

Action Plan for Year to 30 June 2021

Title	Function	Objective	Division	Description	Output	Planned Delivery Qtr
Annual Financial Forecast	Corporate Item	Corporate	Corporate Services	Publish Annual Financial Forecast Y/e 30 June 2020 in June 2021	Financial Forecast	Q2/21
Medium Term ECS Strategy	Strategy	Gather initial stakeholder input	Strategy & Economics	Call for Inputs to inform formation of next Medium Term ECS Strategy, Stakeholder Breakfast	TBD (COVID Dependent)	Q3/20
Medium Term ECS Strategy Consultation	Strategy	Consult stakeholders on Draft Medium Term ECS Strategy	Strategy & Economics	Consultation on Draft Medium Term ECS Strategy Statement	Published Consultation	Q1/21
Medium Term ECS Strategy Publication	Strategy	Publish finalised Medium Term ECS Strategy	Strategy & Economics	Publication of finalised Medium Term ECS Strategy Statement	Published Strategy	Q2/21
National Conference	Strategy/Communications	Engage stakeholders on matters of interest to the evolution of the sector	Strategy & Economics/Corporate Services	Host National Conference	Conference	Q2/21
Broadband Survey	Economics & Research	Bi-annual Survey of Consumer behaviours and attitudes to Broadband	Strategy & Economics	Bi-annual Survey of Consumer behaviours and attitudes to Broadband	Survey and Published Report	Q2/21
Mobile Market (MNO/MVNO) Study	Economics & Research	Study of MNO/MVNO markets	Strategy & Economics	Study of MNO/MVNO markets	Report	Q4/20
BEREC Plenary 3 2020	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary 30 Sept - 2 Oct. ComReg hosting		Q3/20
BEREC Plenary 4 2020	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary 10 - 11 December		Q4/20
BEREC Plenary 1 2021	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary Feb 2021		Q1/21
BEREC Plenary 2 2021	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary June 2021		Q2/21
Publish Network Operations Annual Report	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Publish Network Operations Annual Report	Annual Report	Q1/21
Economic and Societal Cost of a Network Incident	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Investigate and develop a model to indicate of the economic and societal cost of a network incident.	Consultation	Q4/20
Economic and Societal Cost of a Network Incident	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Investigate and develop a model to indicate of the economic and societal cost of a network incident.	Report	Q2/21
Climate Change and Telecoms Networks	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Report on how climate change affects or may affect telecom networks	Report	Q1/21
Technical Report - Voice	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Technical Report - Voice	Report	TBC
Technical Report - Data	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Technical Report - Data	Report	TBC

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Bi-Annual Drive Testing Programme	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Drive test report	Report	TBC
Bi-Annual Drive Testing Programme	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Drive test report	Report	TBC
Numbering Conditions of Use	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Updates to the Numbering Conditions of Use to take account of EECC and NGN implementation issues	Consultation	Q1/21
Promoting over-the-air (OTA) provisioning	Regulating Electronic Communications	Promoting Competition	Market Framework	Assess regulatory/market impact of ComReg promoting OTA provisioning (per Article 93(6) EECC) and make recommendations.	Consultation and Consultants Report	Q2/21
Fixed Links Review	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Review of the licensing framework and technical conditions for fixed radio links, with the possible introduction of a revised regulatory regime.	Preliminary Consultation	Q3/20
Fixed Links Review	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Review of the licensing framework and technical conditions for fixed radio links, with the possible introduction of a revised regulatory regime.	Response to Consultation and Consultants Report	Q1/21
Third Party Business Radio	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Consultation on the Re-opening the TPBR scheme for a further 5 years.	Response to Consultation, Decision & Information Notice	Q3/20
3.6 GHz Transition	Managing 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	Publication of 3.6 GHz Transition Progress Report	Q4/20
Fixed Links Annual Report	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Statistics and analysis on the radio link licence bands	Report	Q3/20
Satellite Licensing	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Consult on a new licensing framework for satellite earth stations and terminals	Consultation	Q2/21
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 year under review	Report	Q3/20
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	Q3/20

