www.comreg.ie in ComReg Document 08/47.

ComReg holds that there are three key issues which will determine how well Irish consumers will benefit from the introduction of competition into the Irish postal market:

Price Control

The Directive requires that the prices of services forming part of the "universal" service guaranteed by the Directive are 'affordable', 'cost oriented', 'transparent' and 'non-discriminatory'. Member States have discretion as to how this requirement should be enforced. ComReg believes that, in the interest of postal consumers, An Post should continue to get approval before increasing its prices - it is very difficult to turn the clock back once prices are increased.

Quality

The Directive requires An Post to provide a high quality service. To reinforce the effectiveness of ComReg's enforcement of this obligation, the Minister issued the European Communities (Postal Services) (Amendment) Regulations 2008 (S.I. 135/2008) in May 2008.

These regulations amended the European Communities (Postal Services) Regulations 2002 (S.I. No.616 of 2002) and conferred greater powers on ComReg to ensure An Post's compliance with Directions given in regard to quality of service standards and other postal issues.

Provision of 'Universal' Service

There is a need for a precise and unambiguous definition of the services guaranteed to Irish consumers. Currently, the Minister designates An Post as the 'Universal Service Provider' to provide these services. The new Directive recognises that this may not be the best approach in a competitive market. Other options recommended by the European Commission include market provision and public procurement. Market provision means that it is up to postal service providers to decide what services to provide, while the regulator would intervene if there were any resulting gaps in service provision.

In anticipation of these changes, ComReg dedicated its 2007 Annual National Conference to 'Postal Services for the 21st Century'. The conference focused on the postal services that consumers such as businesses, administrative bodies and private individuals will need in the future, and how best these services can be provided in terms of price, quality and services.

To assist the debate at the National Conference, ComReg commissioned consultants LECG Ltd to provide a detailed report which addressed the overall question of how to best ensure that consumers benefit from the opening of the Irish postal market to competition. The full LECG report is available at www.comreg.ie in ComReg Document CP45e.

Strategy Statement

Under the Communications Regulation Act 2002, ComReg is obliged to produce a Strategy Statement every two years. The Strategy Statement must take into account the objectives set out in section 12 of the Act and any directions under section 13 of the Act.

ComReg issued its Strategy Statement for the Postal Sector in Ireland for the period 2008 – 2010. (ComReg Document 08/17) in February 2008.

The statement sets out ComReg's plan over these three years for the successful delivery of identified key priorities and is underpinned by an annual Action Plan, which sets out the detailed priorities and timeframes. In developing the plan, ComReg recognises that the Strategy Statement should reflect its role and obligations under legislation and should also preserve flexibility to meet the challenges of its dynamic operating environment.

To be successful in a competitive market, postal operators must be innovative, customer focused and efficient. ComReg's role, as outlined in the statement, is to act as an advocate for the consumer and all those interested in providing customer focused and efficient postal services. The achievement of the appropriate level of regulation necessary to ensure sustainable competition, provide consumers with price, choice and quality and drive innovation is central to Ireland's continued economic success.

Quality of Service

Domestic- An Post

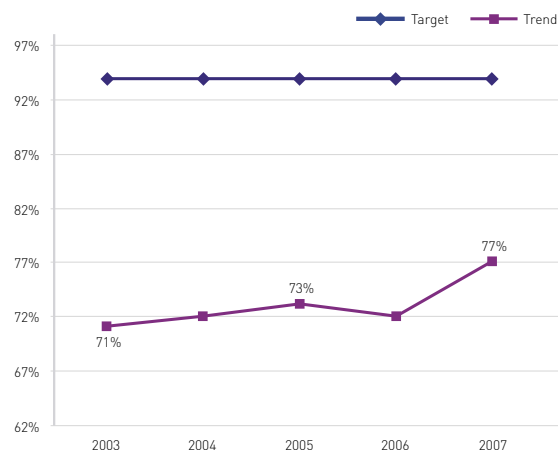
The availability of an efficient, high quality postal service on a par with the best in Europe is a key objective for a modern competitive economy such as Ireland's. Therefore the quality of service afforded to mail is a particular concern to ComReg. One of the fundamental objectives of the European 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 mail¹³ (the ordinary day to day correspondence posted by individuals and businesses, big and small). During the year under review, ComReg published TNS mrbi's annual report for 2007, the performance results of the last three quarters of 2007 and the performance results for quarter the first quarter of 2008¹⁴.

Results show that in 2007, for mail posted in the State for delivery in the State, 77% of ordinary correspondence (single piece mail) was delivered the next working day (excluding weekends and bank holidays). This represented a 5% improvement in service quality performance over the annual result in 2006 (72%)¹⁵. However it should be noted that next day delivery has improved by just six percentage points over the past five years, when independent monitoring of quality of service commenced.

97% of ordinary correspondence was delivered within three working days of posting which maintains the previous year's measurement, but still falls short of the 99.5% target set by ComReg¹⁶.

An Post - National Next Day (D+1)



An Post Next Day Delivery (D+1)	Performance of Mail - Full Year Comparisons				
	2005	2006	2007	2006	2007
Anywhere to Anywhere	71%	72%	73%	72%	77%
Anywhere to Local (Delivery within county of posting)	75%	75%	76%	75%	78%
Anywhere to Dublin County	71%	73%	73%	72%	77%
Dublin County to Anywhere	70%	69%	73%	70%	77%
Dublin County to Dublin County (Local)	72%	75%	76%	73%	78%
Outside Dublin County to Anywhere	73%	73%	73%	75%	77%
Outside Dublin County to Local (Delivery within county of posting)	78%	76%	76%	77%	79%
Outside Dublin County to Dublin County	68%	70%	68%	70%	75%

¹³ 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'

¹⁴ ComReg Document No. 08/42 (Q1 2008, published June 13 2008); 08/24 (2007 Annual Report and Q4 2007, published March 28 2008), 07/96 (Q3 2007, published November 29 2007), 07/63 (Q2 2007, – published August 29 2007)

¹⁵ This is within the margin of error (+/- 1.0%)

¹⁶ The purpose of this measure is to ensure that if there is a failure to provide the desired level of next day delivery then it is corrected as quickly as

Postal regulation continued

International - European Cross Border Results

The 2007, UNEX (UNipost EXternal Monitoring System) results published by the International Post Corporation (IPC) on the quality of service of cross border mail within Europe show that overall 94.1% of priority letter mail was delivered within three days of posting (speed indicator) and 98.7% within five days (reliability indicator). The UNEX-29 category includes all European Union countries, except Bulgaria which will be monitored from 2008, together with Iceland, Norway and Switzerland.

Average figures for mail despatched from and delivered in Ireland are not published, but details for some specific routes (delivery within three days) are as follows:

Country	Despatched from Ireland		Delivered in Ireland	
	2006	2007	2006	2007
United Kingdom	93.0%	91.3%	94.4%	94.4%
Belgium	93.3%	94.0%	91.7%	93.7%
France	90.6%	94.8%	88.1%	92.0%
Germany	94.6%	93.8%	93.4%	95.4%
Latvia	78.6%	86.1%	83.7%	88.0%
Lithuania*		77.3%		82.9%
Poland	82.3%	87.5%	81.3%	80.3%
Spain	71.1%	81.3%	89.6%	89.4%
The Netherlands	94.0%	93.9%	85.7%	91.8%

*Results were not measured for services to and from Lithuania in 2006.

Residential and Business Surveys

ComReg published the findings of its 2007 business and residential postal surveys (ComReg Document 08/13a and 08/13b) in January 2008.

