

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Annual Financial Forecast Y/e 30 June 2019	Corporate Item	Corporate	Corporate Services	Publish Annual Financial Forecast Y/e 30 June 2019 in June 2018	Financial Forecast	Q2/18
Review of Non-Geographic Numbers - Consultation	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Publish results of consumer and business surveys, a consultant's report and a Consultation.	Consultation	Q3/17
Review of Non-Geographic Numbers - Response to Consultation	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Publish Response to Consultation with draft decisions and supplementary DotEcon report (if needed)	Response to Consultation	Q1/18
Review of Non-Geographic Numbers - Decision	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Publish Decision Notice	Decision Notice	Q2/18
Review of Non-Geographic Numbers - Implementation	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Workshops with operators and publish Implementation and Communications Plan	Information Notice	Q2/18
Numbering Conditions of Use	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Propose revisions to the Numbering Conditions of Use to take account of recent developments	Consultation	Q3/17
Numbering Conditions of Use	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Revisions to the Numbering Conditions of Use to take account of recent developments	Response to Consultation and Numbering Conditions Rev 1	Q2/18
Review of Mobile Numbering Resources	Regulating Electronic Communications	Encouraging Innovation	Market Framework	Assess the numbering options for supporting innovation (e.g. new M2M and OTT services), but without requiring any number changes for existing mobile users.	Consultation	Q3/17

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Review of Mobile Numbering Resources	Regulating Electronic Communications	Encouraging Innovation	Market Framework	Provide mobile numbers and MNCs to support innovation (e.g. new M2M and OTT services), but without requiring any number changes for existing mobile users.	Response to Consultation and Decision	Q1/18
National Numbering Scheme	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Periodic Report on statistics for the National Numbering Scheme and on recent numbering developments.	Information Notice	Q3/17
Mobile User Experience	Managing the Radio Frequency Spectrum	Protecting & Informing Consumers	Market Framework	Exploring the issues affecting mobile consumer experience. (Handset Testing)	Biannual Technical Report	Q4/17
Mobile User Experience	Managing the Radio Frequency Spectrum	Protecting & Informing Consumers	Market Framework	Exploring the issues affecting mobile consumer experience. (Handset Testing)	Biannual Technical Report	Q2/18
Mobile User Experience	Managing the Radio Frequency Spectrum	Protecting & Informing Consumers	Market Framework	Exploring the issues affecting mobile consumer experience. (Building Materials)	Technical Report	Q2/18
Spectrum Compliance Annual Report (2016/17)	Managing the Radio Frequency Spectrum	Safeguarding the Consumer Interest	Market Framework	Publish a report detailing Spectrum Compliance activities during previous year	Annual report	Q3/17
NIR Surveys	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Conduct NIR measurements to ensure compliance with licence conditions	Quarterly Report	Q3/17

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
NIR Surveys	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Conduct NIR measurements to ensure compliance with licence conditions	Quarterly Report	Q4/17
NIR Surveys	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Conduct NIR measurements to ensure compliance with licence conditions	Quarterly Report	Q1/18
NIR Surveys	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Conduct NIR measurements to ensure compliance with licence conditions	Quarterly Report	Q2/18
400 MHz Spectrum Release	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Seeking views on the future use of the 400 MHz band.	Consultation	Q3/17
400 MHz Spectrum Release	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Consultation on the award of the 400MHz band based on responses to initial consultation.	Response to Consultation and further Consultation	Q4/17
400 MHz Spectrum Release	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Consultation on the award of the 400MHz band based on responses to initial consultation.	Response to Consultation and decision	Q2/18
Drive Testing	Managing the Radio Frequency Spectrum	Ensuring Efficient Spectrum Management	Market Framework	Bi-Annual Drive Testing programme	Summary Report	Q3/17

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Drive Testing	Managing the Radio Frequency Spectrum	Ensuring Efficient Spectrum Management	Market Framework	Bi-Annual Drive Testing programme	Summary Report	Q1/18
Mobile Satellite Services with Complementary Ground Component	Managing the Radio Frequency Spectrum	Ensuring Efficient Spectrum Management	Market Framework	Implementation of EU Decision to provide framework for complementary ground component of satellite network	Response to Consultation & Decision	Q3/17
Mobile Satellite Service with Complementary Ground Component	Managing the Radio Frequency Spectrum	Ensuring Efficient Spectrum Management	Market Framework	Award of CGC Licences	Licences	Q4/17
Reassignment of the 26 GHz Link Block Licences	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Award rights of use in advance of the expiry of the current licences.	Consultation	Q3/17
Reassignment of the 26 GHz Link Block Licences	Managing the Radio Frequency Spectrum	Promoting Competition	Market Framework	Award rights of use in advance of the expiry of the current licences.	Response to Consultation & Draft Decision	Q4/17
Reassignment of the 26 GHz Link Block Licences	Managing the Radio Frequency Spectrum	Ensuring Efficient Spectrum Management	Market Framework	Develop and hold award	Decision & Information Memorandum	Q1/18
Develop Authorisation Regime for Mobile Repeaters	Managing the Radio Frequency Spectrum	Safeguarding the Consumer Interest	Market Framework	Consult on and develop an authorisation regime for the use of mobile repeaters by commercial and private users	Consultation & Draft Decision	Q4/17

