

# COMREG ANNUAL REPORT 2023-2024

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An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# Annual Report 2023 - 2024

Presented to the Minister for Environment,  
Climate and Communications in  
accordance with Section 32 of the  
Communications Regulation Act, 2002.





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## Section 1

# About ComReg

The Commission for Communications Regulation (ComReg) is the statutory body responsible for the regulation of electronic communications (telecommunications, radio communications and broadcasting networks), postal and premium rate services. ComReg is the national regulatory authority for these sectors, in accordance with EU and Irish Law. In addition, we manage the radio frequency spectrum and the national numbering resource, among other responsibilities.

# Commissioners

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**ROBERT MOURIK**  
Chairperson



**GARRETT BLANEY**  
Commissioner



**HELEN DIXON**  
Commissioner

# Organisational Structure

The Commission for Communications Regulation (ComReg) was established on 1 December 2002 by the Communications Regulation Act 2002 and is led by a Commission of up to three Commissioners. At the end of this reporting period the Commission had three Commissioners: Robert Mourik (Chairperson), Garrett Blaney and Helen Dixon.

The Commission, with the Leadership Team, is responsible for the strategic and operational management of the organisation. ComReg depends on the efforts of all our staff (including lawyers, economists, engineers, accountants, business analysts and administrative specialists) to deliver on our mission and meet our regulatory objectives.

ComReg consists of four Divisions, supported by a General Counsel and a Director of Strategy and Economics. The structure is based on cross-functional teams operating in a multi-disciplinary environment.

# Leadership Team



**PAUL MCSWEENEY**  
Director of Strategy  
and Economics



**CAROLINE DEE-BROWN**  
General Counsel



**DONAL LEAVY**  
Director of  
Wholesale Division



**BARBARA DELANEY**  
Director of Retail and  
Consumer Services Division



**GEORGE MERRIGAN**  
Director of Market  
Framework Division

**Director of Corporate  
Services Division**  
(Role vacant as at  
30 June 2024)

# Functions

ComReg is responsible for promoting competition, protecting consumers and for encouraging innovation. We deal in complex issues of law, economics, accounting, regulation, and technology.

Our objectives are set out in line with both primary and secondary legislation, and this legislative framework has continued to evolve since the Communications (Regulation) Act of 2002. In 2007, ComReg's responsibilities and powers, as well as available enforcement measures, were augmented by the Communications Regulation (Amendment) Act 2007. ComReg was granted Competition Act powers in relation to electronic communications and services and these powers were further amended in 2023 to provide for significant enhancements to the enforcement powers, in particular the introduction of an administrative financial sanctions regime.

The Communications Regulation Act 2010 (Premium Rate Services & Electronic Communications Infrastructure) transferred responsibility for the regulation of premium rate services to ComReg and ComReg commenced regulation of this area in July 2010. The Postal Act 2011 sets out ComReg's regulatory responsibilities in relation to postal matters. The Consumer Rights Act 2022 updated existing consumer law and continued ComReg's responsibility for enforcement of the provisions relating to electronic communications services and to uphold rights and remedies in consumer contracts for the supply of non-digital services and in respect of the EU Directives on the sale of goods and on the better enforcement and modernisation of Union consumer protection rules.

The European Electronic Communications Code Directive revised the entire EU regulatory framework for the telecommunications sector and ComReg's functions and objectives were consequently expanded by the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 and the European Union (European Electronic Communications Code) Regulations 2022. In June 2023 both new pieces of transposing Irish legislation were commenced, updating in particular the following areas:

- The end-user rights enjoyed by consumers of electronic communications services in the European Union
- The Universal Services regime applicable to electronic communications
- The rules governing the assignment and use of radio spectrum
- The regime governing access to infrastructure obligations on operators deemed to have Significant Market Power
- Expansion of scope of the regulatory framework to include new market players
- The power to impose administrative financial sanctions and updated investigation powers and adjudication as a mechanism for determining breaches and imposing remedies such as consumer refunds, compensation, requirement to cease and/or remedy a breach
- Compliance and enforcement powers in respect of the implementation of Electronic Communications Security Measures

Under the Communications Regulation Acts 2002 to 2023, ComReg has a range of functions and objectives in relation to the provision of electronic communications networks, electronic communications services, and post.

