

No.	Title	Function	Objective	Division	Description	Output	Planned Delivery in Q3/24	Planned Delivery in Q4/24	Planned Delivery in Q1/25	Planned Delivery in Q2/25	Status
1	Annual Financial Forecast	Corporate Item	Corporate	Corporate Services	Publish Annual Financial Forecast Y/e 30 June 2026 in June 2025	Financial Forecast				●	
2	Stakeholder Breakfast	Strategy, Economics, and Research	Engage stakeholders on matters of interest to the evolution of the sector in the context of strategy planning	Strategy & Economics	Host Stakeholder Breakfast	External stakeholder event		●			Completed in Q4/24
3	Strategy Statement Consultation	Strategy, Economics, and Research	Engage external stakeholders - and seek submissions on - draft proposals for content of 2025-2027 Strategy Statement consistent with obligations under s.31 of the Communications Regulation Act 2002	Strategy & Economics	Consultation on scheduled ComReg Strategy Statement 2025-2027	Draft Strategy Statement Consultation Document		●			Completed in Q4/24
4	Stakeholder Engagement Conference	Strategy/Communications	Engage stakeholders on matters of interest to the evolution of the sector, and launch 2025-2027 Strategy Statement	Strategy & Economics/Corporate S	Host Stakeholder Conference	Conference				●	
5	BEREC Plenary Meetings	International	Participate in decision making of BEREC	Strategy & Economics	Board Participation at BEREC Plenary	Meeting every Quarter	●	●	●	●	Completed in Q3/24 & Q4/24
6	Revision of ComReg's Spectrum Leasing and Transfer Framework and guidelines	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Update ComReg's Spectrum Transfer and Leasing framework and guidelines	Consultation, Draft Regulations and Draft Guidelines	●				Completed in Q3/24
7	Revision of ComReg's Spectrum Leasing and Transfer Framework and guidelines	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Update ComReg's Spectrum Transfer and Leasing framework and guidelines	Response to Consultation, Draft Regulations and Guidelines		●			Completed in Q4/24
8	Spectrum harmonised for local area Wireless Broadband (WBB)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	To consult on spectrum harmonised for local area WBB and put in place a licensing regime as appropriate.	Consultation				●	
9	Network Operations Unit (NOU) Report 2024	Regulating Electronic Communications	Operators have appropriate risk based procedures in place to manage network security and resilience.	Market Framework	Report on the activities of the NOU in 2024	Report				●	
10	Security Measures Compliance Guidelines	Regulating Electronic Communications	Operators have appropriate risk based procedures in place to manage network security and resilience.	Market Framework	Information notice outlining the compliance regime for Security Measures	Information Notice			●		
11	Security Measures Compliance Guidelines	Regulating Electronic Communications	Operators have appropriate risk based procedures in place to manage network security and resilience.	Market Framework	Response to information notice if required.	Information Notice				●	
12	Security Measures Supervision Proportionality Consultation	Regulating Electronic Communications	Operators have appropriate risk based procedures in place to manage network security and resilience.	Market Framework	Consultation for proportionality and transparency of Security Measures supervision and monitoring	Consultation			●		
13	Security Measures Supervision Proportionality Consultation	Regulating Electronic Communications	Operators have appropriate risk based procedures in place to manage network security and resilience.	Market Framework	Response to consultation for proportionality and transparency of Security Measures supervision and monitoring	Response to Consultation				●	
14	SMS Scam Filter	Regulating Electronic Communications	Consumers can choose and use communications services with confidence	Market Framework	Consultation on options for implementing an SMS Scam Filter	Consultation			●		
15	SMS Scam Filter	Regulating Electronic Communications	Consumers can choose and use communications services with confidence	Market Framework	Response to consultation on options for implementing an SMS Scam Filter	Response to Consultation					Estimated delivery in Q4/25
16	Radio Spectrum Management Operating Plan 2025 - 2027	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Conduct a consultation and publish the Radio Spectrum Management Operating Plan for the period 2025 to 2027	Consultation	●				Completed in Q3/24
