

Title	Function	Objective	Division	Description	Output	Delivery Month
Consumer research and surveys	Regulating Electronic Communications	Protecting and Informing Consumers	Research Unit	Carry out a series of surveys with consumers including: <input type="checkbox"/> Consumer research on experiences with and usage of telecoms products and services <input type="checkbox"/> Business user research on usage of telecoms services <input type="checkbox"/> End-user surveys for the purposes of market analysis of specific markets <input type="checkbox"/> Consumer research on usage of and expectations with regard to postal services and providers	Ad-hoc surveys	September
Quarterly Reports and data gathering	Regulating Electronic Communications	Promoting Competition	Research Unit	To collect relevant, accurate and timely information on the market in an efficient and effective manner	Quarterly Key Data Reports	September
Wholesale broadcast transmission market analysis	Regulating Electronic Communications	Promoting Competition	Research Unit	Wholesale broadcast transmission market analysis. To include: <input type="checkbox"/> Gathering of evidence base from data submitted by industry via questionnaires <input type="checkbox"/> Issuing of draft consultation on market analysis <input type="checkbox"/> Consideration of responses to consultation <input type="checkbox"/> Issue of final response to consultation and draft decision <input type="checkbox"/> Notification of draft decision to the European Commission <input type="checkbox"/> Issue of final decision	Consultation, response to consultation and decision	December
Complaints Service Provision	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Ongoing complaints service provision/analysis of data	Service Provision	January
Outreach Programme	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Provision of Consumer Guides to libraries and attendance at selected events	Publications / Events	January
Enhancements to ComReg consumer websites	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Enhancements to ComReg consumer websites including www.askcomreg.ie and www.callcosts.ie	Enhanced Websites	January
Implementation of EU Roaming Regulation by Irish Mobile Companies	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Information Notice regarding Irish and EU aggregated roaming data	Information Notice	July
Implementation of EU Roaming Regulation by Irish Mobile Companies	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Information Notice regarding Irish and EU aggregated roaming data	Information Notice	December
Ensuring Equivalence in access and choice for disabled end-users	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Consultation in respect of Article 23a of Universal Service Regulations	Consultation	October
Ensuring Equivalence in access and choice for disabled end-users	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Decision in respect of Article 23a of Universal Service Regulations	Decision	January
E-billing	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Consultation in respect of billing formats for electronic service providers	Consultation	July
E-billing	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Consultation in respect of billing formats for electronic service providers	Decision	September
Action Plan and Budget	Corporate Item	Corporate	Corporate Services	Publish the ComReg Action Plan and Budget for 2012/2013	Action Plan and Budget	June
Format of notifications in respect of contract changes	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Consultation in respect of formats of notifications to consumers for changes to contract terms	Consultation	August
Format of notifications in respect of contract changes	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Decision in respect of formats of notifications to consumers for changes to contract terms	Decision	October
Annual Report	Corporate Item	Corporate	Corporate Services	Annual Report for 2010/2011	Annual Report	March

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The Future of Universal Service	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Consultation with respect to scope and designation from June 2012	Consultation	October
The Future of Universal Service	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Decision with respect to scope and designation from June 2012	Decision	June
Provision of Universal Service by eircom - Performance Data-Q2 2011 & Annual	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Performance with respect to QoS Targets	Information Notice	September
Provision of Universal Service by eircom - Performance Data - Q3 2011	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Performance with respect to QoS Targets	Information Notice	December
Provision of Universal Service by eircom - Performance Data - Q4 2011	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Performance with respect to QoS Targets	Information Notice	March
Provision of Universal Service by eircom - Performance Data - Q1 2012	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	Performance with respect to QoS Targets	Information Notice	June
Non-Ionising Radiation (NIR) Site Surveys	Managing the Radio Frequency Spectrum	Protecting and Informing Consumers	Market Framework	Enusre compliance with licence conditions	Quarterly Report	September
Non-Ionising Radiation (NIR) Site Surveys	Regulating Electronic Communications	Protecting and Informing Consumers	Market Framework	Ensure compliance with licence conditions	Quartley Report	December
Non-Ionising Radiation (NIR) Site Surveys	Regulating Electronic Communications	Protecting and Informing Consumers	Market Framework	Ensure compliance with licence conditions	Quarterly Report	March
Non-Ionising Radiation (NIR) Site Surveys	Regulating Electronic Communications	Protecting and Informing Consumers	Market Framework	Ensure compliance with licence conditions	Quartley Report	June
Postal Strategy Statement 2011-2013	Postal Regulation	Corporate	Market Framework	Consultation	Consultation	September
Postal Strategy Statement 2011-2013	Postal Regulation	Corporate	Market Framework	Response to Consultation & Publish Statement	Response to Consultation & Publish Statement	December
3rd Postal Directive New Postal Act	Postal Regulation	Corporate	Market Framework	Consultations on; [Authorisations - Licensing-Registrations of SPs , US provision / Designation and T&Cs, US scope, Access to network and infrastructure, Interoperability, Statistics and Information, Levy Consumer Protection & COPs, US costing and funding, etc.]	Consultations	October
3rd Postal Directive New Postal Act	Postal Regulation	Corporate	Market Framework	Responses to Consultations, Decisions, Information Notices on; [Authorisations - Licensing-Registrations of SPs , US provision / Designation and T&Cs, US scope, Access to network and infrastructure, Interoperability, Statistics and Information, Levy Consumer Protection & COPs, US costing and funding, etc.]	Responses to Consultations, Decisions & Information Notices	January
QoS Monitoring & Reporting	Postal Regulation	Protecting and Informing Consumers	Market Framework	Publish Quarterly QoS Performance Reports	Publish Quarterly QoS Performance Reports	September
QoS Monitoring & Reporting	Postal Regulation	Protecting and Informing Consumers	Market Framework	Publish Quarterly QoS Performance Reports	Publish Quarterly QoS Performance Reports	December
QoS Monitoring and Reporting	Postal Regulation	Protecting and Informing Consumers	Market Framework	Publish Annual QoS Performance Report	Publish Annual QoS Performance Report	December