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Develop Authorisation Regime for Mobile Repeaters	Managing the Radio Frequency Spectrum	Safeguarding the Consumer Interest	Market Framework	Consult on and develop an authorisation regime for the use of mobile repeaters by commercial and private users	Response to Consultation & Decision	Q2/18
Multi-Band Spectrum Award 2 (MBSA2)	Managing the Radio Frequency Spectrum	Encouraging Innovation	Market Framework	Stream 1: Future Mobile Connectivity (FMC) costing study	Consultation	Q4/17
Multi-Band Spectrum Award 2 (MBSA2)	Managing the Radio Frequency Spectrum	Encouraging Innovation	Market Framework	Stream 1: Future Mobile Connectivity (FMC) costing study	Response to Consultation	Q1/18
Multi-Band Spectrum Award 2 (MBSA2)	Managing the Radio Frequency Spectrum	Encouraging Innovation	Market Framework	Stream 2: Develop award proposals to release 700 MHz, 1.4 GHz, 2.3 GHz and 2.6 GHz bands and other substitutable or complementary bands (e.g. 2.1 GHz)	Consultation	Q2/18
Review of Broadcasting Licensing frameworks	Managing the Radio Frequency Spectrum	Encouraging Innovation	Market Framework	Review and develop spectrum management considerations and licence conditions in advance of expiry of broadcasting licences in 2019.	Consultation	Q2/18
Spectrum Leasing	Managing the Radio Frequency Spectrum	Encouraging Innovation	Market Framework	Introduce a spectrum leasing framework in Ireland	Response to Consultation	Q3/17

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Radio Spectrum Management Strategy 2019 - 2021	Managing the Radio Frequency Spectrum	Encouraging Innovation	Market Framework	To develop ComReg's Radio Spectrum Management Strategy for period 2019 - 2021	Consultation	Q2/18
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Market Framework	s.16(9) review - ensure that the universal postal service develops in response to the technical, economic, and social environment and to the reasonable needs of postal service users.	Consultation and draft Regulation	Q1/18
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Market Framework	s.16(9) review - ensure that the universal postal service develops in response to the technical, economic, and social environment and to the reasonable needs of postal service users.	Response to Consultation and Regulation	Q2/18
USP designation review	Postal Regulation	Promote the development of the Postal Sector	Market Framework	s.17(2) review - Review USP designation by August 2018	Consultation and draft Decision	Q2/18
Terms and conditions for universal postal services	Postal Regulation	Promote the development of the Postal Sector	Market Framework	s.24 review of An Post's amended terms and conditions for universal postal services	Response to Consultation and Direction (if required)	Q4/17
Postal Strategy Statement 2018 - 2020	Postal Regulation	Promote the development of the Postal Sector	Market Framework	Postal Strategy Statement 2018 - 2020	Consultation and draft Strategy Statement	Q3/17

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Postal Strategy Statement 2018 - 2020	Postal Regulation	Promote the development of the Postal Sector	Market Framework	Postal Strategy Statement 2018 - 2020	Response to Consultation and Strategy Statement	Q4/17
QoS Monitoring	Postal Regulation	Promote the development of the Postal Sector	Market Framework	QoS Monitoring and Reporting	Annual Report	Q2/18
s.43(3) ADR and annual report	Postal Regulation	Promote the development of the Postal Sector	Market Framework	Resolve postal service users disputes in accordance with s.43(3) of the 2011 Act. Publication of disputes in Annual Report.	ADR and annual report.	Q2/18
Wholesale Local Access & Wholesale Central Access Market Analyses	Market Analysis	Promote Competition	Wholesale	Market Analyses for Markets 3A & 3B	Response to Consultation & Decision	Q4/17
Wholesale High Quality Access Market Analysis	Market Analysis	Promote Competition	Wholesale	Market Analysis for Market 4 (Leased Lines)	Response to Consultation and Consultation	Q3/17
Wholesale High Quality Access Market Analysis	Market Analysis	Promote Competition	Wholesale	Market Analysis for Market 4 (Leased Lines)	Response to Consultation & Decision	Q2/18
Fixed and mobile termination Market Analyses	Market Analysis	Promote Competition	Wholesale	Market Analyses for Markets 1 & 2	Consultation	Q4/17
Quarterly Key Data Report Q2 2017	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report	Publication	Q3/17