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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	Q4/20
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	Q1/21
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	Q2/21
Review of the classification of Radio Frequency Interference Complaints	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Response to Consultation on the revision of the classification of complaints for RFI	Response to Consultation	Q3/20
MBSA2 – Finalise Award Decisions and Rules	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Develop and finalise award proposals for award of spectrum in the 700 MHz, 2.1 GHz, 2.3 GHz and 2.6 GHz bands -	Response to Consultation on Draft Decision (Document 19/124) & Final Decision	Q4/20
MBSA2 – Finalise Award Decisions and Rules	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Develop and finalise award proposals for award of spectrum in the 700 MHz, 2.1 GHz, 2.3 GHz and 2.6 GHz bands	Response to Consultation on Draft IM	Q1/21
MBSA2 – Finalise Award Decisions and Rules	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Develop and finalise award proposals for award of spectrum in the 700 MHz, 2.1 GHz, 2.3 GHz and 2.6 GHz bands	Final IM	Q1/21
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 for WBB ECS (e.g. 5G) in this band	Information Notice & Consultant's Report	Q4/20
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 for WBB ECS (e.g. 5G) in this band / Further Information Notice on foot of any comments received	Information Notice	Q1/21

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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	Q3/20
USP Designation Step 2 – Which Postal Service Provider(s) should be designated as USP(s)	Postal operations	Promote the development of the Postal Sector	Retail	Response to consultation on draft decision on designation of universal postal service provider(s) in accordance with s.17(2) and established procedures	Response to Consultation and Decision	Q4/20
QoS Monitoring	Postal operations	Promote the development of the Postal Sector	Retail	QoS Monitoring and Annual Report	Report	Q2/21
s.43(3) Consumer dispute resolution	Postal operations	Promote the development of the Postal Sector	Retail	Resolve postal service users' disputes in accordance with s.43(3)	Resolutions	Ongoing
ECAS Forum	ECAS	Safeguarding the Consumer Interest	Retail	Stakeholder Forum	Forum meeting in respect of Emergency Call Answering Service	Q3/20
ECAS Forum	ECAS	Safeguarding the Consumer Interest	Retail	Regulating Electronic Communications	Forum meeting in respect of Emergency Call Answering Service	Q4/20
ECAS Forum	ECAS	Safeguarding the Consumer Interest	Retail	Regulating Electronic Communications	Forum meeting in respect of Emergency Call Answering Service	Q1/21
ECAS Forum	ECAS	Safeguarding the Consumer Interest	Retail	Regulating Electronic Communications	Forum meeting in respect of Emergency Call Answering Service	Q2/21
USO - Quality of Service Performance Data Q3 2020	ECAS	Safeguarding the Consumer Interest	Retail	Regulating Electronic Communications	Information Notice	Q3/20
USO - Quality of Service Performance Data Q4 2020	Compliance	Safeguarding the Consumer Interest	Retail	Regulating Electronic Communications	Information Notice	Q4/20
USO - Quality of Service Performance Data Q1 2021	Compliance	Safeguarding the Consumer Interest	Retail	Regulating Electronic Communications	Information Notice	Q1/21
USO - Quality of Service Performance Data Q2 2021	Compliance	Safeguarding the Consumer Interest	Retail	Regulating Electronic Communications	Information Notice	Q2/21
Implementation of EU Roaming Regulation by Irish Mobile Companies	Compliance	Safeguarding the Consumer Interest	Retail	Regulating Electronic Communications	Information Notice	Q4/20
Implementation of EU Roaming Regulation by Irish Mobile Companies	Compliance	Safeguarding the Consumer Interest	Retail	Regulating Electronic Communications	Information Notice	Q2/21
ECAS	ECAS	Safeguarding the Consumer Interest	Retail	Report on ECAS Volumes	Information Notice	Q3/20

