

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
Annual Financial Forecast Y/e 30 June 2021	Corporate Item	Corporate	Corporate Services	Publish Annual Financial Forecast Y/e 30 June 2021 in June 2020	Financial Forecast	Q2/20
National Conference	Corporate Item	Corporate	SAEPR/Corporate Services	Host National Conference		Completed Q3/19
Mobile Consumer Experience Survey	Corporate Item	Corporate	SAEPR	Publish Summary of Bi-annual Mobile Consumer Experience Survey	Survey	Completed Q3/19
Connectivity Implications of Decarbonisation Technology Adoption	Corporate Item	Corporate	SAEPR	Publish Call for Inputs on the connectivity implications of the widespread adoption of decarbonisation technologies	Call for Inputs	Completed Q4/19
Network Operations Annual Report	Efficient investment has enabled affordable, high-quality and widespread access to communications services and applications	Network Resilience Reliability and Security	Market Framework	Publish a report detailing the activities of the Network Operations Unit	Report	Q1/20
Resilience Forum	Efficient investment has enabled affordable, high-quality and widespread access to communications services and applications	Network Resilience Reliability and Security	Market Framework	Network Resilience Forum with operators of public electronic communications networks and services	Workshop	Q1/20
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 (Summer)	Completed Q3/19
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)	Q1/20
NGN Implementation	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Coordinate the implementation of geolinked retail pricing and the reduction of number ranges from 5 to 2.	Briefing event for operators	Completed Q4/19

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
Numbering Conditions of Use	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Updates to the Numbering Conditions of Use to take account of recent developments	Consultation	Completed Q3/19
Numbering Conditions of Use	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Updates to the Numbering Conditions of Use to take account of recent developments	Response to Consultation and revised Numbering Conditions	Completed Q4/19
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, 2.1 GHz, 2.3 GHz, 2.6 GHz and other substitutable / complementary bands.	Response to Consultation & Draft Decision	Completed Q4/19
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, 2.1 GHz, 2.3 GHz, 2.6 GHz and other substitutable / complementary bands.	Draft Information Memorandum	Q1/20
5G study: 26 GHz band	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Advice on the appropriate licensing framework or frameworks for assigning spectrum in the 26 GHz band for 5G.	Information Notice & Consultants Report	Q2/20
Broadband - Public Protection and Disaster Relief (BB-PPDR) spectrum options	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Provide information on the spectrum options in Ireland for BB-PPDR	Information Notice	Q1/20
Treatment of Radio Interference Cases	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Conduct a Public Consultation on the treatment of interference complaints.	Consultation	Completed Q4/19
Treatment of Radio Interference Cases	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Conduct a Public Consultation on the treatment of interference complaints.	Response to Consultation & revised Guidelines	Q1/20
SII Annual Report	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Outline a concise commentary on SII activities for the Operating Year across all four central themes	Report	Completed Q3/19

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
NIR Surveys	Managing 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 Q3/19
NIR Surveys	Managing 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 Q4/19
NIR Surveys	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Conduct NIR surveys to assess licence compliance of relevant licence conditions.	Report	Q1/20
NIR Surveys	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Conduct NIR surveys to assess licence compliance of relevant licence conditions.	Report	Q2/20
400 MHz Award	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Publication of Information Memorandum and award of rights of use for the 400 MHz sub- band	Information Memorandum	Completed Q3/19
400 MHz Award	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Award Results	Information Notice	Completed Q4/19
Review of Fixed Links Bands	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Fixed Radio Links Review	Consultation	Q2/20
Mobile User Experience - Handset Testing	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	ComReg's RSMSS for 2019 – 2021 sets out its intention to continue testing the sensitivity of mobile handsets available on the market	Technical Report (Voice)	Completed Q4/19

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
Mobile User Experience - Handset Testing	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	ComReg's RSMSS for 2019 – 2021 sets out its intention to continue testing the sensitivity of mobile handsets available on the market	Technical Report (Data)	Q2/20
Radio Frequency Plan for Ireland (RFPI)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Update of RFPI in line with Section 35 of the 2002 Act following WRC 2019	Updated RFPI	Q2/20
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Review designation of universal postal service provider(s) in accordance with s.17(2) and established procedures	Consultation and draft Decision	Completed Q4/19
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Review designation of universal postal service provider(s) in accordance with s.17(2) and established procedures	Response to Consultation and Decision	Q1/20
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	If appropriate, following from decision in Q1/20 - consultation on designation of universal postal service provider(s) in accordance with s.17(2) and established procedures	Consultation and draft Decision	Q2/20
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	Report to Minister	Completed Q3/19
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Consultation on Draft Postal Strategy Statement 2020-2022	Consultation and draft Statement	Completed Q4/19
Universal postal service specification	Postal Regulation	Promote the development of the Postal Sector	Retail	Postal Strategy Statement 2020-2022	Response to Consultation and Strategy Statement	Completed Q4/19
QoS Monitoring	Postal Regulation	Promote the development of the Postal Sector	Retail	QoS Monitoring and Annual Report	Annual Report	Q2/20