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Quarterly Key Data Report Q3 2017	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report	Publication	Q4/17
Quarterly Key Data Report Q4 2017	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report	Publication	Q1/18
Quarterly Key Data Report Q1 2018	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report	Publication	Q2/18
Margin Squeeze test for Bundled Services	Pricing	Promoting competition	Wholesale	Regulation of margin squeeze tests for Eir's bundled services	Response to Consultation & Decision	Q4/17
Pricing Remedies for Markets 3a and 3b	Pricing	Promoting competition	Wholesale	Review pricing remedies for Markets 3a and 3b	Response to Consultation & Decision	Q4/17
Pricing for fixed and mobile termination	Pricing	Promoting competition	Wholesale	Review current pricing remedies for termination markets	Consultation	Q4/17
Calls to non-geo numbers	Pricing	Promoting competition	Wholesale	Modelling work	Consultation	Q1/18
Review of Eir's RGM	Products	Promote Competition	Wholesale	Review of Eir's Governance of its Reg Obligations	Call for Inputs	Q3/17
Withdrawal of Copper based Regulated Services	Products	Promote Competition, Consumer welfare	Wholesale	Consideration of implications of withdrawal of legacy services	Consultation	TBD

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Chair Industry Fora	Products	Promote Competition	Wholesale	Facilitate and oversee the development of RAP Products	Chair, secretariat function and support for RAP development	N/A
Emergency Call Handling Fee Review	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Consultation on Call Handling Fee	Consultation	Q4/17
Emergency Call Handling Fee Review	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Decision on Call Handling Fee Review	Response to Consultation and Decision	Q1/18
Enhanced Caller Location for Emergency Services	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Enhanced Caller Location for Emergency Services	Information Notice	Q3/17
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Q3/17
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Q4/17
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Q1/18
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Q2/18

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Implementation of EU Roaming Regulation by Irish Mobile Companies	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Implementation of EU Roaming Regulation by Irish Mobile Companies - Information Notice	Information Notice	Q1/18
Consumer Measures	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Selective Call Barring	Response to Consultation and Decision	Q3/17
Measures for Disabled End Users	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Measures for disabled end users - Review of Measures	Consultation	Q3/17
Measures for Disabled End Users	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Measures for disabled end users - Review of Measures	Response to Consultation and Decision	Q4/17
Consumer Redress	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Review of Electronic Communications - ADR	Consultation	Q4/17
Consumer Redress	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Review of Electronic Communications - ADR	Response to Consultation and Decision	Q2/18
Consumer Advisory Panel	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Panel meeting to discuss key consumer issues		Q4/17
Consumer Advisory Panel	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Panel meeting to discuss key consumer issues		Q1/18

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Workshop		Q3/17
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Workshop		Q1/18
Pricing Transparency	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	New comparative Guide	Rollout of new functionality	Q3/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO AFL - FIA Review	Consultation	TBD
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q1 2017	Information Notice	Q3/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q2 2017	Information Notice	Q3/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q3 2017	Information Notice	Q4/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q4 and annual 2017	Information Notice	Q1/18

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q1 2018	Information Notice	Q2/18
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance targets from Q1 2019	Consultation	Q2/18
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2010/2011	Consultation	Q3/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2011/2012	Consultation	Q3/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2012/2013	Consultation	Q3/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2013/2014	Consultation	Q3/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2014/2015	Consultation	Q3/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2015/2016	Consultation	Q1/18

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2010/2011	Response to Consultation and Decision	Q4/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2011/2012	Response to Consultation and Decision	Q4/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2012/2013	Response to Consultation and Decision	Q4/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2013/2014	Response to Consultation and Decision	Q4/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2014/2015	Response to Consultation and Decision	Q4/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2015/2016	Response to Consultation and Decision	Q2/18
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for April to June 2017	Information Notice	Q3/17
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for July to Sept 2017	Information Notice	Q4/17

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for Oct to Dec 2017	Information Notice	Q1/18
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for Jan to Mar 2018	Information Notice	Q2/18
Availability of Services	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Review of Battery Backup Requirements	Response to Consultation and Decision	Q3/17
Consumer Redress	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Awareness re Code of Practice and Complaints Handling Procedures	Increased Consumer Awareness	Q3/17
Consumer information	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Engage with industry re provision of further information relating to handsets	Increased Consumer Awareness	Q3/17
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Consultation regarding Subscriber Directories	Consultation	Q1/18
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Decision regarding Subscriber Directories	Response to Consultation and Decision	Q2/18
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Consultation regarding Payphones	Consultation	Q1/18

Action Plan for Year to 30 June 2018

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Decision regarding Payphones	Response to Consultation and Decision	Q2/18
Net Neutrality	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Annual Implementation Report	Information Notice	Q2/18
Consumer Redress	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Management of Consumer Contacts (queries and complaints) via ComReg Consumer Line		Ongoing