The key findings from the Business Survey based on telephone interviews conducted with a sample of 802 businesses, show:

- There is a gradual increase to 24% in the number of companies who are opting to use alternative postal service providers, though awareness of alternative providers within the business community still remains quite low.
- A modest increase in the volume of post sent by businesses surveyed
- There was an increase in the overall level of satisfaction with the Postal Service in Ireland in 2007 from 48% to 61%

- 40% of respondents experienced at least one incidence of dissatisfaction with an aspect of the Postal Service in the last twelve months
- Among the lowest satisfaction scores were the number of postal service providers available and the overall cost of postal services with An Post
- More competitive pricing and faster and more reliable services were recognised as key factors that would stimulate more usage of postal services

The key findings from the Residential Survey based on a structured questionnaire to a nationally representative sample of just under one thousand adults aged 18-74, show:

- An increase in the average amount of mail sent per household from 3.06 items per week in 2006 to 4.50 items in 2007, and an increase in mail items delivered to each home address from 8.11 in 2006 to 9.02 in 2007
- Almost half of residential respondents were aware of alternative Postal Service Providers in 2007
- One in ten respondents expressed dissatisfaction with some element of the postal services in 2007, with delivery issues being the main cause of dissatisfaction
- Of those who made a formal complaint, 4 in 10 were very dissatisfied with the handling of their complaint
- Of the six in ten respondents who believe there are factors that would increase usage of the postal services, price is by far the most important consideration, with reliability and service quality also featuring prominently
- Based on a Price Sensitivity Model analysis, the optimum price point for sending a standard letter is 49 cent, quite an amount lower than the existing price point of 55 cent.

Complaints and Redress Procedures for Postal Service Providers

Regulation 15 (1) of S.I. No. 616 of 2002 provides that An Post and any other postal service provider with "an annual turnover of €500,000, exclusive of VAT" must draw up:- "transparent, simple and inexpensive procedures for dealing with users complaints, particularly in cases involving loss, theft, damage or non-compliance with service quality standards (including procedures for determining where responsibility lies in cases where more than one operator is involved). These procedures shall enable disputes to be settled fairly and promptly with provision, where warranted, for a system of reimbursement or compensation or both." These procedures should be drawn up in accordance with guidelines laid down by the Regulator in consultation with the postal service provider.

In December 2007, ComReg issued legally enforceable guidelines to An Post and all Operators who have indicated that they are providing services within the scope of the universal service (ComReg Document 07/105).

The main objective of these legally enforceable guidelines is to assist postal service providers who provide postal services within the scope of the universal service, to draw up transparent, simple and inexpensive procedures for dealing with user¹⁷ complaints and to ensure an appropriate form of redress is available to the user in the event of loss and substantial delay¹⁸, theft, damage or non-compliance with service quality standards.

Postal consumers will now have an appropriate form of redress, regardless of service provider within the scope of the universal service, and have the further guarantee of an appropriate compensation mechanism. The scheme for compensation in these cases can be in the form of a number of stamps and/or a cash amount, provided that the claim is in proportion to the actual cost of the mailing.

The publication of a "Complaints and Dispute Resolution Code of Practice" by each postal service provider within the scope of the universal service will give confidence to postal consumers that the Irish postal industry maintains consistent complaints and redress standards. ComReg believes this is a welcome development for both Irish postal users and the industry which serves them.

The guidelines clearly outline the requirements which focus on the following:

1. Relevant and appropriate Information on the Complaints and Dispute Resolution Procedures;
2. Minimum requirements regarding communication to complainants that include internal and external appeals mechanisms, response times to deal with complaints and maximum times for complaint resolution;
3. Retention of records relating to a complaint until any appeals process is exhausted;
4. Publication of a Code of Practice and ensuring customers are aware of the code by publicising it through the usual communication and advertising mediums;
5. The provision of a compensatory principle in the event of service failure.

All postal service providers providing a service within the scope of the universal service are obliged to implement a Code of Practice.

¹⁷ Any natural or legal person benefiting from universal service provision as a sender or an addressee

¹⁸ Substantial delay for domestic mail is defined as any item that has not been received within 7 calendar days and for cross border mail within 10 calendar days.

International Affairs

The European Regulators Group

The European Regulators Group (ERG), established by an EU Decision in 2002, is the collective body of European National Regulatory Authorities (NRAs). Thirty four European countries participate in the work of the ERG. In addition to the twenty-seven members from EU Member States, there are four EFTA States (Switzerland, Norway, Iceland and Liechtenstein) and three EU Accession/Candidate States (Turkey, Croatia and FYR Macedonia).

The ERG 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 in ERG's work programme.

The Independent Regulators Group

The Independent Regulators Group (IRG) provides national regulatory authorities with the opportunity to meet solely with other regulatory authorities to discuss implementation issues. With common membership as ERG, the forum has proved useful as a debating ground on the application of the regulatory framework and as an information exchange. John Doherty, ComReg Chairperson, was appointed as a Board member in February 2008.

During the second half of 2007, the work of the ERG continued to be dominated by preparation for the review of the Regulatory Framework and the EU Commission's Recommendation on Relevant Product and Service Markets. ComReg chaired the Project Team which examined proposals in these areas. The Commission published its proposals for legislative changes to the Regulatory framework in November 2007 and a revised Recommendation on Relevant Product and Service Markets. The ERG has continued to analyse the evolving proposals as they are discussed by the Council and the European parliament and has provided the results of this analysis to member NRAs. In addition, ERG has participated in hearings at the European Parliament and has held meeting with the Council Presidency on specific aspects of the proposals.

During the period July 2007 to June 2008, the ERG adopted a number of documents that both enhanced the clarity of regulatory approach and sought to determine agreed future regulatory action. Among the major documents published were:

Common Position on VoIP

This report deals with the consumer aspect of VoIP regulation with particular regard to access to emergency services, numbering and number portability.

Common Position on Symmetry of fixed and mobile termination rates

The report dealt with the question of symmetric termination rates in the fixed and mobile markets and strategies for NRAs to achieve symmetry.

Guidance on application of three criteria test

In December 2007, a revised Recommendation on relevant product and service markets susceptible to ex-ante regulation was published. The recommendation refers to three criteria to determine whether additional national markets are appropriate candidates for ex-ante regulation and this paper drew upon NRAs experience in reaching its conclusions.

International Roaming

The Roaming Regulation came into force at the end of June 2007. ERG provided guidelines for mobile operators on implementation of the Regulation. ERG assists the Commission in monitoring market developments and produces a report every six months. The EU Commission will bring forward proposals on the future of the regulation and in July 2008, Commissioner Reding indicated that she favoured extending the scope to include SMS services.

The Communications Committee (COCOM)

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. Along with representatives of the Department of Communications, Energy and Natural Resources, ComReg participates as part of the Irish delegation.

Review of Regulatory Framework

As noted above the EU Commission published its proposals for a revision of the Regulatory Framework in November 2007. ComReg provides technical advice to the Department of Communications, Energy and Natural Resources for its input to discussions at the various fora considering the proposals. ComReg also participated in a hearing by the Oireachtas Joint Committee on European Scrutiny.

The Radio Spectrum Policy Group

The Radio Spectrum Policy Group (RSPG) was established in 2002 under the EC Commission Radio Spectrum Decision. The RSPG is tasked with adopting opinions, which are meant to assist and advise the European Commission on radio spectrum policy issues, on co-ordination of policy approaches and, where appropriate, on harmonised conditions with regard to the availability and efficient use of radio spectrum necessary for the establishment and functioning of the internal market.

The members of the Group are representatives of the Member States and of the Commission. ComReg is invited to participate by the DCENR and has assisted in preparing the following deliverables during the year in review:

- Opinion on Spectrum issues concerning outer EU borders – June 08
- Public consultation on Public consultation on the draft RSPG Opinion on "Aspects of a European Approach to Collective Use of Spectrum"

CEPT

During the period under review, proposals for revamping the Conference for European Postal and Telecommunications Administration was further advanced at an assembly in Malta in June 2008.

Corporate Services

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

Human Resources

Information Systems

Communications

Facilities

Top Management Appointments

The Minister for Communications, Marine and Natural Resources announced the establishment of ComReg on December 2002. During the period under review, John Doherty was appointed Chairperson of the Commission on December 1, 2007. The Commission, with the Management Policy Committee (MPC), is responsible for the strategic and operational management of the organisation.

Strategy Statement for the electronic communications sector

During the period under review ComReg published its Strategy Statement for the electronic communications sector for the period 2008-2010, as required under the Communications Regulation Act, 2002. The document is available on the ComReg website at www.comreg.ie.

