

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 2024 in June 2023	Financial Forecast	Q2/23
Stakeholder Webinar	Strategy	Engage stakeholders on matters of interest to the evolution of the sector	Strategy & Economics	Host Stakeholder Event	Event (TBC)	Completed Q3/22
National Conference	Strategy/Communications	Engage stakeholders on matters of interest to the evolution of the sector	Strategy & Economics/Corporate Services	Host National Conference	Conference	Completed Q1/23
ECN/ECS Strategy Statement 2023-25	Strategy	Communicate ECN/ECS strategy for 2023-25	Strategy & Economics	Consultation on Draft ECN/ECS Strategy 2023-25	Published Consultation	Completed Q4/22
ECN/ECS Strategy Statement 2023-25	Strategy	Communicate ECN/ECS strategy for 2023-25	Strategy & Economics	Publish ECN/ECS Strategy 2023-25	Response to Consultation and ECN/ECS Strategy 2023-25	Completed Q2/23
Mobile Consumer Experience Survey	Economics & Research	Bi-annual Survey of Consumer behaviours and attitudes to Mobile Services	Strategy & Economics	Bi-annual Survey of Consumer behaviours and attitudes to Mobile	Publish Report	Completed Q4/22
Broadband Survey	Economics & Research	Bi-annual Survey of Consumer behaviours and attitudes to Broadband Services	Strategy & Economics	Bi-annual Survey of Consumer behaviours and attitudes to Mobile	Publish Report	Q2/23
BEREC Plenary 3 2020	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary - October 2022	Meeting	Completed Q4/22
BEREC Plenary 4 2020	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary - December 2022	Meeting	Completed Q4/22
BEREC Plenary 1 2021	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary - February 2023	Meeting	Completed Q1/23
BEREC Plenary 2 2021	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary - June 2023	Meeting	Q2/23
Fixed Links Band Review	Managing the Radio Frequency Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Conduct a review and put in place a revised regulatory regime for Fixed Link licensing	Response to further consultation draft Decision and Regulations	Completed Q4/22

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Fixed Links Band Review	Managing the Radio Frequency Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Conduct a review and put in place a revised regulatory regime for Fixed Link licensing	Final Decision and Regulations	Q2/23
Fixed Links Annual Report	Managing the Radio Frequency Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Publish a report on Fixed Links licensing for the 2021 - 2022 work period	Report	Completed Q4/22
Spectrum Intelligence and Investigations (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 Q4/22
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 Q3/22
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 Q4/22
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 Q1/23
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	Q2/23
Covid-19 Temporary Spectrum Management Measures	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Consider Temporary ECS Licensing framework prior to expiry and assess need for any further measures	Information Notice	Completed Q3/22
Short-term rights in the 2.1 GHz and possibly other MBSA2 bands	Managing the Radio Frequency Spectrum	Safeguarding the consumer interest	Market Framework	The potential issue of short-term rights in the 2.1 GHz band and possibly in other spectrum bands included in the Multi Band Spectrum Award.	Information Notice	Completed Q3/22
Short-term rights in the 2.1 GHz and 700 MHz bands	Managing the Radio Frequency Spectrum	Safeguarding the consumer interest	Market Framework	The potential issue of short-term spectrum rights of use in the 700 MHz and 2.1 GHz bands from October 2022 to mitigate consumer disruption	Consultation and draft Decision	Completed Q3/22
Short-term rights in the 2.1 GHz and 700 MHz bands	Managing the Radio Frequency Spectrum	Safeguarding the consumer interest	Market Framework	The potential issue of short-term spectrum rights of use in the 700 MHz and 2.1 GHz bands from October 2022 to mitigate consumer disruption	Response to Consultation and Decision	Completed Q3/22