**These include:**

- Ensuring compliance by operators with obligations
- Promoting competition
- Contributing to the development of the internal market
- Promoting the interests of citizens within the European Community
- Promoting the widespread access to, and take-up of very high capacity networks, both fixed and wireless
- Ensuring the efficient management and use of the radio frequency spectrum and numbers from the national numbering scheme
- Promoting the development of the postal sector and the availability of a universal service
- Protecting the interests of end users of premium rate service

**This Annual Report covers our key activities from 1 July 2023 to 30 June 2024.**

## Section 2

# Chair's Review

### Introduction

During the year covering this Annual Report, ComReg continued to promote competition and investment in high-speed electronic communications networks in order to deliver widespread access to high-quality connectivity and communications. ComReg believes that businesses and consumers should have access to electronic excellent communications services needed for everyday life, supporting our work, educational and social activities.

The sectors regulated by ComReg are constantly evolving and as a consequence our mandate will also change accordingly. During the year ComReg has been preparing for new areas that it will regulate such as network integrity and cyber security. In order to fulfil these new duties, ComReg will leverage its existing capabilities and resources to the greatest extent possible and we will also recruit new people with expertise in these important fields to our organisation.

These new functions include regulatory responsibilities for the Network and Information Systems Directive (NIS2) and Critical Entities Resilience (CER) directive. NIS2 deals with cybersecurity matters. Under this directive, EU Member States must ensure that essential entities take appropriate and proportionate technical, operational and organisational measures to manage the risks posed to the security of network and information systems, and to prevent or minimise the impact of incidents on recipients of their services and on other services.

The Critical Entities Resilience (CER) Directive will enhance and strengthen physical resilience to risks that could impact on the provision of essential services such as digital infrastructure that are key to the proper functioning of the economy and of society.

Communications and cloud are integral technologies to our daily lives. Resilience and strong cyber-security are critical to ensuring trust and confidence among consumers and businesses. These sectors also form the backbone of the wider digital economy in which Ireland is a key player. These new powers will mean that ComReg will regulate new sectors with new stakeholders, both at home and in Europe.

## Broadband

It is clear that the availability of fast and reliable broadband continues to play a vital role in both our economy and society. Both private and public investment in broadband continued over the course of this reporting period.

Indeed, Fibre to the Premises (FTTP) is the most purchased broadband technology and available at 68% of all premises (as measured by Eircodes) in Ireland. FTTP and/or Cable broadband is available at 81% of all premises (as measured by Eircodes) in Ireland. In terms of FTTP take-up, almost half of all premises with FTTP available had an active FTTP service at the end of Q2 2024.

## Mobile

At the end of this reporting period, there were 9.9 million subscriptions to mobile communications services including mobile broadband and Machine to Machine (M2M) subscriptions in Ireland. In Q2 2024 total M2M subscriptions stood at 3.7 million representing a 16% annual growth.

Average monthly voice call minutes per mobile subscriber in Ireland decreased to 164 minutes per month in June 2024. Average monthly traffic per mobile subscriber using voice and data services was 17.9GB in June 2024.

## Consumer

ComReg's overall strategic approach is to empower and protect consumers so that they can choose and use communications services with confidence.

During the period of 1 July 2023 to 30 June 2024, ComReg carried out several actions to deliver its associated consumer goals to benefit consumers throughout the stages of the consumer journey: Looking, Signing-Up, Switching and Using. ComReg's actions as outlined below were in the areas of Public Engagement, Consumer Care and Redress, Consumer Rights & Protection, and Compliance.

During the period 1 July 2023 to 30 June 2024, there were approximately 14,000 issues about which consumers contacted us. Approximately 82% of the total issues raised were in relation to electronic communications, with approximately a further 1% relating to premium rate services. The balance was mainly issues which fell outside of ComReg's remit or were unknown.

Of all issues raised with ComReg during the period, 9% were complaints which were escalated on behalf of the consumers to the relevant Service Providers for both Electronic Communications Services (ECS) and Premium Rate Services (PRS) services.