The strategy sets out ComReg's plan over these three years for the successful delivery of identified key priorities and is underpinned by ComReg's annual Action Plan, which sets out our detailed priorities and timeframes.

ComReg recognises that this is a period of potentially great change in the sector, with developments such as Next Generation Networks (NGNs); convergence; further consolidation in the sector across Europe; proposals for separation of telecoms networks both at EU level and by Eircom; revisions to the number and range of markets it regulates and revisions to the underpinning European regulatory framework all presenting challenges.

Human Resource Development Awards

ComReg 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 re-accreditation with the Fás Excellence through People (Gold Standard) in November 2007 and with the Association of Chartered Certified Accountants (ACCA) in June 2008. ComReg also won special awards in both the Engineers Ireland CPD Company of the Year and Innovation Company of the Year awards in October 2007 and January 2008 respectively and at the Irish Institute of Training and Development (IITD) CPD national awards. These accreditations and awards acknowledge the high standards of professionalism and training and development which ComReg provides for its staff members.

Information Technology

ComReg's information technology function supports the organisation at an operational level; providing tactical mobilisation of IT and information systems and, deploying strategic IT initiatives.

ComReg has continued to invest in high quality software and has developed a number of systems to assist its workforce. In particular a large number of modules have been added to ComReg's Licensing system therefore enhancing the administration and technical analysis of spectrum license applications.

The Information Technology function also serves to act as a valuable business enabler for ComReg as well as to enhance the stakeholder experience. This is achieved through the provision and enhancement of on-line services and tools and back-office systems and services.

During this period, ComReg continued to enhance its online presence and improve user experience. In December of 2007, ComReg launched www.comstat.ie which was designed to act as a central portal for presentation of statistical data and analytical research on the electronic communications market. The site has a unique feature which enables the generation of user defined reports therefore enabling users to access information that is relevant to them. Comstat continued to develop and shortly after its initial launch survey data was added to the system. There are a number of additional data sources that are due to come online within the near future.

ComReg's online licensing website, www.eLicensing.comreg.ie was also upgraded to act as an additional communications channel between licensees and ComReg's licensing and finance departments. This system is now configured to assist licensees with paying renewal fees, updating account information and applying for licences.

Continuing its focus on enhancing user experience, ComReg upgraded a number of features on www.callcosts.ie and www.askcomreg.ie. Mobile broadband was added to the broadband calculator on www.callcosts.ie in addition to a more detailed break down of mobile phone package comparisons. The search engine on www.askcomreg.ie was upgraded so as to facilitate users accessing the information that is important to them.

Other projects included server and software upgrade and consolidation to ensure platform for future delivery of IT requirements.

Information Access

ComReg is fully supportive of the Freedom of Information legislation and, during the period under review, we had 12 requests for information under the FOI Act. To facilitate effective communication and in accordance with Disability Legislation and Official Languages legislation, ComReg continued to implement their Information Access initiatives:

Production of all Consumer Guides in 'plain English' achieved through the National Adult Literacy Agency (NALA);

Irish Language initiatives such as translation of key documents (including all Consumer Guides) and staff awareness and training;

Provision of on-request Braille and alternative formats for ComReg documents and correspondence.

Additionally, both consumer sites www.askcomreg.ie and www.callcosts.ie retained their W-Mark, while www.comreg.ie also obtained it, underlining ComReg's commitment to and delivery of accessible information.

ComReg's Data Protection Committee continued ensuring ComReg's compliance with the provisions of the Data Protection Acts (1988 and 2003). The Committee is chaired by ComReg's Access Officer and was engaged in progressing initiatives such as review of ComReg's internal data protection procedures.

Communications and publications

Our Communications Unit, which is part of the Corporate Services 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 stakeholders. These events provide an ideal platform for sharing information, feedback and discussion among all stakeholders in the regulatory and technology sectors. ComReg hosted its Annual Conference on 18 October, 2007 in the Morrison Hotel, Dublin. The theme of the ComReg conference was Postal Services for the 21st Century. The Forum provided key industry figures the opportunity to meet and discuss strategies and regulatory developments. The Forum was attended by over 100 communications industry representatives. The conference was opened by the Minister for Communications, Energy and Natural Resources, Eamon Ryan TD.

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, Energy and Natural Resources, and the Minister for Finance and is published on our website.

In order to assist with the discharge of its responsibilities, the Commission has 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, Mr Dan Flinter. The Audit Committee operates under formal terms of reference and met four times during the year. It is ComReg's 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, Energy and Natural Resources.

Financial statements

FOR THE YEAR ENDED 30 JUNE 2008

REPORT OF THE CHAIRPERSON	50
STATEMENT OF COMMISSION'S RESPONSIBILITIES	51
STATEMENT ON INTERNAL FINANCIAL CONTROL	52
REPORT OF THE COMPTROLLER AND AUDITOR GENERAL	53
STATEMENT OF ACCOUNTING POLICIES	54-55
INCOME AND EXPENDITURE ACCOUNT	56
APPROPRIATION ACCOUNT	57
STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES	58
BALANCE SHEET	59
CASHFLOW STATEMENT	60
NOTES TO THE FINANCIAL STATEMENTS	61-67

Report of the chairperson

FOR THE YEAR ENDED 30 JUNE 2008

I have pleasure in submitting the annual report and audited financial statements for the Commission for Communications Regulation for the year ended 30 June 2008.

Principal Activities

The Commission for Communications Regulation was established on 1 December 2002. The functions of the Commission are specified in the Communications Regulation Act, 2002, and the Communications Regulation (Amendment) Act, 2007. These functions relate to the regulation and licensing of the electronic communications industry (including radio and broadcasting transmission), the regulation of postal services and the regulation of the .ie domain name. The Commission is 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.

Auditor and Accounts

Under the Communications Regulation Act, 2002, the Commission shall keep in such form as may be approved by the Minister for Communications, Energy 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, Energy 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.

Section 33 of the Communications Regulation Act, 2002, requires the Commission to adopt, with the approval of the Minister for Communications, Energy and Natural Resources and the Minister for Finance, a code of financial management and to arrange for its publication following such approval. In addition the Commission is required to review periodically 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, Energy 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 that 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 Payments 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 that 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.

John Doherty

Chairperson
Commission for Communications Regulation
24 February 2009

Statement of the commission's responsibilities

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, Energy 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 a balance sheet, distinguishing between: (a) its functions relating 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.

John Doherty
Chairperson
Commission for Communications Regulation
24 February 2009

Statement on internal financial control

FOR THE YEAR ENDED 30 JUNE 2008

Responsibility for Internal Financial Control

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

The system can provide only reasonable and not absolute assurance that assets are safeguarded, transactions are authorised and properly recorded, and material errors or irregularities either are 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:

- a 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 the Commission 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 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 the Commission 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 for the year ended 30 June 2008.

John Doherty

Chairperson

Commission for Communications Regulation

24 February 2009

Report of the comptroller and auditor general

FOR PRESENTATION TO THE HOUSES OF THE OIREACHTAS

I have audited the financial statements of the Commission for Communications Regulation for the year ended 30 June 2008 under the Communications Regulation Act, 2002.

The financial statements, which have been prepared under the accounting policies set out therein, comprise the Statement of Accounting Policies, the Income and Expenditure Account, the Appropriation Account, the Statement of Total Recognised Gains and Losses, the Balance Sheet, the Cashflow Statement and the related notes.

Respective Responsibilities of the Commission and the Comptroller and Auditor General

The Commission is responsible for preparing the financial statements in accordance with the Communications Regulation Act, 2002, and for ensuring the regularity of transactions. The Commission prepares the financial statements in accordance with Generally Accepted Accounting Practice in Ireland. The accounting responsibilities of the Members of the Commission are set out in the Statement of the Commission's Responsibilities.

My responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

I report my opinion as to whether the financial statements give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland. I also report whether in my opinion proper books of account have been kept. In addition, I state whether the financial statements are in agreement with the books of account.

I report any material instance where moneys have not been applied for the purposes intended or where transactions do not conform to the authorities governing them.

