

ComReg Annual Action Plan Year to 30 June 2011

| Function | Division | Item | Objective | Description | Output | Quarter (Calendar) | Year |
|----------|------------------|--|------------------------------------|---|--|--------------------|------|
| R | Wholesale | Wholesale Broadband pricing | Promoting Competition | Review of pricing methodology and prices for wholesale broadband | Consultation | Q3 | 2010 |
| M | Market Framework | Liberalisation of the GSM 900 MHz and 1800 MHz bands | Promoting Competition | Liberalisation of the GSM 900 MHz and 1800 MHz bands | Response to 09/99 | Q3 | 2010 |
| M | Market Framework | Liberalisation of the GSM 900 MHz and 1800 MHz bands | Promoting Competition | Liberalisation of the GSM 900 MHz and 1800 MHz bands | Information Memo | Q4 | 2010 |
| R | Wholesale | Pricing of point-to-point services | Promoting Competition | Pricing methodologies and pricing for wholesale leased lines: and partial private circuits | Consultation | Q3 | 2010 |
| R | Wholesale | Pricing of point-to-point services | Promoting Competition | Pricing methodologies and pricing for wholesale leased lines; and partial private circuits | Decision | Q1 | 2011 |
| M | Market Framework | Release of the 2.3 GHz band | Promoting Competition | Release of the 2.3 GHz band | Follow on Consultation | Q4 | 2010 |
| M | Market Framework | Addition of mobility into the 3.5 GHz bands | Encouraging Innovation | | Consultation | Q3 | 2010 |
| R | Wholesale | Accounting Separation | Promoting Competition | Rules for the preparation of Eircom's separated accounts | Decision | Q3 | 2010 |
| M | Market Framework | Spectrum Management Strategy Statement | Protecting and Informing Consumers | Spectrum Management Strategy Statement | Consultation | Q4 | 2010 |
| R | Wholesale | Pricing of wholesale switchless voice | Promoting Competition | Principles for pricing of regulated wholesale switchless voice products | Consultation | Q3 | 2010 |
| M | Market Framework | Licensing scheme for GSM-R services | Encouraging Innovation | Licensing scheme for GSM-R services | Information Notice | Q3 | 2010 |
| M | Market Framework | Licensing scheme for GSM-R services | Encouraging Innovation | Licensing scheme for GSM-R services | SI | Q4 | 2010 |
| R | Wholesale | Pricing of wholesale switchless voice | Promoting Competition | Principles for pricing of regulated wholesale switchless voice products | Decision | Q4 | 2010 |
| M | Market Framework | Licensing scheme for SCADA services | Encouraging Innovation | | Consultation | Q4 | 2010 |
| M | Market Framework | Implement Radiodetermination Regulations and open licensing scheme | Protecting and Informing Consumers | Implement Radiodetermination Regulations and open licensing scheme | Information Notice | Q4 | 2010 |
| R | Wholesale | Pricing Retail Bundles | Promoting Competition | Pricing rules for Eircom's retail bundles | Consultation | Q4 | 2010 |
| M | Market Framework | Implement Air Traffic Services Regulations and open licensing scheme | Protecting and Informing Consumers | Implement Air Traffic Services Regulations and open licensing scheme | Information Notice | Q4 | 2010 |
| M | Market Framework | Implement Maritime Services Regulations and open licensing scheme | Protecting and Informing Consumers | Implement Maritime Services Regulations and open licensing scheme | Information Notice | Q4 | 2010 |
| R | Wholesale | Pricing Retail Bundles | Promoting Competition | Pricing rules for Eircom's retail bundles | Decision | Q1 | 2011 |
| R | Wholesale | Wholesale Broadband | Promoting Competition | Market Review of wholesale broadband market | Consultation | Q3 | 2010 |
| M | Market Framework | FWALA review output | Promoting Competition | FWALA review output | | Q1 | 2011 |
| R | Wholesale | Key Performance Indicators | Promoting Competition | Measurement of KPIs in regulated markets by Eircom | Consultation | Q3 | 2010 |
| R | Market Framework | Measurement of non-ionising radiation | Protecting and Informing Consumers | Ensure compliance with licence conditions | Quarterly Report | Q4 | 2010 |
| R | Market Framework | Measurement of non-ionising radiation | Protecting and Informing Consumers | Ensure compliance with licence conditions | Quarterly Report | Q1 | 2011 |
| R | Market Framework | Measurement of non-ionising radiation | Protecting and Informing Consumers | Ensure compliance with licence conditions | Quarterly Report | Q2 | 2011 |
| R | Market Framework | Measurement of non-ionising radiation | Protecting and Informing Consumers | Ensure compliance with licence conditions | Quarterly Report | Q3 | 2010 |
| R | Market Framework | Review of National Numbering Conventions | Protecting and Informing Consumers | Proposed changes to numbering policy to cater for innovation and updated legislation | Consultation and draft revised Conventions | Q3 | 2010 |
| R | Market Framework | Review of National Numbering Conventions | Protecting and Informing Consumers | Publish updated Numbering Conventions | Response to Consultation and updated Numbering Conventions | Q4 | 2010 |
| R | Market Framework | Regulatory Framework for Mobile Gateways | Protecting and Informing Consumers | Proposed regulatory framework for Mobile Gateways, taking account of revised legislation and international developments | Consultation | Q1 | 2011 |
| R | Market Framework | Regulatory Framework for Mobile Gateways | Encouraging Innovation | Publish a regulatory framework for Mobile Gateways | Response to Consultation | Q2 | 2011 |
| R | Market Framework | Regulatory Framework for VoIP / Next Gen Voice Services | Protecting and Informing Consumers | Proposed regulatory framework for VoIP / Next Generation voice services, taking account of revised legislation | Consultation | Q4 | 2010 |
| R | Market Framework | Regulatory framework for VoIP / Next Gen Voice Services | Protecting and Informing Consumers | Publish a regulatory framework for VoIP / Next Generation voice services | Response to Consultation | Q2 | 2011 |
| P | Market Framework | 3rd Postal Directive | Protecting and Informing Consumers | 3rd Postal Directive | Consultations, Responses to Consultations, Decisions, Information Notices. | Q4 | 2010 |
| P | Market Framework | Postal QoS Monitoring and Reporting | Protecting and Informing Consumers | Postal QoS Monitoring and Reporting | Quarterly Report | Q4 | 2010 |
| P | Market Framework | Postal QoS Monitoring and Reporting | Protecting and Informing Consumers | Postal QoS Monitoring and Reporting | Quarterly & Full Year Annual Report | Q1 | 2011 |
| P | Market Framework | Postal QoS Monitoring and Reporting | Protecting and Informing Consumers | Postal QoS Monitoring and Reporting | Quarterly Report | Q2 | 2011 |
| P | Market Framework | Postal QoS Monitoring and Reporting | Protecting and Informing Consumers | Postal QoS Monitoring and Reporting | Quarterly Report | Q3 | 2010 |

