

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
Annual Financial Forecast	Corporate Item	Corporate	Corporate Services	Publish Annual Financial Forecast Y/e 30 June 2025 in June 2024	Financial Forecast	Q2/24
Stakeholder Engagement Morning Conference	Strategy/Communications	Engage stakeholders on matters of interest to the evolution of the sector	Strategy & Economics/Corporate Services	Host Stakeholder Conference	Conference	Q3/24
Stakeholder Webinar	Strategy	Engage stakeholders on matters of interest to the evolution of the sector	Strategy & Economics	Host Stakeholder Event	Online Event	Q2/24
BEREC Plenary 3 2023	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary - October 2023	Meeting	Completed Q4/23
BEREC Plenary 4 2023	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary - December 2023	Meeting	Completed Q4/23
BEREC Plenary 1 2024	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary - February 2024	Meeting	Q1/24
BEREC Plenary 2 2024	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary - June 2024	Meeting	Q2/24
Satellite Licensing Review	Managing the Radio Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Conduct a review and put in place a revised regulatory regime for satellite licensing	Final Decision and Final Regulations	Q1/24
3.6 GHz Transition Report	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Delivery of transition in line with plan developed at conclusion of the 3.6GHz award	Report	Q1/24
Fixed Links Annual Report	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Publish a report on Fixed Links licensing for the 2022-2023 work period	Report	Completed Q4/23
Mobile Phone Repeaters Exemption	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Update the existing Exemption order for mobile phone repeaters to include the MBSA2 frequency bands	Consultation	Q2/24
Mobile Phone Repeaters Exemption	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Update the existing Exemption order for mobile phone repeaters to include the MBSA2 frequency bands	Response to Consultation	Q3/24
Product Safety Unit (PSU) Annual Report	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Outline a concise commentary on PSU market surveillance activities for the Operating Year	Report	Q1/24

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Siteviewer Enhancement	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Consult on the Publication on Siteviewer Plus information on ComReg's public facing Siteviewer portal.	Consultation	Q1/24
Siteviewer Enhancement	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Consult on the Publication on Siteviewer Plus information on ComReg's public facing Siteviewer portal.	Response to Consultation	Q1/24
NIR Surveys	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Conduct NIR surveys to assess licence compliance of relevant licence conditions.	Report	Completed Q3/23
NIR Surveys	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Conduct NIR surveys to assess licence compliance of relevant licence conditions.	Report	Completed Q4/23
NIR Surveys	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Conduct NIR surveys to assess licence compliance of relevant licence conditions.	Report	Q1/24
NIR Surveys	Management of the Radio Frequency spectrum	Efficient Management of the Radio Spectrum	Market Framework	Conduct NIR surveys to assess licence compliance of relevant licence conditions.	Report	Q2/24
Nuisance Communications: Voice and SMS Interventions	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Response to Consultation and Decision on interventions that certain operators are required to implement.	Response to Consultation and Decision	Q1/24
ComReg strategy for promoting over-the-air (OTA) provisioning	Regulating Electronic Communications	Promoting Competition	Market Framework	Information Notice on industry progress on implementing OTA provisioning.	Information Notice	Q1/24
Telephony Numbering - Utility NGN Review	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Response to Consultation and Decision on the 6 utility NGNs that remain in operation until 30 Nov 2023.	Response to Consultation and Decision	Completed Q3/23
Radio Spectrum - Use of the 470 -694 MHz (Sub-700 MHz) band	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Advice to inform the future use of the 470 -694 MHz (sub-700 MHz) spectrum band in Ireland	Consultants Report & ComReg Information Notice	Q2/24