17	Radio Spectrum Management Operating Plan 2025 - 2027	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Conduct a consultation and publish the Radio Spectrum Management Operating Plan for the period 2025 to 2027	Response to Consultation		●			Completed in Q4/24

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18	Spectrum for Railway Mobile Radio (RMR)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Consult on Spectrum for Railway Mobile Radio (RMR)	Consultation		●			Completed in Q4/24
19	Spectrum for Railway Mobile Radio (RMR)	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	Consult on Spectrum for Railway Mobile Radio (RMR)	Response to Consultation			●		
20	Private Mobile Radio (PMR) 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, draft Decision and draft Regulations				●	
21	Know Your Customer (KYC) Guidelines	Regulating Electronic Communications	Consumers can choose and use communications services with confidence	Market Framework	Response to Consultation and finalised Guidelines that take account of respondents' views on draft Guidelines published April '24.	Response to Consultation and Guidelines				●	
22	Fixed Links Report	Managing the Radio Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Publish a report on the fixed links usage across all bands	Report			●		
23	Product Safety Unit (PSU) Report	Managing the Radio Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Outline a concise summary of the PSU activity across key themes	Report			●		
24	Mobile data traffic volumes forecasting over next 5 years	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	To forecast the mobile data traffic volumes in Ireland over the next five years, building on the existing forecast as appropriate	Consultants Report	●				Completed in Q3/24
25	Update MBSA1 licensing framework for (EU) Decision 2022/173 on 900 MHz and 1800 MHz bands	Managing the Radio Frequency Spectrum	Efficient management of the Radio Spectrum	Market Framework	To update the technical conditions for the 900 MHz and 1800 MHz bands in the MBSA1 licensing framework for EU Decision 2022/173	Response to Consultation, Final Draft Regulations	●				Completed in Q3/24
26	Third Party Business Radio (TPBR)	Managing the Radio Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Consult on the Re-Opening of the TPBR Licensing scheme as licences expire in Nov. 25	Consultation draft Decision			●		
27	Third Party Business Radio (TPBR)	Managing the Radio Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Consult on the Re-Opening of the TPBR Licensing scheme as licences expire in Nov. 25	Response to Consultation and Final Decision				●	
28	Publication of Radio Spectrum Licence Information	Managing the Radio Spectrum	Efficient Management of the Radio Spectrum	Market Framework	Publication of Radio Spectrum Licence Information	Response to Consultation and Decision		●			Completed in Q4/24
29	ECS & ECN Power Resilience Study	Regulating Electronic Communications	Operators have appropriate risk based procedures in place to manage network security and resilience.	Market Framework	Report	Report			●		
30	European Accessibility Act	Accessibility	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Accessibility Requirements of Products and Services	Information Notice			●	●	Completed in Q1/25
31	Electronic Communications Services for disabled persons	Accessibility	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Specific provisions for disabled persons	Periodic Workshop			●	●	
32	Text Relay Services (TRS)	Accessibility	Consumers can choose and use communications services with confidence	Retail and Consumer Services	TRS Usage Statistics	Information Notice every 6 months	●		●		Completed in Q3/24
33	Net Neutrality	Compliance	Regulated entities comply with regulatory requirements	Retail and Consumer Services	Annual Implementation Report	Information Notice				●	
34	Implementation of EU Roaming Regulation by Irish Mobile Companies	Compliance	Regulated entities comply with regulatory requirements	Retail and Consumer Services	Regulating Electronic Communications	Information Notice				●	
35	Consumer Care Statistics	Consumer Care	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Consumer Care Statistics (previous quarter)	Information Notice every quarter	●	●	●	●	Completed in Q3/24 & Q4/24
36	Online Consumer Care Statistics	Consumer Care	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Interactive web based version of the Consumer Statistics	Interactive Consumer Statistics				●	
37	Consumer Care	Consumer Care	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Ongoing Management of consumer contacts and service provider complaint handling	Assistance to Consumers	●	●	●	●	Completed in Q3/24 & Q4/24