The majority of ECS issues raised in ComReg's remit were in relation to billing, service issues, contractual matters, and switching / number portability. The majority of PRS issues raised related to situations where consumers deny that they have engaged with the PRS or where the consumer disputes the PRS charge in question.

## Nuisance Communications

Nuisance Communications or scam calls undermine trust in electronic communications for consumer and businesses alike. ComReg through the work of the Nuisance Communications Industry Taskforce has introduced a range of measure to reduce and

mitigate against the scourge of scam calls. This included among others a Do Not Originate list, protected numbers, fixed and mobile Caller Line Identification, among others. These interventions will help reduce the numbers of scam calls and texts and help restore confidence in those services. ComReg has also engaged with fellow regulators in the EU and those in the UK, the US, Canada and Australia to share information and experience of how to deal with this complex issue.

## Competition

ComReg has focused on the prudent application of regulation where warranted. ComReg's decisions have created and maintained a competitive incentive for operators to invest in new networks and to upgrade existing ones. In January 2024 we published our decision on our review of competition in wholesale broadband and related markets. Having regard to increased network competition in certain areas of the country, we de-regulated some wholesale broadband markets, while continuing to regulate those where competition is weaker. Eircom was ultimately designated as having market power in two markets - a national physical infrastructure market (ducts and poles) and a commercial wholesale broadband market. We imposed obligations provide wholesale network access to other operators at regulated prices, ultimately to ensure retail competition to the benefit of consumers.

## International

During this year ComReg continued to actively participate in the Body of European Regulators for Electronic Communications (BEREC), which acts as an important platform for ensuring the consistent implementation of the regulatory framework for electronic communications in the European Union and allows for regulatory exchange between national regulatory authorities (NRAs). ComReg and Ofcom (the UK's communications regulator) international affairs units continued to engage bi-laterally on topics of mutual interest, following the UK's formal withdrawal of its membership from the European Union and consequent departure from BEREC.

## Conclusion

During the year Helen Dixon joined ComReg as a Commissioner in February 2024 bringing the Commission to its full complement of three Commissioners. Prior to joining ComReg, Helen led the Data Protection Commission since 2014. From January 2025, I will chair the EU electronic communications group BEREC, the EU electronic communications regulator group. It's an honour for me to take up the role of BEREC Chair for 2025, with the electronic communications sector at such an important inflection point. The European Commission is developing proposals to adapt legislation to renew realities and BEREC will play a key role in advising how best to shape this new body of law.

As ComReg takes on new responsibilities, we continue to expand our workforce. We aim to attract, train and keep a high-quality workforce. We firmly believe that our people have the right skills, experience and competencies to meet the changing needs of the organisation.



**Robert Mourik**  
ComReg Chairperson

## Section 3

# Communications Overview

### Fixed Line Market Share

Based on operator data submitted via the Quarterly Report questionnaire, Eircom Limited (trading as Eir) accounted for 37.9% of the total fixed line market in terms of overall (retail and wholesale) revenue by June 2024, down from 39.7% in June 2023. Other Operators accounted for the remaining share of the market.

### Broadband Market

By the end of June 2024, there were just over 2 million broadband subscriber lines. This was an increase of 2.6% on Q2 2023. Fibre to the Premises (FTTP) subscriptions increased to 763,677 in Q2 2024, an increase of 32.9% since Q2 2023.

**Figure 1: Broadband Subscriptions by Subscription Type**

Line Type	Q2 2024	Quarterly Growth Q1'24 – Q2'24	Annual Growth Q2'23 – Q2'24
Cable Broadband	333,772	-2.17%	-7.20%
DSL Broadband	72,361	-9.29%	-28.13%
VDSL Broadband	402,879	-5.78%	-18.36%
FTTP Broadband	763,677	7.17%	32.85%
Satellite Broadband	11,547	18.99%	121.38%
FWA Broadband	88,042	-2.86%	1.39%
<b>Total Fixed Broadband</b>	<b>1,672,278</b>	<b>0.65%</b>	<b>3.18%</b>
Mobile Broadband	383,270	-0.47%	0.12%
<b>Total Broadband</b>	<b>2,055,548</b>	<b>0.44%</b>	<b>2.60%</b>