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QoS Monitoring and Reporting	Postal Regulation	Protecting and Informing Consumers	Market Framework	Publish Quarterly QoS Performance Reports	Publish Quarterly QoS Performance Reports	March
QoS Monitoring and Reporting	Postal Regulation	Protecting and Informing Consumers	Market Framework	Publish Quarterly QoS Performance Reports	Publish Quarterly QoS Performance Reports	June
Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Response to Consultation & Draft Decision	July
Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Final Decision	September
Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Draft Information Memorandum	September
Liberalisation of the 800 MHz, GSM900 & GSM1800 bands	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Bidder workshops	September
Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Mock Auction(s)	September
Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Final Information Memorandum	October
Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Liberalisation of the 800 MHz, GSM900 & GSM1800 Bands	Auction	December
Release of the 2.3 GHz band	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Release of the 2.3 GHz band	Follow on Consultation, Response to Consultation & Information memo	March
Put in place a licensing scheme for GSM-R services	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Put in place a licensing scheme for GSM-R services	Response to Consultation	September
Put in place a licensing scheme for GSM-R services	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Put in place a licensing scheme for GSM-R services	Information Note	December
Put in place a licensing scheme for Telemetry systems	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Put in place a licensing scheme for Telemetry systems	Consultation	August
Put in place a licensing scheme for Telemetry systems	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Put in place a licensing scheme for Telemetry systems	Response to Consultation	October
Put in place a licensing scheme for Telemetry systems	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Put in place a licensing scheme for Telemetry systems	Information Note	December
Update Permissible Short Range Devices	Managing the Radio Frequency Spectrum	Encouraging Innovation	Market Framework	Update 02/71R in Response to CEPT & EU Actions	Update of 02/71R	December
Digital Dividend – Second Sub-Band	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Review & Consult on the potential for a Second DD Sub Band Post DSO	Information Notice/Call for Inputs	June
2.6 GHz Band	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Publish expert report on 2.6GHz Band	Consultation	December
2.6 GHz Band	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Review MMDS Licences & liberalisation of the 2.6 GHz Band	Consultation	March
VHF/FM Radio Technical Conditions	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Review & Update (as necessary) the current VHF/FM Radio Technical Conditions T&RT 95/10	Consultation	December