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| P | Market Framework | Postal Strategy Statement 2010-2012 | Corporate | Postal Strategy Statement 2010-2012 | Consultation, Response to Consultation, Publish Statement | Q4 | 2010 |
| C | Corporate Services | Strategy Statement | Corporate | Strategy Statement 2010 - 2012 | Strategy Statement | Q3 | 2010 |
| C | Corporate Services | Action Plan and Budget | Corporate | Publish the ComReg Action Plan and Budget for 2011/2012 | Action Plan Budget | Q2 | 2011 |
| C | Corporate Services | Annual Report | Corporate | Annual Report for 08/09 | Annual Report | Q2 | 2011 |
| R | Wholesale | Wholesale broadband pricing | Promoting Competition | Review of pricing methodology and prices for wholesale broadband | Decision | Q2 | 2011 |
| R | Wholesale | Mobile Termination | Promoting Competition | Market Review of mobile termination markets | Consultation | Q2 | 2011 |
| R | Wholesale | Mobile Termination | Promoting Competition | Market review of mobile termination markets | Decision | Q2 | 2011 |
| R | Wholesale | Wholesale broadband | Promoting Competition | Market review of wholesale broadband market | Decision | Q2 | 2011 |
| R | Wholesale | Wholesale voice transit (WVT) | Promoting Competition | Three criteria test for WVT market and market review if appropriate | Consultation | Q2 | 2011 |
| R | Wholesale | Wholesale voice transit (WVT) | Promoting Competition | Three criteria test for WVT market and market review if appropriate | Decision | Q2 | 2011 |
| R | Wholesale | Key Performance Indicators | Promoting Competition | Measurement and publication of KPIs in regulated markets by Eircom | Decision | Q2 | 2011 |
| R | Retail | USO Performance Data | Protecting and Informing Consumers | Publication of USO Performance Data | Information Notices | Q3 | 2010 |
| R | Retail | The future provision of services under USO | Protecting and Informing Consumers | Review of the future provision of services under USO | Consultation / Decision Notice | Q3 | 2010 |
| R | Retail | BEREC Work Programme | Corporate | To Chair BEREC in 2010. To participate proactively in BEREC work programme. | TBA | Q4 | 2010 |
| R | Retail | Costing of Universal Service Obligations | Protecting and Informing Consumers | Determination with respect to costing of Universal Service Obligations | Consultation/Decision Notice | Q2 | 2011 |
| C | Retail | International Engagement | Protecting and Informing Consumers | Participation at international fora & co-ordination of international issues. | Meetings/Liaison | Q2 | 2011 |
| C | Retail | Consumer Advisory Panel | Protecting and Informing Consumers | ComReg hosts the Advisory Panel to assist in consumer policy development | Panel Meetings | Q2 | 2011 |
| R | Retail | Forum on Electronic Communications Services for people with disabilities | Protecting and Informing Consumers | ComReg hosts the Forum to assist in policy development | Forum Meetings | Q2 | 2011 |
| R | Retail | International roaming data collection | Protecting and Informing Consumers | Data collection in respect of international roaming | Data Submission | Q2 | 2011 |
| R | Retail | Quality Standard Customer Service Complainants Handling | Protecting and Informing Consumers | Introduce a Quality Standard Customer Service Complainants Handling | Quality Standard | Q4 | 2010 |
| R | Retail | Complaints Service Provision | Protecting and Informing Consumers | Ongoing complaints service provision/analysis of data | service provision | Q2 | 2011 |
| R | Retail | Outreach programme | Protecting and Informing Consumers | Provision of Consumer Guides to libraries, Citizen Information Centres and attendance at selected events | Publications/Events | Q2 | 2011 |
| R | Retail | Enhancements to websites | Protecting and Informing Consumers | Enhancements to websites | Enhanced websites | Q2 | 2011 |
| R | Retail | Leverage synergies with appropriate bodies | Protecting and Informing Consumers | Leverage synergies with appropriate bodies | Meetings/Liaison | Q2 | 2011 |
| R | Retail | Transition of Premium Rate Services (PRS) regulatory functions | Protecting and Informing Consumers | To successfully transition regulation to ComReg | Information Notice | Q3 | 2010 |
| R | Retail | Secondary legislation relating to PRS regulation | Protecting and Informing Consumers | Secondary legislation | Information Notice | Q3 | 2010 |
| R | Retail | Code of Practice for PRS | Protecting and Informing Consumers | Develop a Code of Practice for PRS | Consultation/Code of Practice | Q1 | 2011 |
| R | Retail | PRS Levy Order | Protecting and Informing Consumers | Formulation of PRS Levy Order | Consultation | Q1 | 2011 |
| R | Retail | Monitoring of the Emergency Call Answering Service | Protecting and Informing Consumers | Monitoring of the Emergency Call Answering Service | TBD | Q2 | 2011 |
| R | Retail | Retail Price Cap | Protecting and Informing Consumers | Review of Retail Price Cap | TBD | Q2 | 2011 |
| R | Retail | Market Review - Retail Fixed Narrowband Access | Protecting and Informing Consumers | Market Review - Retail Fixed Narrowband Access | TBD | Q2 | 2011 |
| R | Wholesale | Wholesale product development | Promoting Competition | Developing wholesale products; chairing industry fora; mediating disputes | New improved wholesale products including LLU/B/band point-to-point svcs. | Q2 | 2011 |
| R | Wholesale | Inter-operator dispute resolution | Promoting Competition | Issuing decisions on inter-operator disputes where requested and appropriate | Opinions on inter operator disputes | Q2 | 2011 |
| R | Wholesale | Compliance | Promoting Competition | Monitoring compliance by telecoms operators with obligations including competition law | Screening investigations, findings communicated as appropriate | Q2 | 2011 |
| C | Corporate Services | Market Research/Surveys | Protecting and Informing Consumers | Carry out end-user surveys and research to inform the market of consumer attitudes to, and use of, communications technologies, and to raise awareness of the options open to consumers with regard to communications services and products in the Irish market | Market Commentary | Q3 | 2010 |