I also report if I have not obtained all of the information and explanations necessary for the purposes of my audit.

I review whether the Statement on Internal Financial Control reflects the Commission's compliance with the Code of Practice for the Governance of State Bodies 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. I am not required to consider whether the Statement on Internal Financial Control covers all financial risks and controls, or to form an opinion on the effectiveness of the risk and control procedures.

I read other information contained in the Annual Report and consider whether it is consistent with the audited financial statements. I consider the implications for my report if I become aware of any apparent misstatements or material inconsistencies with 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 International Standards on Auditing (UK and Ireland) 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 and regularity of the financial transactions included 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 of the information and explanations that I considered necessary in order 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, the financial statements give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland, of the state of the Commission's affairs at 30 June 2008 and of its income and expenditure for the year then ended.

In my opinion, proper books of account have been kept by the Commission. The financial statements are in agreement with the books of account.

John Buckley

Comptroller and Auditor General
27 February 2009

Statement of accounting policies

1. ACCOUNTING CONVENTION

The financial statements for the Commission, which are in the form approved by the Minister for Communications, Energy 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.

2. INCOME RECOGNITION

Income is generated from levies raised on certain providers of electronic communications and postal services. The levies are used to fund the cost of regulation.

In addition, ComReg is also responsible for the management of the radio spectrum and issues and renews a large number of Wireless Telegraphy licences to various operators, public bodies, private companies and individuals. These licences generate the majority of the fee income earned by ComReg. Certain licences also include a requirement to pay Spectrum Income to ComReg for the right to use radio spectrum.

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.

Radio, MMDS and Deflector licence income is brought to account over the period to which the licence relates.

Spectrum Income represents fee income paid to the Commission for the right to use radio spectrum. This income is brought to account in the period when it falls due. In the year to 30 June 2008, the income derived from 3G radio spectrum.

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

3. APPROPRIATION OF OPERATING SURPLUS

The distribution of the surplus arising in the year is set out in an Appropriation Account. Under the Communications Regulation Act, 2002, the Minister for Communications, Energy 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.

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 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.

Statement of accounting policies

CONTINUED

7. PENSIONS

The Commission is staffed by Commissioners and directly recruited employees. A defined-benefit pension scheme (originally established by the ODTR) is in place for Commissioners and employees of the Commission. The scheme is funded by contributions from Commissioners, employees and the Commission, which are transferred to a separate trustee administered fund.

The Commission has adopted FRS 17 Retirement Benefits. Pension scheme assets are measured at fair value. Pension scheme liabilities are measured on an actuarial basis using the projected units method. An excess of scheme liabilities over scheme assets is presented on the Balance Sheet as a liability.

The pension charge in the Income and Expenditure account comprises the current service cost plus the difference between the expected return on scheme assets and the interest cost of scheme liabilities.

Actuarial gains and losses arising from changes in actuarial assumptions and from experience surpluses and deficits are recognised in the statement of total recognised gains and losses for the year in which they occur.

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 identified separately in the accounts. 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 2008

	Notes	2008 Levy €'000	2008 Electronic Communications Other €'000	2008 Post Levy €'000	Year to 30 June 2008 Total €'000	Year to 30 June 2007 Total €'000
INCOME						
Levy		9,848		1,409	11,257	11,075
Licensing Fees	1		25,660		25,660	23,696
Spectrum Income	1		7,600		7,600	52,000
Other Income	1		1,902		1,902	1,890
GROSS INCOME						
Transfer (to) Capital Reserve	7	9,848	35,162 (83)	1,409	46,419 (83)	88,661 (1,203)
NET INCOME						
		9,848	35,079	1,409	46,336	87,458
EXPENDITURE						
Staff Costs	2	5,675	3,218	569	9,462	8,694
Pension Costs	12(b)	631	359	64	1,054	1,125
Technical Advice		4,839	773	531	6,143	4,126
Legal Expenses		62	130	1	193	169
Advertising		145	61	8	214	307
Administrative Expenses		1,789	1,121	129	3,039	2,770
Auditors' Remuneration		14	10	1	25	25
Premises and Related Expenses		801	560	76	1,437	1,336
Depreciation		318	219	30	567	390
Subscriptions to International Organisations	10	318			318	213
		14,592	6,451	1,409	22,452	19,155
OPERATING SURPLUS / (DEFICIT)						
		(4,744)	28,628	0	23,884	68,303

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

John Doherty

Chairperson

Commission for Communications Regulation

Appropriation account

FOR THE YEAR ENDED 30 JUNE 2008

	Notes	Year to 30 June 2008 Total €'000	Year to 30 June 2007 Total €'000
OPERATING SURPLUS		23,884	68,303
Less: Appropriations			
Payable to Central Fund	8	(21,499)	(68,303)
Additional contribution to Pension fund	8	(2,500)	-
Pension Reserve adjustment	8	115	-
SURPLUS CARRIED FORWARD		0	0

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

John Doherty
Chairperson
Commission for Communications Regulation

Statement of total recognised gains and losses

FOR THE YEAR ENDED 30 JUNE 2008

	Notes	Year to 30 June 2008 Total €'000	Year to 30 June 2007 Total €'000
SURPLUS		0	0
Actual return less expected return on scheme assets	12(ciii)	(3,795)	737
Experience gains / (losses) on pension scheme liabilities	12(cii)	(99)	(1,880)
Changes in assumptions underlying the present value of pension scheme liabilities	12(cii)	(669)	962
Transfers in for prior service	12(ciii)	921	1,129
Total Recognised (Losses)/Gains relating to the Financial Year		(3,642)	948

The cumulative loss recognised from actuarial gains and losses arising in the last four years amounts to €4,929,000.

Movement in Pension Reserve

Balance at 1 July		(2,985)	(3,933)
Total Recognised (Gain)/Loss in the year		(3,642)	948
Additional contribution to Pension fund	8	2,500	-
Pension Reserve adjustment	8	(115)	-
Balance at 30 June		(4,242)	(2,985)

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

John Doherty

Chairperson

Commission for Communications Regulation

Balance sheet

AS AT 30 JUNE 2008

	Notes	30 June 2008 €'000	30 June 2007 €'000
FIXED ASSETS			
Tangible Assets	3	2,099	2,016
CURRENT ASSETS			
Debtors	4	11,916	9,640
Short-Term Investments		52,471	42,821
Cash at Bank and in hand and Short-Term Deposits		2,106	3,257
		66,493	55,718
CREDITORS (Amounts falling due within one year)			
Creditors	5	(66,493)	(55,276)
NET CURRENT ASSETS		0	442
TOTAL ASSETS LESS CURRENT LIABILITIES		2,099	2,458
PROVISIONS FOR LIABILITIES AND CHARGES	6	-	-
NET ASSETS EXCLUDING PENSION LIABILITY		2,099	2,458
Pension Liability	12[ci]	(4,242)	(3,427)
NET LIABILITIES INCLUDING PENSION LIABILITY		(2,143)	(969)
REPRESENTED BY			
Capital Reserves	7	2,099	2,016
Pension Reserve		(4,242)	(2,985)
RESERVES INCLUDING PENSION LIABILITY		(2,143)	(969)