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Multi-Band Spectrum Award (MBSA2)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Results of the Main Stage of the Multi Band Spectrum Award (MBSA2)	Information Notice	Completed Q4/22
Multi-Band Spectrum Award (MBSA2)	Managing the Radio Frequency Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Provisional Assignment Plan of the Multi Band Spectrum Award Process (MBSA2)	Information Notice	Completed Q4/22
Multi-Band Spectrum Award (MBSA2)	Managing the Radio Frequency Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Final Assignment Plan of the Multi Band Spectrum Award Process (MBSA2)	Information Notice	Completed Q1/23
Private Mobile Radio (PMR) Licensing Review	Managing the Radio Frequency Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Conduct a review and put in place a revised regulatory regime for PMR licensing	Consultation	Q2/24
3.6 GHz Transition Report	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	Report	Completed Q1/23
Satellite Licensing Review	Managing the Radio Frequency Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Conduct a review and put in place a revised regulatory regime for satellite licensing	Draft Decision and Draft Regulations	Completed Q1/23
Economic and societal cost of a network incident	Regulating Electronic Communications	Promoting Competition	Market Framework	Investigate and develop a model which can give an indication of the economic and societal cost of a network incident.	Report	Q2/23
Connectivity Report	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Provide a connectivity report which will replace handset testing and expand on the elements of connectivity which will impact consumer performance.	Report	Q2/23
Climate change impact and adaptation of telecom networks in Ireland	Regulating Electronic Communications	Promoting Competition	Market Framework	Investigate how climate change has been affecting networks, understand what they undertakings are doing to mitigate against it and consider what mitigation and adaptation measures they could be taking.	Report	Completed Q4/22
Nuisance Communications: Do Not Originate (DNO) List	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Publish details of DNO List and application process. Ongoing updating and distribution of list.	Information Notice	Completed Q4/22

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Nuisance Communications: Policy on interventions and permitted CLI use	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Consultation on potential requirements for operators to implement interventions for nuisance communications and to improve CLI (Calling Line Identification) data.	Consultation	Q2/23
ComReg strategy for promoting over-the-air (OTA) provisioning	Regulating Electronic Communications	Promoting Competition	Market Framework	Publish ComReg OTA Strategy and hold industry launch event. Ongoing monitoring of implementation.	Response to Consultation and industry kick-off meeting.	Completed Q3/22
Utility NGN Review	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Review of the 6 utility NGNs that remain in operation until 30 Nov 2023.	Consultation	Completed Q1/23
Review and amend ComReg Document 14/02 on incident reporting thresholds	Regulating Electronic Communications	Promoting Competition	Market Framework	Review of ComReg document 14/02 Thresholds for the reporting of incidents as a consequence of transposition of EECC.	Response to Consultation	Q2/23
Electricity power supply and its implications for the telecoms sector	Regulating Electronic Communications	Promoting Competition	Market Framework	Review the consequences for electricity power supply security and its implications for the telecoms sector	Report	Q2/23
Drive Testing reports	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Monitoring Licence Compliance with 3G and Liberalised Use Licences	Report	Completed Q2/23
NOU Annual Report	Regulating Electronic Communications	Promoting Competition	Market Framework	Annual report of NOU activities	Report	Q2/23
Implementation of Electronic Communications Security Measures (ECSMs)	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Implementation of Electronic Communications Security Measures on ECN's to enhance network security.	Consultation	TBD
Implementation of Electronic Communications Security Measures (ECSMs)	Regulating Electronic Communications	Safeguarding the consumer interest	Market Framework	Implementation of Electronic Communications Security Measures on ECN's to enhance network security.	Response to Consultation	TBD
Postal QoS Monitoring	Postal operations	Ensure a universal postal service	Retail	Monitor and report Quality of Service for single piece letter, flat, packet universal postal services	Ongoing monitoring and Annual Report 2022	Q2/23
s.43(3) Postal service user dispute resolution	Postal operations	Promote the interests of postal service users	Retail	Resolve postal service users' disputes in accordance with s.43(3)	Resolutions	Ongoing

