

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Annual Financial Forecast Y/e 30 June 2020	Corporate Item	Corporate	Corporate Services	Publish Annual Financial Forecast Y/e 30 June 2020 in June 2019	Financial Forecast	Q2/19
Consultation on Draft ECS Strategy Statement 2019-2021	Corporate Item	Corporate	SAEPR	Publish Consultation on Draft ECS Strategy Statement 2019-2021, update of 5-year strategy 2017-2021	Consultation	Completed Q1/19
Publication of ECS Strategy Statement 2019-2021	Corporate Item	Corporate	SAEPR	Publish ECS Strategy Statement 2019- 2021, update of 5-year strategy 2017-2021	ECS Strategy Statement	Q2/19
NGN Review	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Decision on retail pricing and number range consolidation	Final RTC and Decision Notice	Completed Q4/18
NGN Review	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Outline of implementation process and invitation to industry WG	Information Notice	Completed Q1/19
NGN Review	Regulating Electronic Communications	Safeguarding the Consumer Interest	Market Framework	Implementation and Communications Plan	Information Notice	Q2/19
26GHz Block Licence Award	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Issue rights of use for the 26GHz band for fixed point-to-point services in advance of the expiry of existing licences.	Award Results	Completed Q3/18
400 MHz Spectrum Release	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Award of rights of use for the 400MHz block.	Further Consultation	Completed Q4/18
400 MHz Spectrum Release	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Award of rights of use for the 400MHz block.	Response to Further Consultation	Completed Q1/19

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400 MHz Spectrum Release	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Award of rights of use for the 400MHz block.	Draft Information Memorandum & Decision	Q2/19
Mobile User Experience – Handset Testing	Managing the Radio Frequency Spectrum	Protecting & Informing Consumers	Market Framework	Exploring the issues affecting mobile consumer experience. (Building Materials)	Technical Report	Completed Q3/18
Mobile User Experience – Handset Testing	Managing the Radio Frequency Spectrum	Protecting & Informing Consumers	Market Framework	Testing the sensitivity of mobile handsets available on the market and publishing detailed reports on same.	Technical Report(s) – Data	Completed Q3/18
Mobile User Experience – Handset Testing	Managing the Radio Frequency Spectrum	Protecting & Informing Consumers	Market Framework	Testing the sensitivity of mobile handsets available on the market and publishing detailed reports on same.	Technical Report – Voice	Completed Q4/18
Radio Spectrum Management Strategy Statement	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Consultation on draft Radio Spectrum Management Strategy Statement	Consultation	Completed Q3/18
Radio Spectrum Management Strategy Statement	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Publication of Final Radio Spectrum Management Strategy Statement	Strategy Statement	Completed Q4/18
Interference Investigations	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Publication of Annual Report on SII activities	Annual Report	Completed Q3/18
Monitoring Licence Compliance (NIR Surveys)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Publication of quarterly reports assessing licence compliance.	Quarterly Report (Q2 2018)	Completed Q3/18

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Monitoring Licence Compliance (NIR Surveys)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Publication of quarterly reports assessing licence compliance.	Quarterly Report (Q3 2018)	Completed Q4/18
Monitoring Licence Compliance (NIR Surveys)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Publication of quarterly reports assessing licence compliance.	Quarterly Report (Q4 2018)	Completed Q1/19
Monitoring Licence Compliance (NIR Surveys)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Publication of quarterly reports assessing licence compliance.	Quarterly Report (Q1 2019)	Q2/19
Monitoring Licence Compliance with 3G and Liberalised Use Licences (Drive Testing)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Assessment of compliance with licence conditions	Drive Test Report (Winter)	Completed Q1/19
MBSA2 –Future Mobile Connectivity (FMC)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Advice on costings for mobile connectivity and observations on how to address and/or promote mobile connectivity	ComReg publication & Consultant's report	Completed Q4/18
MBSA2 – Award Process	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Award proposals for release of spectrum in one or more of the 700 MHz, 1.4 GHz, 2.1 GHz, 2.3 GHz, 2.6 GHz and other substitutable / complementary bands	Response to Consultation (spectrum bands) and Consultation	Q2/19
MBSA2 – Award Process	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Award proposals for release of spectrum in one or more of the 700 MHz, 1.4 GHz, 2.1 GHz, 2.3 GHz, 2.6 GHz and other substitutable / complementary bands	Response to Consultation and Draft Decision	Q3/19