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

John Doherty
Chairperson
Commission for Communications Regulation

Cashflow statement

FOR THE YEAR ENDED 30 JUNE 2008

	Year to 30 June 2008 €'000	Year to 30 June 2007 €'000
	Notes	
RECONCILIATION OF OPERATING SURPLUS TO NET CASH INFLOW FROM OPERATING ACTIVITIES		
Operating Surplus (before Appropriations)	23,884	68,303
Difference between pension charge and contributions	(2,827)	15
Depreciation	567	390
Bank interest	(1,859)	(1,533)
Capital reserve transfer	83	1,203
Increase in Debtors	(2,276)	(2,190)
Increase in Creditors (excluding Central Fund)	3,165	6,647
Decrease in Provisions for Liabilities and Charges	-	(521)
NET CASH INFLOW FROM OPERATING ACTIVITIES	20,737	72,314
CASHFLOW STATEMENT		
Net cash inflow from operating activities	20,737	72,314
Return on Investments		
- Bank and other interest received	1,859	1,533
Capital expenditure	(650)	(1,593)
Payment to Central Fund	8 (13,447)	(60,653)
Management of Liquid Resources		
- Decrease / (Increase) in Short-Term Deposits	1,162	(1,168)
- Increase in Short-Term Investments	(9,650)	(10,476)
INCREASE / (DECREASE) IN CASH BALANCES	11	(43)
RECONCILIATION OF NET CASHFLOW TO MOVEMENT IN NET FUNDS		
Increase / (Decrease) in cash in the period	11	(43)
(Decrease) / Increase in Short-Term Deposits	(1,162)	1,168
Increase in Short-Term Investments	9,650	10,476
Change in Net Funds	8,499	11,601
Opening Net Funds	46,078	34,477
Closing Net Funds	54,577	46,078

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

John Doherty

Chairperson

Commission for Communications Regulation

Notes to the financial statements

FOR THE YEAR ENDED 30 JUNE 2008

1. LICENSING FEES

	2008 Levy €'000	2008 Electronic Communications Other €'000	2008 Post Levy €'000	Year to 30 June 2008 Total €'000	Year to 30 June 2007 Total €'000
2G & 3G Radio Licensing Fees	-	14,316	-	14,316	13,528
Other Radio Licensing Fees	-	11,202	-	11,202	9,846
MMDS & Deflector Licensing	-	142	-	142	322
	-	25,660	-	25,660	23,696
Spectrum Income					
3G Spectrum Income	-	7,600	-	7,600	52,000
Other Income					
Bank Interest		1,859		1,859	1,533
Administration Fee Income		-		-	331
Sundry		43		43	26
		1,902		1,902	1,890

Of the total Spectrum Income of €52m received in 2007, €44.4m was received from Eircom in respect of its 3G licence issued on 12 March 2007.

2. STAFF COSTS

Employee costs during the year:

Wages and Salaries	5,177	2,935	519	8,631	7,930
Social Welfare Costs	498	283	50	831	764
	5,675	3,218	569	9,462	8,694

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

	64	43	6	113	110
--	----	----	---	-----	-----

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, which amounted to a total of:	506	411

Notes to the financial statements

CONTINUED FOR THE YEAR ENDED 30 JUNE 2008

3. TANGIBLE ASSETS

	Technical Equipment €'000	Computer Equipment €'000	Fixtures, Fittings & Office Equipment €'000	Motor Vehicle €'000	Total €'000
Cost					
At 30 June 2007	509	2,089	2,217	60	4,875
Additions	156	362	132	-	650
Disposals					
At 30 June 2008	665	2,451	2,349	60	5,525
Accumulated Depreciation					
At 30 June 2007	363	1,757	729	10	2,859
Charge for period	40	239	278	10	567
Disposals					
At 30 June 2008	403	1,996	1,007	20	3,426
Net Book Value					
30 June 2008	262	455	1,342	40	2,099
30 June 2007	146	332	1,488	50	2,016

4. DEBTORS

	30 June 2008 €'000	30 June 2007 €'000
Due within one year:		
Electronic Communications administration levy	1,570	550
Postal administration levy	20	330
Radio Licence Income	7,623	6,333
Accrued Income	1,633	1,735
Pre-payments & Recoverable expenses	1,070	692
	11,916	9,640

5. CREDITORS

	30 June 2008 €'000	30 June 2007 €'000
Amounts falling due within one year:		
Trade Creditors	747	987
Other Creditors	7,608	7,453
PAYE / PRSI	6	6
Value-added tax	193	85
Accruals	2,356	1,720
Deferred income (see analysis below)	17,674	14,377
Payroll	107	898
Payable to Central Fund (see note 8)	37,802	29,750
	66,493	55,276
Analysis of Deferred Income		
Radio Licence Income	17,623	14,106
Other	51	271
	17,674	14,377

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.

Notes to the financial statements

CONTINUED FOR THE YEAR ENDED 30 JUNE 2008

6. PROVISIONS FOR LIABILITIES AND CHARGES

	Year to 30 June 2008 €'000	Year to 30 June 2007 €'000
Legal Costs		
Balance at 1 July 2007	–	521
Provided in the year	–	–
Provisions not required written back	–	–
Provisions utilised in the year	–	(521)
Unwinding of discount	–	–
Balance at 30 June 2008	–	–

7. CAPITAL RESERVES

	Year to 30 June 2008 €'000	Year to 30 June 2007 €'000
Opening Balance	2,016	813
Transfer (to) / from Income and Expenditure Account:		
Purchases of fixed assets	650	1,593
Amortisation in line with fixed asset depreciation	(567)	(390)
Net Amount from Income and Expenditure Account	83	1,203
	2,099	2,016

8. APPROPRIATION OF SURPLUS

No final determination of the amount distributable to the Central Fund has yet been made for the year to 30 June 2008. Any final determination is not expected to be greater than €21,499,000. During the year to 30 June 2008 €13,447,000 was paid to the Central Fund in respect of the year to 30 June 2006. The Appropriation Account also recognised an additional allocation of €2.5m to the Pension Fund (note 12h). The adjustment to the pension reserve represents the cumulative excess of pension charges over pension contributions.

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 Telecommunications Organisations are met by the Department of Communications, Energy and Natural Resources out of the proceeds of the Administrative Levy. The charge to the Income and Expenditure Account includes €318,000 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 2008

12. PENSIONS

a) Description of Scheme

The Commission for Communications Regulation is a national regulatory authority established under the Communications Regulation Act 2002. Sections 26 and 27 of the Act provide that the Commission shall make schemes for granting of superannuation benefits to and in respect of Commissioners and staff members, subject to Ministerial approval.

A funded defined-benefit scheme is being operated for the Commissioners and employees of the Commission.

For the purposes of reporting in accordance with Financial Reporting Standard 17 – Retirement Benefits (FRS 17), an update of the actuarial review was completed as at 30 June 2008.

b) Pension Costs	30 June 2008 €'000	30 June 2007 €'000
Current service cost	1,375	1,447
Interest cost	832	601
Expected return on Scheme Assets	(801)	(546)
Past service cost		
Less: Employees Contributions	(352)	(377)
Total	1,054	1,125
ci) Net Pension Liability	30 June 2008 €'000	30 June 2007 €'000
Made up of:		
Present Value of Funded obligations	16,523	14,007
Fair value of Scheme Assets	12,281	10,580
Net Liability (Asset)	4,242	3,427
cii) Present Value of Scheme Obligations at beginning of year	14,007	11,077
Current Service Cost	1,375	1,447
Interest Cost	832	601
Actuarial (Gain)/loss	768	918
Benefits Paid	(409)	0
Premiums Paid	(50)	(36)
Present Value of Scheme Obligations at end of year	16,523	14,007
ciii) Change in Scheme assets		
Fair Value of Scheme Assets at beginning of year	10,580	6,717
Expected return on Scheme Assets	801	546
Actuarial Gain/(Loss)	(3,795)	737
Employer Contributions	3,881	1,110
Members' Contributions	352	377
Transfers in for prior service	921	1,129
Benefits paid from Scheme	(409)	0
Premiums paid	(50)	(36)
Fair Value of Scheme Assets at end of year	12,281	10,580

The current practice of increasing pensions in line with inflation is included in the measurement of the defined benefit obligation.

Notes to the financial statements

CONTINUED FOR THE YEAR ENDED 30 JUNE 2008

12 PENSIONS (continued)

d) Scheme Asset Composition

	30 June 2008 €'000	30 June 2007 €'000
The scheme assets at the year end were comprised of:		
Equities	73.5%	78.3%
Bonds	14.2%	9.9%
Property	8.5%	7.5%
Other	3.8%	4.3%
	100.0%	100.0%
Actual return less expected return on scheme assets		
Actual Return	(2,994)	1,283
Less: Expected Return	(801)	(546)
	(3,795)	737

To develop the expected long-term rate of return on assets assumption, the Commission considered the current level of expected returns on risk free investments (primarily government bonds), the historical level of the risk premium associated with the other asset classes in which the portfolio is invested and the expectations for future returns of each asset class. The expected return for each asset class was then weighted based on the target asset allocation to develop the expected long-term rate of return on assets assumption for the portfolio. This resulted in the selection of the 6.94% assumption as at 30 June 2008 and 6.86% assumption as at 30 June 2007.