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38	Emergency Call Answering Service (ECAS)	ECAS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Report on ECAS Volumes	Information Notice every 6 months	●		●		Completed in Q3/24
39	Emergency Call Answering Service (ECAS)	ECAS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Consultation on CHF for 2022/23	Consultation		●			Completed in Q4/24
40	Emergency Call Answering Service (ECAS)	ECAS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Decision on CHF for 2022/23	Decision			●		Completed in Q1/25
41	Emergency Call Answering Service (ECAS) Forum	ECAS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Stakeholder Forum	Forum meeting in respect of Emergency Call Answering Service every quarter	●	●	●	●	Completed in Q3/24 & Q4/24
42	Provision of Broadband end user Information Tool	Consumer Communications & Engagement	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Provision of information on broadband to enhance consumer information and decision making	Provision of Broadband Information Tool - quarterly update	●	●	●	●	Completed in Q3/24 & Q4/24
43	Provision of consumer related information on www.comreg.ie	Consumer Communications & Engagement	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Update website with relevant changes to consumer rights and information.	Updated website with relevant and up to date consumer information	●	●	●	●	Completed in Q3/24 & Q4/24
44	Provision of Outdoor Mobile Coverage Map	Consumer Communications & Engagement	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Update Mobile coverage map regularly and enhance user experience	Outdoor Mobile Coverage Map web application	●	●		●	Completed in Q3/24 & Q4/24
45	Provision of Updated Comparison Tool for end users	Consumer Communications & Engagement	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Provision of information on retail price plans for mobile and broadband services, to enable end users to compare and choose the best plan to suit their needs.	Broadband and Mobile Retail price plan comparison tool for end users		●			Completed in Q4/24
46	Public Information & Awareness Campaigns and Outreach	Consumer Communications & Engagement	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Promote awareness of ComReg, its services and tools, and relevant consumer information to the public.	Public information campaigns and outreach events aligned to ComReg strategy.	●	●	●	●	Completed in Q3/24 & Q4/24
47	Consumer Advisory Panel	Consumer Communications & Engagement	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Consumer Advisory Panel	Stakeholder engagement/meeting		●		●	Completed in Q4/24
48	Complaints and Redress Procedures for Postal Service Providers	Dispute Resolution	Protect postal service users by ensuring the availability of complaints and redress procedures	Retail and Consumer Services	Review of Postal dispute resolution procedures	Consultation	●				Completed in Q3/24
49	Complaints and Redress Procedures for Postal Service Providers	Dispute Resolution	Protect postal service users by ensuring the availability of complaints and redress procedures	Retail and Consumer Services	Review of Postal dispute resolution procedures	Response to Consultation and Decision		●			Completed in Q4/24
50	ECS Code of Practice Requirements for Complaints Handling and Resolution of Disputes	Dispute Resolution	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Review of ECS Code of Practice for Complaints Handling	Consultation			●		
51	ECS Code of Practice Requirements for Complaints Handling and Resolution of Disputes	Dispute Resolution	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Review of ECS Code of Practice for Complaints Handling	Response to Consultation and Decision				●	
52	ECS Provider's end-user complaint reports	Dispute Resolution	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Specification of requirements - complaints made to providers	Consultation			●		
53	ECS Provider's end-user complaint reports	Dispute Resolution	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Specifications of requirements - complaints made to providers	Response to Consultation and Decision				●	
54	ECS End User Disputes	Dispute Resolution	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Procedures for End-User Dispute Resolution Oral Hearings	Consultation	●				Completed in Q3/24
55	ECS End User Disputes	Dispute Resolution	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Procedures for End-User Dispute Resolution Oral Hearings	Response to Consultation and Decision		●			Completed in Q4/24