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MBSA2 – Connectivity	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Explain the multi-faceted nature of mobile connectivity to Stakeholders	ComReg/Consultants publication	Completed Q4/18
Review of RTE's Radio and Television Broadcasting Licences	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Review in advance of expiry of broadcasting licences in 2019.	Response to Consultation	Completed Q4/18
Network Operations Unit Annual Report	Consumer Protection	Network Resilience Reliability and Security	Market Framework	To Publish a report detailing the activities of the Network Operations Unit	Report	Completed Q1/19
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Review the specification of the Universal Postal Service	Consultation	Completed Q3/18
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Review the specification of the Universal Postal Service	Response to Consultation, Regulation	Completed Q4/18
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Review the specification of the Universal Postal Service - Bulk Mail	Consultation	Completed Q4/18
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Review the specification of the Universal Postal Service - Bulk Mail	Response to Consultation, Regulation	Completed Q2/19
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Universal service designation procedures - consultation	Consultation	Completed Q1/19
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Universal service designation procedures - procedures	Response to Consultation, Procedures	Q2/19

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Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Universal service designation review - consultation	Response to Consultation, Regulation	Q2/19
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Consequences of the repeal of the price cap on certain universal postal services	Consultation	Q2/19
QoS Monitoring	Postal Regulation	Promote the development of the Postal Sector	Retail	QoS Monitoring and Reporting	Annual Report	Q2/19
s.43(3) ADR and annual report	Postal Regulation	Promote the development of the Postal Sector	Retail	Resolve postal service users disputes in accordance with s.43(3) of the 2011 Act. Publication of disputes in Annual Report.	ADR and input to annual report.	Ongoing
Net Neutrality	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Annual Implementation Report	Information Notice	Q2/19
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	Completed Q4/18
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	Q2/19
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for April to June 2018	Information Notice	Completed Q3/18
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for July to Sept 2018	Information Notice	Completed Q4/18

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Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for Oct to Dec 2018	Information Notice	Completed Q1/19
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for Jan to Mar 2019	Information Notice	Q2/19
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Completed Q3/18
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Completed Q4/18
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Completed Q1/19
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Q2/19
ECAS	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Report on ECAS Volumes	Report on ECAS Volumes	Completed Q3/18
ECAS	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Report on ECAS Volumes	Report on ECAS Volumes	Completed Q1/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO AFL - FIA Review contingent on output from DCCAE	Review	TBD

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USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO AFL Review - contingent on NBP contract award	Information Notice/Review	TBD
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q1 to Q4 and annual 2017	Information Notice	Completed Q3/18
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q1 2018	Information Notice	Completed Q3/18
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q2 2018	Information Notice	Completed Q3/18
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q3 2018	Information Notice	Completed Q1/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q1 to Q4 and annual 2018	Information Notice	Completed Q2/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO AFL - QoS Consultation	Consultation	Completed Q4/18
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO AFL - QoS	Response to Consultation & Decision	Completed Q1/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO AFL - Payphones	Consultation	Completed Q3/18

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USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO AFL - Payphones	Decision	Completed Q1/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Directory of Subscribers	Consultation	Completed Q3/18
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Directory of Subscribers	Response to Consultation & Decision	Completed Q4/18
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2010/2011	Decision	Completed Q2/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2011/2012	Decision	Completed Q2/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2012/2013	Decision	Completed Q2/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2013/2014	Decision	Completed Q2/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2014/2015	Decision	Completed Q2/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2015/2016	Consultation	Q2/19