Weighted average assumptions used to determine benefit obligations

Discount Rate	5.75%	5.50%
Rate of compensation increase	4.75%	4.50%

Weighted average assumptions used to determine pension expense

Discount Rate	5.50%	5.10%
Expected long-term return on scheme assets	6.86%	6.81%

Notes to the financial statements

CONTINUED FOR THE YEAR ENDED 30 JUNE 2008

12 PENSIONS (continued)

e) Financial & Demographic Assumptions

	30 June 2008 €'000	30 June 2007 €'000
The Financial assumptions used for FRS 17 purposes were:		
Discount rate	5.75%	5.50%
Salary increases	4.75%	4.50%
Pension increases	3.50%	3.25%
Inflation increases	2.50%	2.25%

The Demographic Assumptions used were as follows

	2008	2007
Mortality Pre Retirement*	PMA92/PFA92(c=2030)	PMA92/PFA92(c=2025)
Mortality Post Retirement*	PMA92/PFA92(c=2030)	PMA92/PFA92(c=2025)
Retirements	It is assumed that all members retire at age 60	It is assumed that all members retire at age 60
Ill Health Retirement	No allowance	No allowance
Early Retirement	No allowance	No allowance
Withdrawals	No allowance	No allowance
Percentage married	It is assumed that 90% of Males and 75% of Females are married.	It is assumed that 90% of Males and 75% of Females are married.
Age Difference between spouses	A male is assumed to be 3 years older than his spouse	A male is assumed to be 3 years older than his spouse

* PMA92/PFA92 are both published mortality tables prepared for the Actuarial Profession in the U.K. by the Continuous Mortality Investigation Bureau. The mortality assumptions chosen are based on standard tables reflecting typical pensioner mortality and they allow for increasing life expectancy over time.

f) History of defined benefit obligations, assets and experience gains and losses	30 June 2008 €'000	30 June 2007 €'000	30 June 2006 €'000	30 June 2005 €'000
Defined benefit obligations	16,523	14,007	11,077	10,896
Fair value of Scheme Assets	12,281	10,580	6,717	4,633
Deficit (Surplus) for funded Scheme	4,242	3,427	4,360	6,263
Experience (gains) / losses on Scheme Liabilities				
amount	99	1,880	(716)	695
percentage of Scheme Liabilities	0.6%	13.4%	(6.5%)	6.4%

g) Prior Pensionable Service

The assets and liabilities of the pension scheme relate to retirement benefits arising from service with the Commission and service with other public bodies prior to joining the Commission. The Commission is entitled to seek to recover the cost of funding the prior service from other public bodies under the terms of its membership of the Civil Service Transfer Network.

For service transferred by members prior to 30 June 2008, the Commission estimates that the total value of payments receivable under either of these mechanisms is €1m, of which €0.9m was received during the year ended 30 June 2008. Pending resolution of the amounts due, no asset has been recognised in the financial statements.

Payments in respect of transferred in service are shown in the Statement of Total Recognised Gains & Losses.

Notes to the financial statements

CONTINUED FOR THE YEAR ENDED 30 JUNE 2008

12 PENSIONS (continued)

h) Funding of Pensions

The Commission carried out a review of the funding of the pension scheme. An additional €2.5m was paid into the scheme by the Commission in the year to 30 June 2008. The Contributions of €3.881m shown in Note 12(ciii) includes the additional €2.5m. The Commission expects to contribute €3.9m to its pension scheme in 2009.

i) FRS 17

The information on pensions has been presented in line with new disclosure requirements required from 2008 under an amendment to FRS 17.

13. CONTINGENT LIABILITIES

There were no contingent liabilities at 30 June 2008.

14. RELATED PARTY TRANSACTIONS

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

15. APPROVAL OF FINANCIAL STATEMENTS

These financial statements were approved by John Doherty, Chairperson, Commission for Communications Regulation on 24 February 2009.

Appendix 1

list of documents published by comreg during the year

PR300608	ComReg launches public consultation on the regulation of .ie
PR290608	ComReg response to Dept. of Communications consultation on the postal liberalisation
08/48	Consultation Paper - Regulation of .ie
PR270608	ComReg directs Eircom to lower the price of LLU Line Share
08/47	ComReg response to the Department of Communications, Energy and Natural Resources' consultation on the liberalisation of the postal sector
08/46	Response to Consultation and Decision on Rental Price for Shared Access to the Unbundled Local Loop
08/45	3.5 GHz FWALA Channel C & 10.5 GHz FWALA Channels C & D Spectrum Comparative Evaluation Process & Form
PR180608	ComReg consults on Spectrum for Mobile TV
08/44b	Appendix 4 - Digital Video Broadcasting Hand Held (DVB-H) Network Technical Conditions under a Mobile TV Wireless Telegraphy Licence
08/44a	Appendix 3 - Overview of licensing models for Mobile TV on dedicated terrestrial networks in selected European Member States
08/44	Consultation Paper - Award of available UHF spectrum in the urban areas of Cork, Dublin, Galway, Limerick and Waterford and related licensing options
PR170608	ComReg Quarterly Report shows Broadband take-up continues to grow strongly
08/43a	Irish Communications Market: Quarterly Key Data - March 2008: Explanatory Memorandum
08/43	Irish Communications Market: Quarterly Key Data - March 2008
PR130608	ComReg reports on An Post quality of service performance between January and March 2008
08/42	Quality of Postal Service Monitor - Interim Report Quarter 1
(SI178of2008)	SI 178 of 2008 Wireless Telegraphy Act 1926 [section 3] [Exemption of Apparatus for Mobile Communication Services on Aircraft] Order 2008
08/41	Consultation - Market Analysis: Wholesale Unbundled Access
PR060608	ComReg announces the outcome of the 26 GHz National Block Licence Award Process
08/40	Closure of an investigation into compliance by Eircom with its non-discrimination obligation in relation to service repair as it relates to repeat faults
06/37cR1	Guidelines for National Point-to-Point and Point-to-Multipoint Block Licences in the 26 GHz Band
08/39	Spectrum Liberalisation in the 900MHz and 1800MHz Bands
08/37a	Submissions to Consultation 07/55 - Eircom's Universal Service Obligation - Quality of Service Performance Targets
PR280508	ComReg sets fixed-line quality standards for Eircom
08/38	Information Notice - Provision of Universal Service by Eircom - Performance Indicators Q4 2007
08/37	Decision Notice - Response to Consultation on Eircom's Universal Service Obligation - Quality of Service Performance Targets [Decision No. 02/08]
08/36a	Information notice - Mobile Communications on Aircraft - Publication of Response to Consultation No. 07/62
08/36	Response to Consultation on Mobile Communications on board Aircraft(MCA)
PR220508	ComReg sets new Eircom cost of capital at 10.21%
08/35	Response to Consultation and Decision Notice [D01/08] - Eircom's Cost of Capital
CP49b	Presentation - SME & Corporate ICT Research H1 2008 January '08 - February '08 presented on 19 May 2008
CP49a	Presentation - Corporate In-Depth Interviews from Briefing on ComReg's Business ICT Surveys 2008 presented on 19 May 2008
08/34	ITU Emission Designators - Classification of emissions and necessary bandwidths
08/33	Application Form for a Fixed Satellite Earth Station (FSSES) Licence or Teleport Facility Licence
08/32	Application Form for Transportable Earth Station (TES) Licence
00/64R2	Guidelines for Satellite Earth Station (SES) Licences operating in spectrum above 3GHz
08/31	DCENR Public Consultation on Liberalisation of the Postal Market
08/30	2008 Programme of Measurement of Non-Ionising Radiation Emissions - First Interim Report
PR290408	ComReg publishes its Review of the Code of Practice for Carrier Pre-Selection
08/28b	Output of the CPS Code Of Practice review: Provisions not having a legal basis
08/28a	Regulatory Guidance for Undertakings on the Provision of Carrier Pre-Selection
08/28	CPS Code of Practice Review - Output of the Review
08/27	Response to Consultation Document 07/45 and Further Consultation on Amended Proposals to attach new conditions to the General Authorisation in relation to Electronic Communications
07/45s	Submissions to Consultation - General Authorisation: Proposal to attach conditions in relation to telecommunications service disruption minimisation
CP48	Speech by ComReg Commissioner, Alex Chisholm, at the Chambers Ireland Local Economic & Social Development Conference - 21 April 2008
PR100408	ComReg Business Survey reveals that adoption of mobile broadband is strong
CP47	Statement by John Doherty, Chairperson, ComReg to the Joint Committee on European Scrutiny - Thursday 10 April 2008
08/26	ComReg Business ICT Services Survey Wave 1 2008 - Millward Brown IMS
PR020408	ComReg extends deadline for responses to draft Strategy for Managing the Radio Spectrum 2008 - 2010
08/25	3.5 GHz FWALA Channel A & C Spectrum - Comparative Evaluation Process & Form
PR280308	ComReg reports of An Post quality of service for 2007
08/24	Republic of Ireland Quality of Postal Service Monitor - Annual Report 2007
08/23	Consultation on the Rental Price for Shared Access to the Unbundled Local Loop
PR180308	ComReg latest Quarterly Report shows Ireland has over 5 million mobile phone subscriptions
08/22a	Irish Communications Market: Quarterly Key Data - March 2008: Explanatory Memorandum
08/22	Irish Communications Market Quarterly Key Data Report - March 2008
08/21	Final Opinion - Notification to Eircom of non-compliance by Eircom with its non-discrimination obligation in relation to service repair
PR060308	ComReg outlines draft strategy to manage the Ireland's Radio Spectrum
08/20	Consultation on Proposed Strategy for Managing the Radio Spectrum: 2008 - 2010
PR220208	ComReg publishes performance indicators for Eircom's Universal Service Obligation
08/19	Information Notice: Single Billing Wholesale Line Rental - Directions to Eircom regarding retail minus %
08/18	Information Notice - Provision of Universal Service by Eircom - Performance Indicators Q3 2007
PR150208	ComReg publishes its 2008-10 Postal Strategy Statement
08/17s	Submissions to Consultation - Postal Strategy Statement (2008-2010)
08/17a	Rááiteas Straitéise an Phoist (2008-2010)
08/17	Postal Strategy Statement (2008-2010)
PR140208	ComReg survey shows 52% of consumers opting for bundled telecom services
08/16	ComReg Consumer ICT Services Survey Q4 2007 - Millward Brown IMS

