

**Output Statement for Year to 30 June 2011**

Public Interest Objective	High Level Goals	Programmes for completion by 30 June 2011	Output Indicators	Output achieved in Year to 30 June 2011
<b>Promote the interest of users.</b>	To inform, empower and protect consumers, both residential and business, and to ensure the availability for all users of quality telecommunications services.	Continuation of USP designation from 30 June 2010 to 30 June 2012.  USO Performance Data.  Consultation on the financing of USO.	Delivery of Universal Service by Universal Service provider.  Ongoing reporting of USO Performance Data.  Transparency on the approach to the financing of USO.	New Designation from 30 June 2010 as outlined in ComReg Document 10/46 published 30 June 2010 and approved by Minister in July 2010.  Monitoring of performance- Quarterly publication of USO performance data. Q2, Q3 and Q4 2010 Performance Data – ComReg Documents 10/80, 10/104 and 11/25 published on 1 October 2010, 15 December 2010 and 31 March 2011.  Decision on the guidelines to the principles and methodologies to calculate the net cost of meeting the USO – ComReg Document 11/42 published 31 May 2011.

Public Interest Objective	High Level Goals	Output Statement for Year to 30 June 2011		Output achieved in Year to 30 June 2011
		Programmes for completion by 30 June 2011	Output Indicators	
Promote the interest of users (cont'd)		Transfer of the regulation of PRS to ComReg.	PRS transferred and integrated within the ComReg structure.	<p>PRS Regulation – Information Note, ComReg Document No. 10/51 published 12 July 2010.</p> <p>On 9 July, 2010, ComReg published its Response to Consultation (Document 10/50) on the scope of PRS regulation and also published Regulations (SI 338 of 2010) that gave effect to its Decisions.</p>
		Develop a quality standard for complaint handling by operators.	Quality standard for complaint handling by operators developed.	<p>ComReg published Interim Levy Order (SI 339 of 2010) to provide for the collection of a PRS levy in accordance with established industry practices and pending a consultation on the matter.</p>
		Monitor the operation of ECAS.	Ongoing monitoring of the operation of ECAS.	<p>01 Dec 2010 ComReg published a Consultation (10/92a) on the Code of Practice to be observed by providers of PRS services. Consultation period closed on 07 Feb 2011. ComReg to publish a second consultation on the Code in July 2011.</p>
		Review the ECAS Call Handling Fee.	Information Notice to all stakeholders.	<p>The Q Mark for Complaints Handling Standard was launched on 2 December 2010, ComReg Media Release Document PR02122010 published 2 December 2010.</p> <p>Ongoing Reporting.</p> <p>Adjustment to ECAS Call Handling Fee – Information Note, ComReg document No 11/02 published 11 January 2011.</p>

**Output Statement for Year to 30 June 2011**

Public Interest Objective	High Level Goals	Programmes for completion by 30 June 2011	Output Indicators	Output achieved in Year to 30 June 2011
<b>Promote the interest of users (cont'd)</b>		To help promote pan-European emergency number 112.	Development of consumer website to highlight 'best practice' using 112 and promote the awareness of "112".	Website 112.ie launched 11 February 2011. ComReg Media Release Document PR110211 published 11 February 2011.
<b>Promote competition, incentivise efficient investment, ensure development of internal market.</b>	To drive access and investment in high-speed broadband networks through cross-platform competition, and to use effective and appropriate wholesale regulation to create the opportunities for dynamic and sustainable competition.	Develop NGA rollout strategy and implementation plan with industry.  Ensure no distortion to competition and appropriate investment incentives.	NGA strategy published and adopted.  LLU and Line Share migrations implemented.  Market review for WBA completed.  Pricing review for WBA completed.  Treatment of Bundles reviewed.  PPC pricing Decision completed.  Ethernet product development delivered.	Consultation on NGA remedies – ComReg Document 11/10 published 26 May 2011.  LLU and Line Share migrations processes implemented. Improved pricing leading to increased LLU volumes, most recent price reductions announced in April 2011 – ComReg Information Note 11/26 published 1 April 2011.  Market review for WBA carried out and will be published in early July 2011.  Pricing review for WBA consulted upon in December 2010 – ComReg Document 10/108 published 22 December 2010.  Process ongoing – scheduled for completion in September 2011.  Revised Ethernet pricing in market. Further reductions in PPC prices in place. Information Notice – ComReg Document 11/26 published 1 April 2011.  Ethernet product launched August 2010.