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
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
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO AFL - FIA Review contingent on output from DCCAE	Review	TBD
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 - Assessment of Eir Funding Application for 2015/2016	Consultation	Q1/20
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Assessment of Eir Funding Application for 2015/2016	Decision	Q2/20
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q1 2019	Information Notice	Completed Q4/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q2 2019	Information Notice	Completed Q4/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q3 2019	Information Notice	Q1/20
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO - Quality of Service Performance Data Q1 to 4 and Annual 2019	Information Notice	Q2/20
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	USO AFL - Review	Information Notice	Q2/20

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Printed Directories Review	Consultation	Completed Q4/19
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Printed Directories Review	Response to Consultation and Decision	Q1/20
USO	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Payphones Review	Consultation	Q2/20
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 Q4/19
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	Q2/20
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for April to June 2019	Information Notice	Completed Q3/19
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for July to Sept 2019	Information Notice	Completed Q4/19
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for Oct to Dec 2019	Information Notice	Q1/20
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for Jan to Mar 2020	Information Notice	Q2/20
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Completed Q3/19

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service	Meeting Held	Completed Q4/19
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Q1/20
ECAS Forum	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Forum meeting in respect of Emergency Call Answering Service		Q2/20
ECAS	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Report on ECAS Volumes	Report on ECAS Volumes	Completed Q3/19
ECAS	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Report on ECAS Volumes	Report on ECAS Volumes	Q1/20
ECAS	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	ECAS Call Handling Fee 20-21	Consultation	Completed Q4/19
ECAS	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	ECAS Call Handling Fee 20-21	Response to Consultation and Decision	Completed Q1/20
Net Neutrality	Compliance	Safeguarding the Consumer Interest	Retail	Annual Implementation Report	Information Notice	Q2/20
Consumer Care	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Management of Consumer Contacts (queries and complaints) via ComReg Consumer Line	Consumer Redress	Ongoing
Consumer Advisory Panel	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Panel meeting to discuss key consumer issues	Meeting Held	Completed Q4/19

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
Consumer Advisory Panel	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Panel meeting to discuss key consumer issues		Q1/20
Consumer Advisory Panel	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Panel meeting to discuss key consumer issues		Q2/20
Consumer Policy	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Review of measures to prevent bill shock	Call for Inputs	Completed Q3/19
Measures for Disabled End Users	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Disability measures review	Consultation	Q1/20
Measures for Disabled End Users	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Disability measures review	Response to Consultation & Decision	Q2/20
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Workshop		Q1/20
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Workshop		Q1/20
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Workshop		Q2/20
Consumer Engagement	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Comparable pricing and non pricing data on ComReg Compare website	Update of operator data	Ongoing
Consumer Engagement	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Consumer news and consumer content on ECS, PRS and Postal services on ComReg website	Update of consumer content	Ongoing

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
Consumer Engagement	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Targeted ECS, PRS and Postal services public information campaigns	Increase awareness of consumers' rights and ComReg's role	Ongoing
Mobile and Broadband Taskforce Actions	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Continue to provide and promote information for consumers through ComReg's Consumer Engagement programme, including via ComReg's consumer website pages and using ComReg's outreach programme	Consumer engagement	Ongoing
Mobile and Broadband Taskforce Actions	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Enhancement of the National Mobile Coverage Map	Update operator coverage predictions and develop enhanced user features	Ongoing
Wholesale High Quality Access Market Analysis	Market Analysis	Promote Competition	Wholesale	Market Analysis for Market 4 (Leased Lines)	Decision	Completed Q1/20
Retail Fixed Voice Access (RFVA) & Fixed Voice Call Originaton and Transit Market (FACO) Market Analysis	Market Analysis	Promote Competition	Wholesale	Market Analysis for RFVA & FACO	Consultation	Q1/20
Broadcasting Market Analysis	Market Analysis	Promote Competition	Wholesale	Market Analysis for Broadcasting	Consultation	Q1/20
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q2 2019)	Publication	Completed Q3/19
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q3 2019)	Publication	Completed Q4/19
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q4 2019)	Publication	Q1/20
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q1 2020)	Publication	Q2/20
Access Network Model Review	Pricing	Promoting competition	Wholesale	Access Network Model Review	Consultation	Q2/20

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
Access Network Model Review	Pricing	Promoting competition	Wholesale	Access Network Model Review - Civil Engineering Infrastructure (CEI) Assessment	Consultation	Q2/20
Non Geographic Number Pricing	Pricing	Promoting competition	Wholesale	Review Wholesale pricing for call origination to Non Geographic Numbers	Response to Consultation & Decision	Completed Q1/20
Weighted Average Cost of Capital Review	Pricing	Promoting competition	Wholesale	Review Weighted Average Cost of Capital	Response to Consultation & Decision	Q1/20
Methodology for calculating financial penalties	Compliance	Promoting 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	Q1/20
Methodology for calculating financial penalties	Compliance	Promoting competition	Wholesale	Methodology for calculating financial penalties in future compliance litigation in respect of breaches of obligations imposed on operators under the Access Regulations	Response to Consultation & Decision	Q2/20
Review of eNet pricing arrangements. Response to ministerial request	Pricing	Promoting competition	Wholesale	Report on the implementation of recommendations following a review of eNet's pricing arrangements	Information Notice	Q1/20