Appendix 1

list of documents published by comreg during the year continued

PR070208	International roaming charges reduced
08/15	Information Notice Implementation of EU Roaming Regulation by Irish Mobile Companies
08/14	2007 Programme of Measurement of Non-Ionising Radiation Emissions - Fourth Interim Report
08/11b	Output of the LLU Code Of Practice review: Provisions not having a legal basis
08/11a	Regulatory Guidances for Service Providers on the Provision of LLU
08/11	Information Notice: LLU Code of Practice Review
PR310108a	ComReg publishes the findings of its 2007 Business and Residential Postal Surveys
08/13b	ComReg Postal Residential Services Survey 2007 - Millward Brown IMS
08/13a	ComReg Postal Business Services Survey 2007 - Millward Brown IMS
08/12	Amendment to Table 1 of ComReg decision 01/06
PR290108	ComReg finalises competition for Spectrum in the 26GHz band
08/10a	The Business Case for Sub-Loop Unbundling in Dublin
08/10	Sub-Loop Unbundling ('SLU') Report prepared by Analysys Consulting Limited for ComReg
08/09	Information Notice: Request for Number Portability Price Submissions from Fixed and Mobile Operators
08/08	Guidance Notes: Radio Licensing for Special Events and Temporary Use in Ireland
PR080108	ComReg finds Hutchison 3G Ireland dominant in market for voice call termination on its mobile network
08/06	Market Analysis - Wholesale voice call termination on Hutchison 3G Ireland's mobile network
08/05a	Oxera's Report on Bundling
08/05	Consultation on Regulated Services and Bundled Offers
08/04	Irish Telephony Numbering & Dialling Plan Status Report - January 2008
08/03	Numbering Applications Procedures and Application Forms v2.0
08/02	National Numbering Conventions v6.0
08/01s	Inputs to National Numbering Conventions Fifth Review - Submissions received from respondents
08/01	National Numbering Conventions Revision - Update to Version 6
PR281207	ComReg opens the 71-76 GHz and 81-86 GHz frequency bands for high capacity radio links
07/111	Decision Notice and Decision Instrument - Market Analysis: Retail Fixed Calls Market Review [Decision No. D07/07]
07/110	Utilisation of the 71-76 GHz and 81-86 GHz Spectrum Bands
07/109	Interconnection Market Review Fixed Wholesale Call Termination Services
07/108	O2 3G Coverage Assessment
07/107	Opinion of non-compliance by Eircom with its non-discrimination obligation
07/106b	Irish Communications Market: Quarterly Key Data - December 2007: Raw Data
PR181207a	ComReg latest Quarterly Report shows Broadband take-up continues to grow strongly
PR181207	ComReg issues Complaints and Dispute Resolution Guidelines to protect Postal Consumers
07/106a	Irish Communications Market: Quarterly Key Data - December 2007: Explanatory Memorandum
07/106	Irish Communications Market: Quarterly Key Data - December 2007
07/105a	Submissions to Consultation - Complaints and Dispute Resolution Guidelines for Postal Service Providers
07/105	Response to Consultation - Complaints and Dispute Resolution Guidelines for Postal Service Providers
PR171207	ComReg publishes its Strategy Statement for 2008-2010
07/104AG	Ráiteas Straitéise (2008-2010)
07/104	Strategy Statement (2008-2010)
07/103	Amendment to Table 1 in Retail minus wholesale price control for the WBA market [D1/06: ComReg document 06/01]
PR131207	ComReg publishes Draft Strategy Statement for the Postal Sector
07/102	Closure of Compliance Investigation into the market entry of Tesco Mobile Ireland and the Implementation of Mobile Number Portability
07/101	Consultation - Postal Strategy Statement (2008-2010)
(SI796of2007)	SI 796 of 2007 BROADCASTING AMENDMENT ACT (DIGITAL TERRESTRIALTELEVISION LICENCE FEES) REGULATIONS, 2007
07/100	Direction - Ex Directory numbers and the Opt-Out register for Direct Marketing
07/99	Guidelines for VOIP Providers - Requirements for Directory Services
PR301107	ComReg announces phone number changes for 023, 043, 052 and 064 areas scheduled for 2009
07/98a	Submissions received to consultation: Number Portability in the Fixed and Mobile Sectors
07/98	Response to Consultation and Specification on Number Portability in the Fixed and Mobile Sectors [Decision No. D0507]
07/97	Information Notice - Geographic Number Changes 2009
PR291107	ComReg reports on An Post quality of service performance between July and September 2007
07/96	Quality of Postal Service Monitor - Interim Report
AR0506a	Tuarascáil agus Cuntais Bhliantúla ón gCoimisiún um Rialáil Cumarsáide 2005-2006
AR0506	Statutory Annual Report and Accounts for 2005 to 2006
07/95a	WIK-Consult Report - Next Generation Bitstream Access
07/95	Information Notice - Next Generation Bitstream Access
07/94	Information Notice - Short Range Devices in the 10.4 - 10.42 GHz band
07/93R	Information Memorandum - The Award of National Block Point-to-Point and Point to Multipoint Assignments in the 26GHz band
(SI762of2007)	S.I. No. 762 of 2007 - Wireless Telegraphy (National Point-to-Point and Point-to-Multipoint Block Licences)
07/92s	Licensing Digital Terrestrial Television - Submissions received from respondents
PR141107	Re-opening the 26 GHz band for Fixed Wireless Access Local Area (FWALA) licensing
07/91	Information Notice: re-opening the 26 GHz band for Fixed Wireless Access Local Area (FWALA) Licensing
PR091107	ComReg publishes licence framework for Digital Terrestrial Television
07/90b	Technical Conditions for Digital Terrestrial Television
07/90a	License for Digital Terrestrial Television
07/90	Response to Consultation - Licensing Digital Terrestrial Television
07/89	Information Notice: World Radiocommunications Conference (WRC-07)
PR011107	ComReg consults on Eircom's cost of capital
07/88a	Oxera's Report on Eircom's Cost of Capital - Appendix C