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Revision of ComReg's Spectrum Leasing and Transfer Framework and guidelines	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Update ComReg's Spectrum Transfer and Leasing framework and guidelines	Consultation, Draft Regulations and Draft Guidelines	Q1/24
Revision of ComReg's Spectrum Leasing and Transfer Framework and guidelines	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Update ComReg's Spectrum Transfer and Leasing framework and guidelines	Response to Consultation, Draft Regulations and Guidelines	Q2/24
Update on EC harmonised bands for WBB ECS	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Consider harmonised bands for WBB ECS not currently assigned in Ireland	Consultation	Q2/24
Update MBSA2 licensing framework for amended CEPT Decision on 2.3 GHz Decision band	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Update the MBSA2 licensing framework for amended CEPT Decision on 2.3 GHz band	Response to Consultation and Draft Regulations	Completed Q3/23
Incident Reporting Thresholds and Reporting Timescales	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Response to consultation to review and amend network incident reporting thresholds.	Response to Consultation & Decision	Q1/24
ECS and ECN Power Resilience Study	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Produce a study on the consequences of a systemic failure to electricity supply and its implications for the telecoms sector.	Information Notice and Consultants Report	Q1/24
NOU Annual Report 2023	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Report on the activities of the NOU in 2023	Report	Q2/24
ECSM Risk Profile Policy	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Report and Consultation regarding the proportionate and transparent supervision and monitoring of ECN/ECS in scope for ECSMS	Report and Consultation	Q2/24
ECSM Compliance Policy	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Consultation on the compliance process to be used by ComReg for ECSMs	Consultation and Draft Regulations	Q2/24
Postal Strategy Statement 2024-2026	Postal Policy	Promote the development of the postal sector	Retail & Consumer Services	Postal Strategy Statement 2024-2026	Consultation on draft Postal Strategy Statement	Completed Q3/23
Postal Strategy Statement 2024-2026	Postal Policy	Promote the development of the postal sector	Retail & Consumer Services	Postal Strategy Statement 2024-2026	Postal Strategy Statement	Completed Q4/23

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Postal USO QoS Monitor	Postal Operations	Promote the development of the postal sector	Retail & Consumer Services	Monitor and report Quality of Service for single piece letter, flat, packet universal postal services	Ongoing monitoring and Annual Report 2022	Q2/24
Net Neutrality	Compliance	Safeguarding the Consumer Interest	Retail & Consumer Services	Annual Implementation Report	Information Notice	Q2/24
USO - Quality of Service Performance Data Q2 2023	Compliance	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulating Electronic Communications	Information Notice	Completed Q3/23
USO - Quality of Service Performance Data Q3 2023	Compliance	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulating Electronic Communications	Information Notice	Q1/24
USO - Quality of Service Performance Data Q4 2023	Compliance	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulating Electronic Communications	Information Notice	Q1/24
USO - Quality of Service Performance Data Q1 2024	Compliance	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulating Electronic Communications	Information Notice	Q2/24
Implementation of EU Roaming Regulation by Irish Mobile Companies	Compliance	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulating Electronic Communications	Information Notice	Completed Q4/23
Implementation of EU Roaming Regulation by Irish Mobile Companies	Compliance	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulating Electronic Communications	Information Notice	Q2/24
ECAS	ECAS	Safeguarding the Consumer Interest	Retail & Consumer Services	Report on ECAS Volumes	Information Notice	Completed Q3/23
ECAS	ECAS	Safeguarding the Consumer Interest	Retail & Consumer Services	Report on ECAS Volumes	Information Notice	Q1/24
ECAS	ECAS	Safeguarding the Consumer Interest	Retail & Consumer Services	Consultation on Caller Location Information	Consultation	Completed Q4/23
ECAS	ECAS	Safeguarding the Consumer Interest	Retail & Consumer Services	Decision on Caller Location Information	Decision	Q1/24

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ECAS	ECAS	Safeguarding the Consumer Interest	Retail & Consumer Services	Consultation on CHF for 2021/22	Consultation	Completed Q4/23
ECAS	ECAS	Safeguarding the Consumer Interest	Retail & Consumer Services	Decision on CHF for 2021/22	Decision	Completed Q1/24
ECAS Forum	ECAS	Safeguarding the Consumer Interest	Retail & Consumer Services	Stakeholder Forum	Forum meeting in respect of Emergency Call Answering Service	Completed Q3/23
ECAS Forum	ECAS	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulating Electronic Communications	Forum meeting in respect of Emergency Call Answering Service	Completed Q4/23
ECAS Forum	ECAS	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulating Electronic Communications	Forum meeting in respect of Emergency Call Answering Service	Q1/24
ECAS Forum	ECAS	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulating Electronic Communications	Forum meeting in respect of Emergency Call Answering Service	Q2/24
Review National Directory database (NDD) measure	Consumer Policy	Safeguarding the Consumer Interest	Retail & Consumer Services	Management and maintenance of NDD	Consultation on the management of the NDD	Q2/24
Regulatory Guidance	Consumer Policy	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulatory Guidance on Reporting of Consumer Complaints	Regulatory Guidance	Completed Q3/23
Regulatory Guidance	Consumer Policy	Safeguarding the Consumer Interest	Retail & Consumer Services	Regulatory Guidance on Title III: End-User Rights of the European Electronic Communications Code	Regulatory Guidance	Completed Q3/23
Measures for Disabled End Users	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	Specific provisions for disabled end-users	Call for inputs (consultation)	Completed Q3/23
Measures for Disabled End Users	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	Specific provisions for disabled end-users	Publication	Q1/24