**Output Statement for Year to 30 June 2011**  
**Programmes for completion by 30 June 2011**

<b>Public Interest Objective</b>	<b>High Level Goals</b>	<b>Programmes for completion by 30 June 2011</b>	<b>Output Indicators</b>	<b>Output achieved in Year to 30 June 2011</b>
<b>Promote competition, incentivise efficient investment, ensure development of internal market (cont'd).</b>	Liberalisation of the 900MHz radio spectrum band in accordance with EC Directive.	Publish response to ComReg Document 09/99.  Publish Information memo and Final Decision.	Liberalisation of GSM900 MHz to extend consumer welfare.	<p>Information Notice - Update on the Availability of Ireland's "Digital Dividend" and the 900 MHz Band Liberalisation Consultation Process – ComReg Document 10/59 published 29 July 10.</p> <p>800 MHz, 900 MHz &amp; 1800 MHz spectrum release. ComReg Document 10/71 published 17 September 10.            DotEcon Report on "Award of liberalised spectrum in the 900MHz and other bands". ComReg document 10/71a. Published 17 September 2010.            DotEcon Report on "Award of 800MHz and 900MHz spectrum - Update report on benchmarking" ComReg Document 10/71b published 17 September 2010.</p> <p>Vilicom/Red-M Report on "Retuning and Relocating GSM900 Spectrum Assignments in Ireland" ComReg Document 10/71c, published 17 September 2010.</p> <p>Information Notice - GSM Liberalisation Project - Publication of non-confidential submissions, correspondence and other material provided by respondents (and ComReg written responses to same) in the period following publication of submissions to Consultation 09/99 until publication of Consultation 10/71 – ComReg Document 10/79, published 30 September 2010.</p>

**Output Statement for Year to 30 June 2011**

<b>Public Interest Objective</b>	<b>High Level Goals</b>	<b>Programmes for completion by 30 June 2011</b>	<b>Output Indicators</b>	<b>Output achieved in Year to 30 June 2011</b>
<b>Promote competition, incentivise efficient investment, ensure development of internal market (cont'd).</b>	Liberalisation of the 900MHz radio spectrum band in accordance with EC Directive (cont'd)	Publish response to ComReg Document 09/99.  Publish Information memo and Final Decision (cont'd).	Liberalisation of GSM900 MHz to extend consumer welfare (cont'd)	<p>Submissions to Consultation - 800 MHz, 900 MHz &amp; 1800 MHz spectrum release ComReg Document 10/103R, published 7 January 2011.</p> <p>Consultation: Inclusion of the 1800 MHz Band into the Proposed joint award of 800 MHz and 900 MHz Spectrum, ComReg Document 10/105, published 15 December 2010.</p> <p>DotEcon Report on "Inclusion of the 1800MHz band in a joint award of spectrum in the 800MHz and 900 MHz bands", ComReg document 10/105a, published 15 December 2010.</p> <p>Vilicom/Red-M Report on "Retuning and Relocating GSM1800 Spectrum Assignments in Ireland", ComReg Document 10/105b, published 15 December 2010.</p> <p>Consultation - Interim Licences for the 900 MHz band, ComReg Document 11/11, published 17 February 2011.</p> <p>Interim Licences for the 900 MHz band - Response to Consultation &amp; Correspondence received, ComReg document 11/27, published 6 April 2011.</p>