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2022 Assessment of universal postal service provider's cross-border single-piece parcel delivery tariffs	Postal policy	Ensure a universal postal service	Retail	Report to European Commission	Report	Completed Q4/22
Universal postal service	Postal policy	Ensure a universal postal service	Retail	Step 1 Consultation on whether USP Designation Required	Consultation	Completed Q4/22
Universal postal service	Postal policy	Ensure a universal postal service	Retail	Step 1 Response to Consultation and Decision on whether USP Designation required	Response to Consultation and Decision	Completed Q4/22
Universal postal service	Postal policy	Ensure a universal postal service	Retail	Step 2 Consultation on Universal Postal Service Designation	Consultation	Completed Q1/23
Universal postal service	Postal policy	Ensure a universal postal service	Retail	Universal Postal Service Designation	Response to Consultation & Decision	Q2/23
Quality of Service Performance Data Q1 2022	USO	Consumer Protection	Retail	Regulating Electronic Communications	Information Notice	Completed Q2/22
Quality of Service Performance Data Q2 2022	USO	Consumer Protection	Retail	Regulating Electronic Communications	Information Notice	Completed Q3/22
Quality of Service Performance Data Q3 2022	USO	Consumer Protection	Retail	Regulating Electronic Communications	Information Notice	Completed Q4/22
Quality of Service Performance Data Q4 2022	USO	Consumer Protection	Retail	Regulating Electronic Communications	Information Notice	Completed Q1/23
Implementation of EU Roaming Regulation by Irish Mobile Companies	Compliance	Consumer Protection	Retail	Implementation of EU Roaming Regulation by Irish Mobile Companies	Annual Information Notice	Q2/23
Net Neutrality	Compliance	Consumer Protection	Retail	Annual Implementation Report	Information Notice	Q2/23

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ECAS Forum	Regulating Electronic Communications	Consumer Protection	Retail	Forum meeting in respect of Emergency Call Answering Service	Forum	Completed Q3/22
ECAS Forum	Regulating Electronic Communications	Consumer Protection	Retail	Forum meeting in respect of Emergency Call Answering Service	Forum	Completed Q4/22
ECAS Forum	Regulating Electronic Communications	Consumer Protection	Retail	Forum meeting in respect of Emergency Call Answering Service	Forum	Completed Q1/23
ECAS Forum	Regulating Electronic Communications	Consumer Protection	Retail	Forum meeting in respect of Emergency Call Answering Service	Forum	Q2/23
ECAS	Regulating Electronic Communications	Consumer Protection	Retail	Report on ECAS Volumes	Information Notice	Completed Q3/22
ECAS	Regulating Electronic Communications	Consumer Protection	Retail	Report on ECAS Volumes	Information Notice	Completed Q1/23
ECAS	Regulating Electronic Communications	Consumer Protection	Retail	ECAS Call Handling Fee 23-24 - Consultation	Consultation	Completed Q4/22
ECAS	Regulating Electronic Communications	Consumer Protection	Retail	ECAS Call Handling Fee 23-24 - Response to Consultation and Decision	Response to Consultation and Decision	Completed Q1/23
Consumer Care Quarterly Statistics	Consumer Care	Consumer Protection	Retail	Publication of quarterly ECS/PRS statistics for Q2/22	Information notice	Completed Q3/22
Consumer Care Quarterly Statistics	Consumer Care	Consumer Protection	Retail	Publication of quarterly ECS/PRS statistics for Q3/22	Information notice	Completed Q4/22
Consumer Care Quarterly Statistics	Consumer Care	Consumer Protection	Retail	Publication of quarterly ECS/PRS statistics for Q4/22	Information notice	Completed Q1/23
Consumer Care Quarterly Statistics	Consumer Care	Consumer Protection	Retail	Publication of quarterly ECS/PRS statistics for Q1/23	Information notice	Completed Q2/23
ComReg Consumer Care	Consumer Care	Consumer Protection	Retail	Provision of ComReg Consumer Care service	Consumer Care Service	Ongoing
2015 - 2016 USO Funding Application	USO	Consumer Protection	Retail	2015 - 2016 USO Funding Application	Further Consultation	Completed Q1/23