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Forum on Electronic Communications Services for People with Disabilities	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	Specific provisions for disabled end-users	Workshop	Q1/24
Forum on Electronic Communications Services for People with Disabilities	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	Specific provisions for disabled end-users	Workshop	Q1/24
Forum on Electronic Communications Services for People with Disabilities	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	Specific provisions for disabled end-users	Workshop	Q2/24
Customer charter/quality of service standards	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	Specification of requirements on Service Providers	Response to Consultation and Decision	Q1/24
Copper switch off retail principles	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	Regulatory Guidance - Retail Principles	Publication	Q1/24
Text Relay Service	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	TRS Usage Statistics	Information Notice	Completed Q3/23
Text Relay Service	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	TRS Usage Statistics	Information Notice	Q1/24
Switching and Number Portability -End-User Compensation	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	Consultation - Switching and Number Portability - End-User Compensation	Consultation	Completed Q3/23
Switching and Number Portability -End-User Compensation	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	Decision Switching and Number Portability -End-User Compensation	Response to Consultation and Decision	Completed Q4/23
Regulatory Guidance	Consumer Policy	Safeguarding the Consumer interest	Retail & Consumer Services	Service Provider Guidance on ensuring that any adverse effects on users arising from the retirement of 3G services are minimised	Regulatory Guidance	Q2/24
Provision of Broadband End-User Information Tool	Consumer Communications & Engagement	Safeguarding the Consumer interest	Retail & Consumer Services	Provision of information on Broadband to enhance consumer information and decision making	Provision of Broadband End-User Information Tool	Q1/24

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Provision of consumer related information on www.comreg.ie	Consumer Communications & Engagement	Safeguarding the Consumer interest	Retail & Consumer Services	Update website with relevant changes to consumer rights and information.	Update website with relevant consumer information	Ongoing
Provision of Outdoor Mobile Coverage Map	Consumer Communications & Engagement	Safeguarding the Consumer interest	Retail & Consumer Services	Update & enhance user experience	Outdoor Mobile Coverage Map web application and mobile app	Ongoing
Public Information & Awareness Campaigns and Outreach	Consumer Communications & Engagement	Safeguarding the Consumer interest	Retail & Consumer Services	Awareness of ComReg services and tools. Attend outreach events.	Public information campaigns. Manage presence at consumer events.	Ongoing
New Technology Public information provision	Consumer Communications & Engagement	Safeguarding the Consumer interest	Retail & Consumer Services	Inform consumers of new technology in Broadband and Mobile.	Public Information Communications	Q4/23 - Q2/24
Consumer Advisory Panel	Consumer Communications & Engagement	ComReg is proactive on engagement with a range of stakeholders.	Retail & Consumer Services	Consumer Advisory Panel	Stakeholder engagement/meeting	Completed Q3/23
Consumer Advisory Panel	Consumer Communications & Engagement	ComReg is proactive on engagement with a range of stakeholders.	Retail & Consumer Services	Consumer Advisory Panel	Stakeholder engagement/meeting	Q1/24
Consumer Advisory Panel	Consumer Communications & Engagement	ComReg is proactive on engagement with a range of stakeholders.	Retail & Consumer Services	Consumer Advisory Panel	Stakeholder engagement/meeting	Q2/24
Comparison Tool	Consumer Communications & Engagement	Safeguarding the Consumer interest	Retail & Consumer Services	Maintenance and development of Service Provider plan comparison tool for end users	End User Tool	Ongoing