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56	Customer Charter	Consumer Policy	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Specification of requirements on Service Providers	Further Consultation			●		Completed in Q1/25
57	Customer Charter	Consumer Policy	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Specification of requirements on Service Providers	Response to Consultation and Decision			●		
58	Customer Charter	Consumer Policy	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Specification of requirements on Service Providers	Publication - review of the measure					In light of the Action 57 approach, item 58 will not progress
59	Specified Failures - Compensation	Consumer Policy	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Missed Service and Installation Appointments	Consultation		●			Completed in Q4/24
60	Specified Failures - Compensation	Consumer Policy	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Missed Service and Installation Appointments	Decision			●		
61	Postal USO QoS Monitor	Postal Operations	Ensure a universal postal service	Retail and Consumer Services	Monitor and report Quality of Service for universal postal services	Ongoing monitoring and Annual Report 2024				●	
62	Parcel Data Report	Postal Policy	Promote the development of the postal sector	Retail and Consumer Services	Collate and assess parcel data obtained under Cross Border Parcel Regulation	Parcel Data Report		●			Completed in Q4/24
63	USO - Quality of Service Performance Data	Universal Service ECS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Regulating Electronic Communications	Information Notice for previous quarter	●	●	●	●	Completed in Q3/24 & Q4/24
64	Assessment of unfair burden for 2011 - 2012 funding application	Universal Service ECS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Assessment of unfair burden for 2011 - 2012 funding application	Assessment of unfair burden for 2011 - 2012 funding application Consultation	●				Completed in Q3/24
65	Assessment of unfair burden for 2011 - 2012 funding application	Universal Service ECS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Assessment of unfair burden for 2011 - 2012 funding application	Assessment of unfair burden for 2011 - 2012 funding application Determination			●		Completed in Q1/25
66	Assessment of unfair burden for 2012 - 2013 funding application	Universal Service ECS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Assessment of unfair burden for 2012 - 2013 funding application	Assessment of unfair burden for 2012 - 2013 funding application Consultation		●			Completed in Q4/24
67	Assessment of unfair burden for 2012 - 2013 funding application	Universal Service ECS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Assessment of unfair burden for 2012 - 2013 funding application	Assessment of unfair burden for 2012 - 2013 funding application Determination				●	
68	Universal Service Provision of voice only connections and voice communications services at a fixed location	Universal Service ECS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Universal Service Provision of voice only connections and voice communications services at a fixed location	Information Notice		●			Completed in Q4/24
69	Evolution and level of retail prices	Universal Service ECS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Monitor and report on the evolution and level of retail prices to the Minister (annual)	Report			●		
69.5	Guidance for Retail Service Providers on Migration from Copper	Universal Service ECS	Consumers can choose and use communications services with confidence	Retail and Consumer Services	Issue Guidance for Retail Service Providers	Guidance Document	●				New item added and completed in Q3/24
70	Wholesale Dedicated Capacity (WDC)	Market Analysis	Promote Competition	Wholesale	Consult on WDC	Consultation		●			Completed in Q4/24
71	Broadcasting Consultation	Market Analysis	Promote Competition	Wholesale	Consult on Broadcasting	Consultation			●		
72	Wholesale Local Access (WLA)/Wholesale Central Access (WCA) Market Report	Market Analysis	Promote Competition	Wholesale	Report	Information note			●		
73	Physical Infrastructure Access (PIA) Market Report	Market Analysis	Promote Competition	Wholesale	Report	Information note			●		
74	Quarterly Key Data Report (QKDR)	Transparency	Promote Competition	Wholesale	QKDR	Report & Data Publication every Quarter	●	●	●	●	Completed in Q3/24 & Q4/24
75	Weighted Average Cost of Capital (WACC) Annual Update	Pricing	Promote Competition	Wholesale	WACC Annual Update - June 2025	Publication				●	
76	Accounting Separation	Pricing	Promote Competition	Wholesale	Consult on Accounting Separation	Consultation					Estimated delivery in Q3/25