

Output Statement for Year to 30 June 2012

Public Interest Objective	High Level Goals	Programmes for completion by 30 June 2012	Output Indicators
<p>Promote the interest of users.</p>	<p>To inform, empower and protect consumers, both residential and business, and to ensure the availability for all users of quality telecommunications services.</p>	<p>Scope and designation of USO and USP(s) from 30 June 2012.</p> <p>USO Performance Data.</p> <p>Funding of USO.</p> <p>Consumer Protection Continue to monitor retail/consumer market developments and implement enhanced consumer protection measures, as relevant including:</p> <ul style="list-style-type: none"> • E-billing; • Format of notifications with respect to contract changes; • Equal Access and Equal Choice' for users with disabilities; • Consumer information regarding broadband speed. <p>Premium Rate Services.</p>	<p>Review of scope of Universal Service and designation of Universal Service Provider(s).</p> <p>Ongoing monitoring of USO Quality of Service performance and reporting of quarterly and annual performance data.</p> <p>Assessment of application(s) received, as relevant, and determination of Funding mechanisms as relevant.</p> <p>Consultation and Decision regarding defined and consistent approach to billing formats across all undertakings.</p> <p>Defined and consistent approach to notification formats across all undertakings.</p> <p>Consultation and Decision regarding obligations on undertakings, as relevant, in respect of consumers with disabilities.</p> <p>Initiative to provide information for consumers with respect to broadband speeds experienced.</p> <p>Finalise Code of Practice and Regulations. Review of PRS Levy Order.</p>

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Promote the interest of users (cont'd).	To inform, empower and protect consumers, both residential and business, and to ensure the availability for all users of quality telecommunications services (cont'd)	Emergency Call Answering Service monitoring.	Ongoing monitoring of the operation of ECAS.
		Emergency Call Answering Service call handling Fee.	Review of call handling fee for 2012-2013.
		Emergency Call Answering Service	Consultation and Decision regarding the accuracy and reliability of caller location information for emergency calls
		Market Review of Retail Fixed Narrowband Access Market.	Consultation.
		Review Retail price Cap mechanism consistent with the market review - Retail Fixed Narrowband Access: <ul style="list-style-type: none"> • Assessment of appropriateness of the RPC remedy – amending, maintaining or withdrawing retail price cap, • And financial model of nature and structure of the RPC, as appropriate. 	Consultation.

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<p>Promote competition, incentivise efficient investment, ensure development of internal market.</p>	<p>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.</p>	<p>Develop sufficiently detailed regulatory guidance on NGA to provide certainty to industry players.</p> <p>Build on work done to improve LLU and other wholesale product processes.</p>	<p>Consultation and decision on NGA remedies.</p> <p>Improved wholesale products in particular LLU.</p> <p>Detailed Eircom operational KPIs in public domain on a periodic basis.</p>
	<p>Monitor market for evolving changes in competition and adjusting regulatory framework accordingly: ensuring regional variations in conditions of competition are taken account of: ensuring bundles based competition are regulated appropriately.</p>	<p>Review of bundles pricing regime.</p> <p>Monitoring of evolution of competition and assessment for impact.</p> <p>Assessment of regional variations on pricing of point to point (backhaul) services.</p>	<p>PPC and Ethernet pricing implemented. Bundles regime consulted and decided upon. If required initiate review of remedies in Broadband markets.</p>
	<p>To promote competition and efficiency in the broadcasting transmission market which enhances competition at the retail level for the benefit of consumers.</p>	<p>Wholesale broadcast transmission market analysis.</p>	<p>Consultation and Decision.</p>

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<p>Promote competition, incentivise efficient investment, ensure development of internal market (cont'd).</p>	<p>Review Eircom's cost of capital to ensure wholesale prices are appropriate.</p>	<p>Assess need for a review of Eircom's cost of capital – the potential impact of the recession on the underlying fundamentals of the WACC and investment incentives:</p> <ul style="list-style-type: none"> • Call for input • Regulatory workshops • National consultation and decision, as appropriate. 	<p>Consultation on rate of return on capital or investment employed by Eircom in the production of its regulated fixed-line services.</p>
	<p>To conduct primary research into the broadband market.</p>	<p>Jointly commissioned (ESRI/DCENR/ComReg) commissioned communications research program. Formulation of evidence based research in relation to the agreed headline research topics.</p>	<p>Research papers, seminars and journal articles per the performance measurement agreement (PMA).</p>
	<p>Actively participate and contribute to the Body of European Regulators for Electronic Communications (BEREC).</p>	<p>Participate in Plenary meetings of BEREC and active participation in key Expert Working Groups.</p>	<p>Deliverables by BEREC of committed workstreams.</p>
	<p>Ensure that the international allocations and regulatory framework accommodates Ireland's specific requirements.</p>	<p>Contribute to the work of the EC RSPG (Radio Spectrum Policy Group), the EC RSC (Radio Spectrum Committee) and the CEPT (European Conference of Postal and Telecommunications Administrations)</p>	<p>Chairmanship of the EC RSPG and delivery of the work programme.</p> <p>Representation of Ireland at the World Radiocommunications Conference in early 2012.</p> <p>Active participation at plenary meetings of relevant CEPT work groups and project teams.</p>