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USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2015/2016	Decision	Q3/19
Consumer Redress	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	ADR for ECS consumers	Decision	Completed Q4/18
Consumer Policy	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Review of measures to prevent bill shock	Consultation	Q2/19
Consumer Policy	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Review of measures to prevent bill shock	Decision	Q2/19
Consumer Policy	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Consultation regarding the undertaking to maintain the NDD	Consultation	Completed Q4/18
Consumer Policy	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Consultation regarding the undertaking to maintain the NDD	Decision	Completed Q4/18
Consumer Policy	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Consultation regarding maintenance of NDD during transition to new undertaking	Consultation	Completed Q1/19
Consumer Policy	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Consultation regarding the undertaking to maintain the NDD	Decision	Completed Q1/19
Consumer Care	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Management of Consumer Contacts (queries and complaints) via ComReg ConsumerLine	Consumer Redress	Ongoing

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Measures for Disabled End Users	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Disability measures review	Consultation	Q3/19
Measures for Disabled End Users	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Disability measures review	Response to Consultation & Decision	Q4/19
Consumer Advisory Panel	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Panel meeting to discuss key consumer issues		Completed Q3/18
Consumer Advisory Panel	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Panel meeting to discuss key consumer issues		Completed Q1/19
Consumer Advisory Panel	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Panel meeting to discuss key consumer issues		Q2/19
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Workshop		Completed Q4/18
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Workshop		Completed Q1/19
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Workshop		Q2/19
Consumer Engagement	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Mobile Consumer Engagement Programme	Publication of End User Coverage Map	Completed Q1/19

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Consumer Engagement	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Regular updating of website re Consumer issues	Updated website	Ongoing
Wholesale High Quality Access Market Analysis	Market Analysis	Promote Competition	Wholesale	Market Analysis for Market 4 (Leased Lines)	Decision	TBD
Fixed & Mobile termination Market Analysis	Market Analysis	Promote Competition	Wholesale	Market Analysis for Markets 1 & 2	Decision	Q2/19
Quarterly Key Data Report (Q2 2018)	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report	Publication	Completed Q3/18
Quarterly Key Data Report (Q3 2018)	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report	Publication	Completed Q4/18
Quarterly Key Data Report (Q4 2018)	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report	Publication	Completed Q1/19
Quarterly Key Data Report (Q1 2019)	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report	Publication	Q2/19
Pricing for fixed and mobile termination	Pricing	Promoting competition	Wholesale	Review current pricing remedies for termination markets	Decision	Q2/19
Non Geographic Number Pricing	Pricing	Promoting competition	Wholesale	Review Wholesale pricing for call origination to Non Geographic Numbers	Consultation	Q2/19
Non Geographic Number Pricing	Pricing	Promoting competition	Wholesale	Review Wholesale pricing for call origination to Non Geographic Numbers	Response to Consultation & Decision	Q4/19

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Weighted Average Cost of Capital Review	Pricing	Promoting competition	Wholesale	Review Weighted Average Cost of Capital	Consultation	Q2/19
WLA/WCA MA	Market Analysis	Promote Competition	Wholesale	Review of Markets 3a/3b	Decision	Completed Q3/18
Pricing Remedies for Markets 3a and 3b	Pricing	Promoting competition	Wholesale	Review pricing remedies for Markets 3a and 3b	Decision	Completed Q4/18
Margin Squeeze test for Bundled Services	Pricing	Promoting competition	Wholesale	Regulation of margin squeeze tests for Eir's bundled services	Decision	Completed Q4/18
Methodology for calculating financial penalties	Compliance	Promote Competition	Wholesale	Methodology for calculating financial penalties in future compliance litigation in respect of breaches of obligations imposed on operators under the Access Regulations	Consultation	Q3/19