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ECAS	ECAS	Safeguarding the Consumer Interest	Retail	Report on ECAS Volumes	Information Notice	Q1/21
ECAS	ECAS	Safeguarding the Consumer Interest	Retail	Consultation on CHF for 2021/22	Consultation	Q4/20
ECAS	ECAS	Safeguarding the Consumer Interest	Retail	Decision on CHF for 2021/22	Decision	Q1/21
Net Neutrality	Compliance	Safeguarding the Consumer Interest	Retail	Annual Implementation Report	Information Notice	Q2/21
Guidance on contractual information	Compliance	Safeguarding the Consumer Interest	Retail	External guidance document	Information Notice	Q3/20
2015/16 USF assessment	USO	Safeguarding the Consumer Interest	Retail	2015/2016 USO Funding application assessment	Consultation	Q3/20
2015/16 USF assessment	USO	Safeguarding the Consumer Interest	Retail	2015/2016 USO Funding application assessment	Decision	Q3/20
USO AFL: Voice	USO	Safeguarding the Consumer Interest	Retail	USO AFL - fixed voice	Consultation	Q1/21
USO AFL: Voice	USO	Safeguarding the Consumer Interest	Retail	USO AFL - fixed voice	Decision	Q1/21
USO	Regulating Electronic Communications	Safeguarding Consumer Interest	Retail	USO Public Payphones - Scope and Designation	Consultation	Q3/20
USO	Regulating Electronic Communications	Safeguarding Consumer Interest	Retail	USO Public Payphones - Scope and Designation	Decision	Q3/20
USO	Regulating Electronic Communications	Safeguarding Consumer Interest	Retail	AFL USO - affordability review	Consultation	Q3/20
USO	Regulating Electronic Communications	Safeguarding Consumer Interest	Retail	AFL USO - affordability review	Decision	Q4/20
www.comreg.ie/consumer	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Maintain all ECS, PRS and Postal services consumer related contact updated including consumer news	Weekly update of consumer news and ongoing update of consumer content	Ongoing
Campaigns to increase awareness of ComReg	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Campaigns - Targeted ECS, PRS and Postal services public information campaigns	6 campaigns - Consumer Care, Compare, PRS, New Code, ANR x 2	Ongoing
Stakeholder Engagement	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Consumer Advisory Panel meeting to discuss key consumer issues	Meet once yearly	Q3/20
Stakeholder Engagement	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Consumer Conference - theme being "New consumer rights that EECC offers "	Yearly	Q1/21
Compare Project	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Update compare to ensure data is formally collected and update the existing tool to ensure it is in accordance with requirements of the Code	Updated or new compare tool	Q1/21
Coverage Map Project	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Tender for provider for 5-6 year period to continually develop and maintain the coverage map	Updated or new coverage map	Q4/20
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for July to Sept 2020	Information Notice	Q3/20

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Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for Oct to Dec 2020	Information Notice	Q4/20
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for Jan to Mar 2021	Information Notice	Q1/21
Consumer Statistics	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Publishing of Quarterly Statistics for April to June 2021	Information Notice	Q2/21
Consumer Care	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Management of Consumer Contacts (queries and complaints) via ComReg Consumer Line	Consumer Redress	Ongoing
Bill shock measures	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Review of measures to prevent bill shock	Publication	Q3/20
Measures for Disabled End Users	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Disability Measures review	Consultation	Q3/20
Measures for Disabled End Users	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Disability Measures review	Response to Consultation and Decision	Q4/20
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Stakeholder Forum	Workshop	Q3/20
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Stakeholder Forum	Workshop	Q4/20
Forum on Electronic Communications Services for People with Disabilities	Regulating Electronic Communications	Safeguarding the Consumer Interest	Retail	Stakeholder Forum	Workshop	Q1/21
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	Response to Consultation & Decision	Q4/20
FVCT Market Analysis	Market Analysis	Promote Competition	Wholesale	Additional SMP FSPs and Ancillary Issues (non-geo)	Decision	Q1/21
RFVA & FACO Market Analysis	Market Analysis	Promote Competition	Wholesale	Retail access and FACO Reviews	Decision	Q2/21
Broadcasting Market Analysis	Market Analysis	Promote Competition	Wholesale	Market A and Market B Reviews	Decision	Q1/21
WLA/WCA Mid Term Review	Market Analysis	Promote Competition	Wholesale	Review of WCA Geographic Analysis	Consultation	Q4/20
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q2 2020)	Publication	Q3/20
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q3 2020)	Publication	Q4/20
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q4 2020)	Publication	Q1/21

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Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q1 2021)	Publication	Q2/21
Access Network Model Review	Pricing	Promote Competition	Wholesale	Access Network Model Review	Consultation	Q3/20
Access Network Model Review	Pricing	Promote Competition	Wholesale	Access Network Model Review - Civil Engineering Infrastructure (CEI) Assessment	Consultation	Q3/20
New Industry Engagement Forum	Products	Promote Competition	Wholesale	Improved market engagement and knowledge	Market Insight	Q3/20