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RTÉ Licence Renewal	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Current RTÉ Analogue Licence Expires Q1 2012	Consultation & Information Notice	March
Treatment of bundles	Regulating Electronic Communications	Promoting Competition	Wholesale	Consultation on further specification of the obligation not to unreasonably bundle retail services	Consultation	July
Treatment of bundles	Regulating Electronic Communications	Promoting Competition	Wholesale	Decision on further specification of the obligation not to unreasonably bundle retail services	Decision	October
Price floors for Wholesale Broadband Access	Regulating Electronic Communications	Promoting Competition	Wholesale	Decision on minimum prices for Wholesale Broadband Access	Decision	September
Maximum prices for Wholesale Broadband Access	Regulating Electronic Communications	Promoting Competition	Wholesale	Consultation on whether and what maximum prices for Wholesale Broadband Access should be	Consultation	December
Maximum Prices for Wholesale Broadband Access	Regulating Electronic Communications	Promoting Competition	Wholesale	Decision on whether and what maximum prices for Wholesale Broadband Access should be	Decision	March
Next Generation Access Remedies	Regulating Electronic Communications	Promoting Competition	Wholesale	Consultation on Next Generation Access Remedies	Consultation	November
Next Generation Access Remedies	Regulating Electronic Communications	Promoting Competition	Wholesale	Decision on Next Generation Access Remedies	Decision	March
Review of Fixed Wholesale voice conveyance rates	Regulating Electronic Communications	Promoting Competition	Wholesale	Review of Fixed Wholesale voice conveyance rates	Information note	June
Reporting network incidents to ENISA	Regulating Electronic Communications	Promoting Competition	Wholesale	Consultation on incident reporting by Operators to facilitate ComReg reporting network incidents to ENISA	Consultation	September
Reporting network incidents to ENISA	Regulating Electronic Communications	Promoting Competition	Wholesale	Decision on incident reporting by Operators to facilitate ComReg reporting network incidents to ENISA	Decision	December
Guidelines on minimum security standards for Operators	Regulating Electronic Communications	Promoting Competition	Wholesale	Guidelines on minimum security standards for Operators relating to obligations under Regulation 23 of the 2011 Framework Regulations	Information note	February
Report on national network incident management exercise	Regulating Electronic Communications	Promoting Competition	Wholesale	Report on national network incident management exercise to be run in conjunction with industry and DCENR	Information note	December
Bi-Annual Compliance report	Regulating Electronic Communications	Protecting and Informing Consumers	Wholesale	Bi-Annual Compliance report	Information note	July
Bi-Annual Compliance report	Regulating Electronic Communications	Protecting and Informing Consumers	Wholesale	Bi-Annual Compliance report	Information note	January
Three criteria test - wholesale voice transit	Regulating Electronic Communications	Promoting Competition	Wholesale	Consultation on three criteria test wholesale fixed voice transit	Consultation	December
Three criteria test - wholesale voice transit	Regulating Electronic Communications	Promoting Competition	Wholesale	Decision on three criteria test - wholesale fixed voice transit	Decision	June
Market analysis wholesale Voice Origination	Regulating Electronic Communications	Promoting Competition	Wholesale	Consultation on market analysis of wholesale fixed voice origination	Consultation	December
Market analysis wholesale Voice Origination	Regulating Electronic Communications	Promoting Competition	Wholesale	Decision on market analysis wholesale fixed voice origination	Decision	June
Market analysis wholesale Voice Termination	Regulating Electronic Communications	Promoting Competition	Wholesale	Consultation on market analysis wholesale Fixed Voice Termination	Consultation	December
Market analysis wholesale Voice Termination	Regulating Electronic Communications	Promoting Competition	Wholesale	Decision on market analysis wholesale fixed voice termination	Decision	June
Market analysis Mobile Voice Termination	Regulating Electronic Communications	Promoting Competition	Wholesale	Consultation on market analysis for mobile voice termination for MNOs	Consultation	October
Market analysis Mobile Voice Termination	Regulating Electronic Communications	Promoting Competition	Wholesale	Decision on market analysis for mobile voice termination for MNOs	Decision	March

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Market analysis wholesale Terminating Segments of Leased Lines	Regulating Electronic Communications	Promoting Competition	Wholesale	Consultation on market analysis for wholesale terminating segments of leased lines	Consultation	June
Ongoing support for NGN Ethernet product development	Regulating Electronic Communications	Encouraging Innovation	Wholesale	Ongoing support for NGN Ethernet product development	Via Industry Fora	June
Enhancement/support for number porting - Fixed and Mobile	Regulating Electronic Communications	Promoting Competition	Wholesale	Enhancement/support for Number porting - Fixed and Mobile including facilitating any MVNO activity	via industry Fora	June
ComReg forum on electronic communications services for people with disabilities	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	ComReg's Forum chaired by ComReg and NDA comprises members from industry and disability representative organisations.	Periodic Meetings	January
Broadband Speed - Consumer information initiative	Regulating Electronic Communications	Protecting and Informing Consumers	Retail	To provide consumers with up to-date information in respect of speeds experienced by other consumers when using broadband products in similar circumstances.	Consumer Information	December
Market Analysis - Retail Narrowband Access	Regulating Electronic Communications	Promoting Competition	Research Unit	Review of the retail narrowband access market to assess the definition of the market in light of market developments and to assess if an operator can be designated with SMP on this market. If such a designation is warranted then there will be an assessment of remedies.	Public Consultation	March
Review of RIA Guidelines	Corporate Item	Corporate	Research Unit	An assessment of the need to update the RIA Guidelines in light of experience in implementation	Consultation	May
Pricing of Fixed & Mobile Termination	Regulating Electronic Communications	Promoting Competition	Wholesale	Consultation	Consultation	January
Pricing of Fixed & Mobile Termination	Regulating Electronic Communications	Promoting Competition	Wholesale	Decision	Decision	June