**Output Statement for Year to 30 June 2011**

Public Interest Objective	High Level Goals	Programmes for completion by 30 June 2011	Output Indicators	Output achieved in Year to 30 June 2011
<p><b>Promote competition, incentivise efficient investment, ensure development of internal market (cont'd).</b></p>	<p>Liberalisation of the 900MHz radio spectrum band in accordance with EC Directive (cont'd)</p>	<p>Publish response to ComReg Document 09/99.</p>	<p>Liberalisation of GSM900 MHz to extend consumer welfare (cont'd).</p>	<p>Response to Consultation and Decision: Interim Licences for the 900 MHz Band, ComReg Document 11/29, published 13 April 2011.</p>
	<p>Contribute to the development of the electronic communications sector in the European Union.</p>	<p>Actively participate and contribute to the Body of European Regulators for Electronic Communications (BEREC).</p>	<p>Chair BEREC for calendar year 2010.</p>	<p>BEREC Office established in Riga, Latvia and key recruitments made.</p> <p>Represented BEREC in contacts with key stakeholders.</p>
	<p>Ensure that the international allocations and regulatory framework accommodates Ireland's specific requirements.</p>	<p>To seek Irelands best interests in European Spectrum Management Fora.</p>	<p>Participation in key Expert Working Groups.</p>	<p>Chaired Plenary meetings and Contact Network.</p> <p>Participating in 10 individual work streams as drafters and chaired EWG on disabilities – BEREC Report “Ensuring equivalence in access and choice for disabled end-users” published February 2011.</p>
		<p>To seek Irelands best interests in European Spectrum Management Fora.</p>	<p>Contribute to the work of the EU RSPG (Radio Spectrum Policy Group), the EC RSC (Radio Spectrum Committee) and the CEPT (European Conference of Postal and Telecommunications Administrations)</p>	<p>Vice-Chair and Chairmanship of the EU RSPG.</p> <p>Representation of Ireland at the Plenipotentiary of the International Telecommunications Union.</p> <p>Active participation at plenary meetings of specific CEPT work groups and project teams.</p>

**Output Statement for Year to 30 June 2011**

Public Interest Objective	High Level Goals	Programmes for completion by 30 June 2011	Output Indicators	Output achieved in Year to 30 June 2011
<b>Promote the development of the postal sector.</b>	Transposition of the Third Postal Directive – ensure administrative procedures are developed on foot of Postal Act.	Publish consultations on the measures necessary to ensure that the 2010 Postal Act is Appropriately implemented.	Administrative procedures in place for postal regulation including registration and licensing of service providers. Arrangements for the supply of universal services implemented.	Awaiting transposition of Third Postal Directive.  (Communications Regulation (Postal Services) Bill).
	Postal Strategy Statement – set out ComReg’s objectives for the sector over the lifetime of the statement.	Publish Consultation.  Publish Response to Consultation.  Publish Postal Strategy Statement.	Framework for implementing ComReg’s obligations under Postal Directive and National legislation set.	Awaiting transposition of Third Postal Directive.  (Communications Regulation (Postal Services) Bill).
	Quality of Service monitoring and reporting to ensure the provision of a high quality postal service	Publish Quarterly Report.  Publish Annual Report.  Address any compliance issues.	Ensure An Post meets with its legal obligations regarding Quality of Service.	QoS Interim Report Q2 2010, ComReg Document No. 10/66, published 26 August 2010. QoS Interim Report Q3 2010, ComReg Document No. 10/100, published 3 December 2010. QoS End of Year Report. ComReg Document No. 11/33, published 6 May 2011.
	Contribute to the development of the postal sector in the European Union.	Actively participate and contribute to the European Committee for Postal Regulation ((CERP) under the umbrella of the European Conference of Postal and Telecommunications Administrations (CEPT)) and its successor the European Regulators Group for Postal Services (ERGP).	Participation in CERP Working Groups.	Manager Postal Liberalisation completed second three year term as Vice-Chair of CERP. Played leading role in the establishment of ERGP. Elected chair of ERGP sub group on cross border issues.  Papers presented at International Conferences.