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Universal Service Provision of voice only connections and voice communications services at a fixed location	USO	All end-users have access to voice services at a fixed location.	Retail & Consumer Services	Voice only connection and voice communications services (VFL) Decision	Decision	Completed Q4/23
2015-2016 USO funding application	USO	Assessment of 2015-2016 USO funding application	Retail & Consumer Services	2015 - 2016 USO funding application	Decision on Net Cost	Completed Q3/23
2010-2011 USO funding application	USO	Assessment of unfair burden for 2010 -2011 funding application	Retail & Consumer Services	Assessment of unfair burden for 2010 -2011 funding application	Consultation on Unfair Burden	Completed Q4/23
2010-2011 USO funding application	USO	Assessment of unfair burden for 2010 -2011 funding application	Retail & Consumer Services	Assessment of unfair burden for 2010 -2011 funding application	Decision on Unfair Burden	Q1/24
USO - evolution and level of retail prices	USO	Monitoring the evolution and level of retail prices	Retail & Consumer Services	Regulating Electronic Communications	Report	Completed Q4/23
Consumer Care Statistics Q2 2023	Consumer Care	Consumer Protection	Retail & Consumer Services	Consumer Care Statistics (previous quarter by service providers)	Information Notice	Completed Q3/23
Consumer Care Statistics Q3 2023	Consumer Care	Consumer Protection	Retail & Consumer Services	Consumer Care Statistics (previous quarter by service providers)	Information Notice	Completed Q4/23
Consumer Care Statistics Q4 2023	Consumer Care	Consumer Protection	Retail & Consumer Services	Consumer Care Statistics (previous quarter by service providers)	Information Notice	Q1/24
Consumer Care Statistics Q1 2024	Consumer Care	Consumer Protection	Retail & Consumer Services	Consumer Care Statistics (previous quarter by service providers)	Information Notice	Q2/24
s.43(3) Postal service user dispute resolution	Dispute Resolution	Promote the development of the Postal Sector	Retail & Consumer Services	Resolve postal service users' disputes in accordance with s.43(3)	Dispute Resolution Postal	Ongoing
Dispute Resolution	Dispute Resolution	Promote the development of the ECS Sector	Retail & Consumer Services	Resolve ECS Disputes	Dispute Resolution ECS	Ongoing

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ECS End-user Dispute Resolution Procedures	Dispute Resolution	Promote the development of the ECS Sector	Retail & Consumer Services	Review of ECS dispute resolution procedures	Consultation	Completed Q4/23
ECS End-user Dispute Resolution Procedures	Dispute Resolution	Promote the development of the ECS Sector	Retail & Consumer Services	Review of ECS dispute resolution procedures	Response to Consultation and Decision	Q1/24
Physical Infrastructure Access (PIA) Market Analysis Decision	Market Analysis	Promote competition	Wholesale	PIA Market Analysis Decision	Decision	Completed Q1/24
Wholesale Local Access (WLA)/Wholesale Central Access (WCA) Market Analysis Decision	Market Analysis	Promote competition	Wholesale	WLA/WCA Market Analysis Decision	Decision	Completed Q1/24
Wholesale dedicated capacity	Market Analysis	Promote competition	Wholesale	Wholesale dedicated capacity market analysis consultation	Consultation	Q2/24
Quarterly Key Data Report (QKDR)	Transparency	Promote competition	Wholesale	QKDR Q2 2023	Publication	Completed Q3/23
Quarterly Key Data Report (QKDR)	Transparency	Promote competition	Wholesale	QKDR Q3 2023	Publication	Completed Q4/23
Quarterly Key Data Report (QKDR)	Transparency	Promote competition	Wholesale	QKDR Q4 2023	Publication	Q1/24
Quarterly Key Data Report (QKDR)	Transparency	Promote competition	Wholesale	QKDR Q1 2024	Publication	Q2/24
Weighted Average Cost of Capital (WACC) Annual Update - June 2024	Pricing	Promote competition	Wholesale	WACC Annual Update - June 2024	Publication	Q2/24
Physical Infrastructure Access (PIA) Key Performance Indicators (KPI) Decision and Monitoring	Products	Promote competition	Wholesale	PIA KPI Decision	Decision	Completed Q1/24

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Copper Switch Off (CSO)	Products	Promote competition	Wholesale	Products CSO decision	Decision	Completed Q4/23
EECC Article 61(3)) and Article 44	Products	Promote competition	Wholesale	EECC Article 61(3) (Symmetric Access) and Article 44 (Co-location and sharing of network elements and associated facilities) (transposed in Regulation 42 and Regulation 25 respectively)	Call for inputs (precursor to Consultation process)	Q2/24