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| R | Corporate Services | Quarterly Reports | Promoting Competition | Collect, analyse and publish quarterly market data on the Irish electronic communications market | Market Commentary/Quarterly Review | Q3 | 2010 |
| R | Corporate Services | Quarterly Report | Promoting Competition | Collect, analyse and publish quarterly market data on the Irish electronic communications market | Market Commentary/Quarterly Review | Q4 | 2010 |
| R | Corporate Services | Quarterly Report | Promoting Competition | Collect, analyse and publish quarterly market data on the Irish electronic communications market | Market Commentary/Quarterly Review | Q1 | 2011 |
| R | Corporate Services | Quarterly Report | Promoting Competition | Collect, analyse and publish quarterly market data on the Irish electronic communications market | Market Commentary/Quarterly Review | Q2 | 2011 |
| R | Corporate Services | Three Criteria Test Wholesale Broadcast Transmission | Promoting Competition | Assessment of the three criteria test on the market for wholesale broadcast transmission in Ireland to see if the characteristics of this market warrant the consideration of ex ante regulation | Public Consultation | Q3 | 2010 |
| C | Corporate Services | International Roaming Data Collection | Protecting and Informing Consumers | Data collection in respect of international roaming | Data submissions leading to Information No | Q3 | 2010 |
| C | Corporate Services | Continuous Research Advisory Service Tender | Corporate | OJ tender to select a panel of preferred suppliers of continuous regulatory and market research services | Provision of Services to ComReg | Q4 | 2010 |
| C | Corporate Services | Data Warehouse/MIS Project | Corporate | OJ tender to select a preferred supplier/consultant to build an integrated MIS/data warehousing system for storage of statistical data | Provision of Services to ComReg | Q2 | 2011 |
| C | Corporate Services | External Questionnaires | Corporate | Data-gathering and completion of international questionnaires from key stakeholder such as the EC, ECTA, the OECD and the ITU | Responses to Questionnaires | Q4 | 2010 |

Function - Description

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| C | Corporate Item |
| M | Managing the Radio Frequency Spectrum |
| P | Postal |
| R | Regulating Electronic Communications |