Appendix 1

list of documents published by comreg during the year continued

07/88	Consultation - Review of Eircom's Cost of Capital
07/87	2007 Programme of Measurement of Non-Ionising Radiation Emissions - Third Interim Report
PR261007	ComReg consults on high capacity radio links
07/86	Complaint from Eircom in relation to Code for Tariff Presentation
07/85	Utilisation of the 71-76 GHz and 81-86 GHz Spectrum Bands
CP46	Letter - ECORYS web-survey on customer needs for Postal Services
CP45f	Postal Services for the 21st Century - Presentation by Mike Critelli
CP45e	Postal Services in the 21st Century - Report by LECG
CP45d	Postal Services in the 21st Century - Presentation by LECG
CP45c	Postal Services for the 21st Century - Presentation by Alex Smith
CP45b	Postal Services for the 21st Century - Presentation by Hakan Ohlsson
CP45a	Postal Services for the 21st Century - Presentation by Donal Connell
CP45	Postal Services in the 21st Century brochure
07/84	Response to Consultation & Consultation on Draft Decision - Retail Calls Market Review - An Assessment on the Three Criteria
07/83	Response to Consultation & Consultation on Draft Decision - Interconnection Market Review - Fixed Wholesale Call Termination Services
PR151007	ComReg consults on its Strategy Statement for 2008-2010
07/82	Consultation - Strategy Statement 2008 - 2010
PR111007	ComReg issues revised Radio Frequency Plan for Ireland
07/80a	Submissions received to draft decision: Interconnection Market Review - Wholesale Call Origination & Transit Services
07/80	Market Analysis - Interconnection Market Review Wholesale Call Origination & Transit Services - Decision Notice & Decision Instrument
07/79	Approval of Revised Prices per the Directory Information Licence Agreement ('DILA')
PR021007	ComReg and the NDA launch Consumer Guide for people with disabilities and older people
07/78	ComReg Trends Survey Series: Research on Experiences of Electronic Communications Services by users with Disabilities
07/77	Leased Line Market Review 2007
PR011007	ComReg imposes price cap on Eircom line rental charges
(SI665of2007)	S. I. No. 665 of 2007 - Telecommunications Tariff Regulation (Revocation) Order, 2007
07/76s	SMP Obligation: Retail Price Cap Remedy - Fixed Narrowband Access Markets
07/76	SMP Obligation: Retail Price Cap Remedy - Fixed Narrowband Access Markets
07/75b	Information Notice - Output of the GLUMP Code Of Practice review: Provisions not having a legal basis
07/75a	Regulatory Guidance for Undertakings on the Provision of GLUMP
07/75	Information Notice - GLUMP Code of Practice Review
07/74	FWALA - 3.5GHz Domestic Frequency Coordination. Licensed Operator Code of Practice
07/73	Application Form for Geographical Service Area (GSA) for Fixed Wireless Access Local Area (FWALA) Licences
PR250907	ComReg consults on Code of Practice guidelines for postal service providers
07/72	FWALA Geographical Service Area (GSAs) - Response to Consultation
07/71r	Consultation - Complaints and Dispute Resolution for Postal Service Providers
07/70	Information Notice - Corrigendum to FWALA Guidelines Document 06/17R
07/69	Capacity Based Pricing for Bitstream/Direction not to launch
07/68	Bi-Annual 3G and GSM Drive Tests 2008
PR090907	ComReg publishes its Quarterly Report for the second quarter of 2007
07/67b	Irish Communications Market: Quarterly Key Data- September 2007: Raw Data
07/67a	Irish Communications Market: Quarterly Key Data- September 2007: Explanatory Memorandum
07/67	Irish Communications Market: Quarterly Key Data - September 2007
07/66	PABX Hacking and Telephony Fraud
07/65	Consultation on Digital Terrestrial Television Multiplex Licence Conditions
07/64	Draft Interface Requirements for Maritime Radio Services in Ireland
PR290807	ComReg Reports on An Post Quality of Service Performance from April to June 2007
07/63	Quality of Postal Service Monitor - Interim Report
PR270807	ComReg Consults on Mobile Communications On Board Aircraft
07/62	Consultation on Mobile Communications On Board Aircraft (MCA)
07/61	Decision Notice - Market Analysis: Retail Fixed Narrowband Access Markets
07/60	Complaint from BT in relation to Wholesale Ethernet services from Eircom
07/59	Information Notice - Acceptance of BT request for dispute resolution relating to LLU collocation at Eircom Nutley Exchange
PR160807	ComReg secures undertakings from mobile operators to significantly reduce mobile termination rates over the next five years
07/58	Information Notice - Further reductions in mobile termination charges by Vodafone, O2, and Meteor will benefit consumers
07/57	Mobile Radio System Licence (Trunked Radio) Guidelines & Application Form
07/56s	Submissions to Consultation - ComReg's approach to Regulatory Impact Assessment
07/56a	Guidelines on ComReg's Approach to Regulatory Impact Assessment
07/56	ComReg's approach to Regulatory Impact Assessment - Response to Consultation and Guidelines
PR020807	Reduced International Roaming Charges
PR010807	ComReg consults on applying binding Universal Service performance targets on Eircom
07/55	Consultation on Universal Service Performance Targets
07/54	Provision of Universal Service by Eircom - Performance Indicators Q4 2006
07/53	2007 Programme of Measurement of Non-Ionising Radiation Emissions - Second Interim Report
07/52	Breaches by Operators of the SB-WLR Code of Practice
07/51a	Submissions received to consultation: Interconnection Market Review - Wholesale Call Origination & Transit Services
07/51	Response to Consultation - Interconnection Market Review Wholesale Call Origination & Transit Services
07/50	Notification to Eircom of non-compliance by Eircom with its non-discrimination obligation in relation to service repair
07/49	Provisions in Contracts - State of Compliance with Regulation 17 of the Universal Service and Users' Rights Regulations

Appendix 1

List of documents published by comreg during the year continued

07/48a	Consultation on a Retail Price Cap as a Potential Remedy on Fixed Narrowband Access Markets - Part II: Appendix C
PR260707	ComReg proposes price cap on Eircom line rental charges
07/48s	Submissions to Consultation - Retail Price Cap as a Potential Remedy on Fixed Narrowband Access Markets
07/48	Consultation on a Retail Price Cap as a Potential Remedy on Fixed Narrowband Access Markets - Part II
07/47	Information Notice-Harmonised Services of Social Value
07/46B	Draft revised version of Numbering Applications Procedures document
07/46A	Draft revised version of National Numbering Conventions
07/46	Consultation Paper on Fifth Review of the National Numbering Conventions
07/45	Consultation, General Authorisation, Proposal to attach conditions in relation to telecommunications service disruption minimisation
07/44	Notification of non-compliance by Eircom of its non-discrimination obligation
07/43	Eircom charge for the provision of Emergency Call Answering Service for interim period
07/42s	Submissions to Consultation: Reservation of Spectrum for the NBS
07/42	Response to Notice of Intention: reservation of Spectrum for National Broadband Scheme
07/41	Draft Interface Requirements for Equipment for Movement and Alert in the 10.4 - 10.42 GHz band
PR080707	ComReg issues paper on Next Generation Networks
07/40	Regulatory Aspects of Next Generation Networks
PR020707	ComReg decides on USO funding period
07/39	The Provision of the Universal Service: Request for Funding by Eircom