**Output Statement for Year to 30 June 2011**

Public Interest Objective	High Level Goals	Programmes for completion by 30 June 2011	Output Indicators	Output achieved in Year to 30 June 2011
<p><b>To ensure that we have the capacity to deliver on our objectives by having the requisite skills, structures and systems in place to operate efficiently and effectively as an independent regulator (cont'd).</b></p>	<p>To be a highly effective, innovative organisation which is a recognised centre of excellence, and which plays its full part in shaping the development of a competitive communications industry (cont'd)</p>	<p>Design and implement continuous operational and strategic efficiencies.</p>	<p>Driving of efficiencies through smarter working; including implementation of IT plan.</p>	<p><b>Efficiencies</b></p> <ul style="list-style-type: none"> <li>• Public Service Agreement: Ambitious Action Plan developed and reported on; Chairing of working group on feasibility of shared pension administration arrangements and close co-operation with other agencies on shared arrangements on insurance etc.</li> <li>• Smart Working IT enabled: <ul style="list-style-type: none"> <li>- End to End e-licensing</li> <li>- Speedisign software installed to allow bulk signing of licenses</li> <li>- New services: Numbering database went live.</li> </ul> </li> <li>• Better consumer information: <b><u>WWW.Phonesmart.ie; www.112.ie</u></b> launched.</li> <li>• More efficient and effective operations: Record management policy framework and information inventory developed. Upgraded PO system released including more procurement information, budget visibility and drill-down for managers and invoice scanning system. New remote access solution and remote working policy implemented.</li> </ul>

**Output Statement for Year to 30 June 2011**

Public Interest Objective	High Level Goals	Programmes for completion by 30 June 2011	Output Indicators	Output achieved in Year to 30 June 2011
<p><b>To ensure that we have the capacity to deliver on our objectives by having the requisite skills, structures and systems in place to operate efficiently and effectively as an independent regulator (cont'd).</b></p>	<p>To be a highly effective, innovative organisation which is a recognised centre of excellence, and which plays its full part in shaping the development of a competitive communications industry (cont'd)</p>	<p>Assume responsibility of PRS organisation.</p>	<p>Integration of PRS within ComReg.</p>	<p><b>PRS</b></p> <ul style="list-style-type: none"> <li>• PRS functions (previously carried out by RegTel) fully integrated into ComReg.</li> </ul>
		<p>Design and implement stakeholder management strategy.</p>	<p>Implement stakeholder management strategy implemented.</p>	<p><b>Stakeholder engagement:</b></p> <ul style="list-style-type: none"> <li>• New internal engagement forum initiated.</li> <li>• Invitation and hosting of key stakeholder events including first visit by EU Commissioner Nellie Kroes.</li> <li>• Stakeholder Programme developed and progressed.</li> </ul>
		<p>Benchmark sectoral and policy performance against international standards.</p>	<p>Performance measurement through QR, ECTA scorecard, OECD etc.</p>	<p>Quarterly reports published for Q2, Q3, Q4 2010 and Q1 2011. ComReg Documents 10/73R, 10/106, 11/26, 11/44 published 23 November 2010, 16 December 2010, 18 March 2011 and 21 June 2011.</p>

**Output Statement for Year to 30 June 2011**  
**Programmes for completion by 30 June 2011**

<b>Public Interest Objective</b>	<b>High Level Goals</b>	<b>Programmes for completion by 30 June 2011</b>	<b>Output Indicators</b>	<b>Output achieved in Year to 30 June 2011</b>
<p><b>To ensure that we have the capacity to deliver on our objectives by having the requisite skills, structures and systems in place to operate efficiently and effectively as an independent regulator (cont'd).</b></p>	<p>To be a highly effective, innovative organisation which is a recognised centre of excellence, and which plays its full part in shaping the development of a competitive communications industry (cont'd).</p>	<p>Comply with Government statement on economic regulation.</p>	<p>Publication of Annual Output Statement.</p>	<p><b>Economic Regulation:</b></p> <ul style="list-style-type: none"> <li>• Output Statement to end June 2011 published.</li> <li>• Implementation of Government Statement on Regulation.</li> <li>• Active participation at Economic Regulator Group, including initiation of IT Network. Current Chair of Group is Chair of ComReg.</li> </ul>