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<p>Promote the development of the postal sector.</p>	<p>New Postal Act and implementation of new Postal Regulatory Framework.</p>	<p>Measures to be taken to implement the provisions in the new Postal Act. Consultations, Decisions and implementations of obligations that will be placed on ComReg by the Act.</p>	<p>Dependent on enactment of the Postal Act; Communications Regulation (Postal Services) Bill</p> <ul style="list-style-type: none"> • Consultations & Responses • Decisions • New postal regulatory architecture.
	<p>Postal Strategy Statement – set out ComReg’s objectives for the sector over the lifetime of the statement.</p>	<p>Publication of Strategy Statement.</p>	<p>Dependent on enactment of Postal Act;</p> <ul style="list-style-type: none"> • Consultation / Response and publication of Strategy Statement.
	<p>QoS Monitoring and Reporting. Quarterly & Annual Reports.</p>	<p>Ensuring An Post meets with its legal obligations regarding QoS. Publish Quarterly and Annual QoS Reports.</p>	<p>Publication of Annual and Quarterly performance results.</p>
	<p>Contribute to the development of the postal sector in the European Union.</p>	<p>Actively participate and contribute to the European Regulators Group for Postal Services (ERGP).</p>	<p>Participation in ERGP sub-groups and Chair sub-group on cross-border services.</p>

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Efficient use of spectrum and numbers and promote innovation.	Liberalisation of the 800 MHz, GSM900 and GSM1800 MHz bands.	Award of radio spectrum in line with ComReg Decision.	Publication of response to consultation and Draft Decision on broader spectrum release proposals.
	Renewal of Radio Spectrum licences.	Issue of licences.	Publication of Decision on broader spectrum release.
	Digital Terrestrial Television & Digital Switch-Over. To facilitate the migration to DTT and the switch-off of analogue TV.	Represent ComReg's objectives and ensure the advancement of analogue switch-off as part of the DCENR's Digital Steering Group, Analogue Switch-Off Information Group, Technical Working Group and Intergovernmental Group.	Publication of statistics.
	Digital Dividend in the 800MHz sub-band. To finalise frequency plans to enabling the re-farming of the 800MHz band.	Represent ComReg's objectives and ensure the advancement of analogue switch-off as part of the Irish team at coordination bilaterals with Ofcom.	Advancement of analogue switch-off.
		Work with BAI/RTÉNL/other stakeholders towards ensuring an appropriate outcome.	
		Complete coordination of the 800 MHz Clearance Plan for DTT with the UK.	Clearance Plan completed.

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Efficient use of spectrum and numbers and promote innovation (cont'd).	Introduction of Spectrum Trading.	Following designation of bands for spectrum trading, provide information and guidelines to stakeholders in relation to the requirements for parties involved in trades and to the trading process.	Consultation and Responses / Information Notice.
	Management and administration of the National Numbering Scheme.	Allocation of numbers, usage audits and analysis of the need for number changes.	Publication of allocation databases and status reports.
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.	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.	Continue employee skill development and resource allocation.	Specific training delivered including regulatory leadership programmes.
		Continued implementation of Croke Park Agreement.	Progress Reports submitted to Minister.
		Comply with corporate governance practice for State Bodies.	Publication of Annual Action Plan for 2012 – 2013. Publication of Annual Financial Forecast for 2012 – 2013. Annual Report on Governance issues submitted to Minister. Corporate procurement plan updated. Risk Management procedures complied with. Internal Audits planned for 2011 – 2012 carried out.

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<p>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).</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>Review current websites, user requirements and industry standards.</p> <p>Continue to implement stakeholder management strategy.</p> <p>Continue to benchmark sectoral and policy performance against international standard</p> <p>Comply with Government statement on economic regulation.</p>	<p>Driving of efficiencies through smarter working; including implementation of IT plan.</p> <p>Development of a current web strategy.</p> <p>Stakeholder management strategy implemented.</p> <p>Performance measurement through QR, ECTA scorecard, OECD etc.</p> <p>Publication of Annual Output Statement.</p>