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2015 - 2016 USO Funding Application	USO	Consumer Protection	Retail	2015 - 2016 USO Funding Application	Response to Consultation and Decision	Q2/23
VFL USO (fixed voice) - post June 2023	USO	Consumer Protection	Retail	Universal Service at a Fixed Location (fixed voice)	Consultation	Completed Q1/23
VFL USO (fixed voice) - post June 2023	USO	Consumer Protection	Retail	Universal Service at a Fixed Location (fixed voice)	Response to Consultation and Decision	Q2/23
Measures for Disabled End-Users	Consumer Policy	Consumer Protection	Retail	Specific provisions for disabled end-users	Call for Input	Q2/23
Forum on Electronic Communications Services for People with Disabilities	Consumer Policy	Consumer Protection	Retail	Specific provisions for disabled end-users	Workshop	Completed Q1/23
Forum on Electronic Communications Services for People with Disabilities	Consumer Policy	Consumer Protection	Retail	Specific provisions for disabled end-users	Workshop	Q2/23
Customer Charter	Consumer Policy	Consumer Protection	Retail	Specification of requirements on Service Providers	Consultation	Completed Q1/23
EECC – Regulatory Guidance	Consumer Policy	Consumer Protection	Retail	Regulatory Guidance	Update Regulatory Guidance/- publication	As appropriate
Consumer Information	Consumer Engagement	Consumer Protection	Retail	Provision of consumer news, information and interactive tools on www.comreg.ie	Information and Tools	Ongoing
Consumer Information	Consumer Engagement	Consumer Protection	Retail	Provision of Outdoor Mobile Coverage Map	Online Map and App	Updated Periodically
Consumer Information	Consumer Engagement	Consumer Protection	Retail	Awareness campaigns and events	Campaigns and Events	Ongoing
Consumer Advisory Panel	Consumer Engagement	Consumer Protection	Retail	Consumer Advisory Panel	Stakeholder Meeting	Completed Q3/22
Consumer Advisory Panel	Consumer Engagement	Consumer Protection	Retail	Consumer Advisory Panel	Panel Meeting	Completed Q1/23
Consumer Advisory Panel	Consumer Engagement	Consumer Protection	Retail	Consumer Advisory Panel	Panel Meeting	Q2/23

Title	Function	Objective	Division	Description	Output	Updated Delivery Qtr
Dispute Resolution	Dispute resolution	Consumer Protection	Retail	Dispute Resolution facility in accordance with ComReg Procedures	Resolution of Disputes	Ongoing
Physical Infrastructure Access Market Review	Market Analysis	Promote Competition	Wholesale	Physical Infrastructure Access (PIA) Market Review	Consultation	Completed Q1/23
WLA / WCA Review	Market Analysis	Promote Competition	Wholesale	Wholesale Local Access (WLA)/ Wholesale Central Access (WCA) Market Analysis	Consultation	Completed Q1/23
Termination Rates Review	Market Analysis	Promote Competition	Wholesale	Termination Rates Market Analysis	Consultation	Completed Q4/22
Termination Rates Review	Market Analysis	Promote Competition	Wholesale	Termination Rates Market Analysis	Response to Consultation and Decision	Completed Q1/23
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q2 2022)	Publication	Completed Q3/22
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q3 2022)	Publication	Completed Q4/22
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q4 2022)	Publication	Completed Q1/23
Quarterly Key Data Report	Transparency	Promote Competition	Wholesale	Quarterly Key Data Report (Q1 2023)	Publication	Q2/23
Weighted Average Cost of Capital Review	Pricing	Promoting competition	Wholesale	Weighted Average Cost of Capital - 2023 Annual Review	Information Notice	Q2/23
Copper Service Switch Off	Products	Promote Competition	Wholesale	Copper Service Switch Off	Response to Consultation and Decision	Q3/23