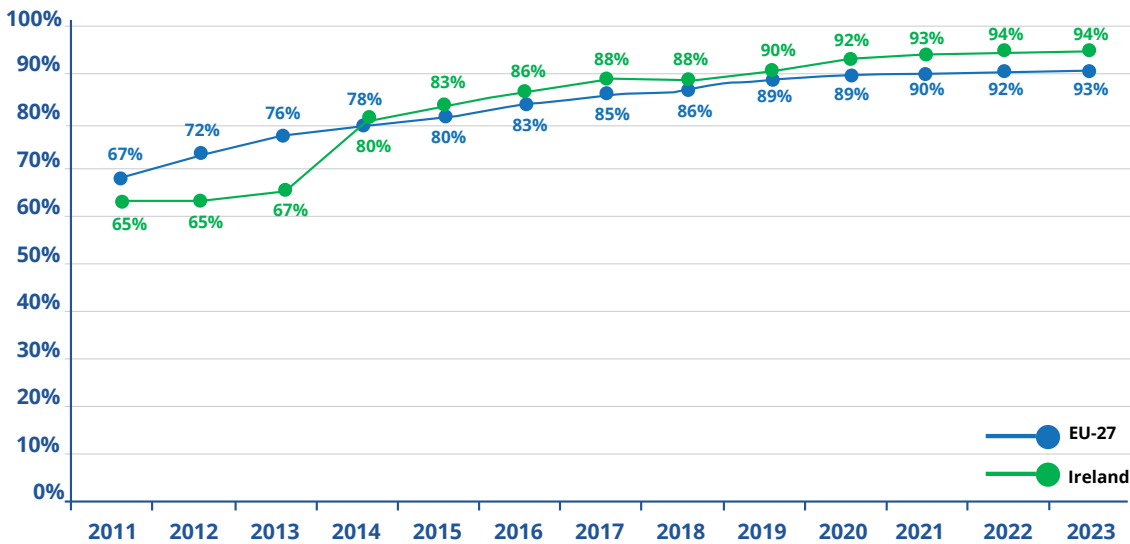
In Q2 2024, Eir had 27.9% of total retail fixed broadband subscriber lines, followed by Virgin Media who had 21.9% of lines. Vodafone had 20.1% (excluding mobile broadband), Sky Ireland 15.4%, Imagine 2.8%, Pure Telecom 2.5% and Digiweb 2.2%. All Other Operators combined accounted for the remaining 7.2% share of retail fixed broadband subscriber lines.

In Q2 2024 an average fixed broadband subscriber used 423 GB of data per month, up from 372 GB in Q2 2023. In terms of subscriber line download speeds, at the end of Q2 2024, 49.5% of all broadband lines had services at sold speeds equal to or greater than 500Mbps, with 13.2% having speeds equal to or greater than 1Gbps.

## Broadband Penetration

Figure 2 illustrates Ireland's position compared to the EU average in terms of fixed and mobile broadband household penetration. Ireland (94%) was above the EU average (93%) for household broadband (fixed and mobile) penetration in 2023.

**Figure 2: Household Broadband Penetration Rates, EU-27 and Ireland**



## Fixed Voice Telephony

There were 1.12 million fixed voice subscriber lines in the Irish market as of June 2024, a decline of 10% since June 2023. At the end of June 2024, Eir accounted for 48.4% of the fixed voice telephony market followed by Virgin Media at 15.9%. Voice traffic originating on fixed networks decreased in Q2 2024 to 263 million minutes with the average residential subscriber having originated 40 minutes of fixed voice calls and the average business subscriber originated 238 minutes of fixed voice calls per month in Q2 2024.

## Mobile Communications Services

At the end of June 2024 there were 9.9 million subscriptions to mobile communications services including mobile broadband and Machine to Machine (M2M) subscriptions in Ireland. In Q2 2024 total M2M subscriptions stood at 3.7 million representing a 16% annual growth. Three Ireland (Hutchison) Limited and Three Ireland Services (Hutchison) Limited (collectively referred to as Three) had the largest share of mobile subscriptions (including mobile broadband and M2M) at 47.2%.

Average monthly voice call minutes per mobile subscriber in Ireland decreased to 164 minutes per month in June 2024. Average monthly traffic per mobile subscriber using voice and data services was 17.9GB in June 2024.

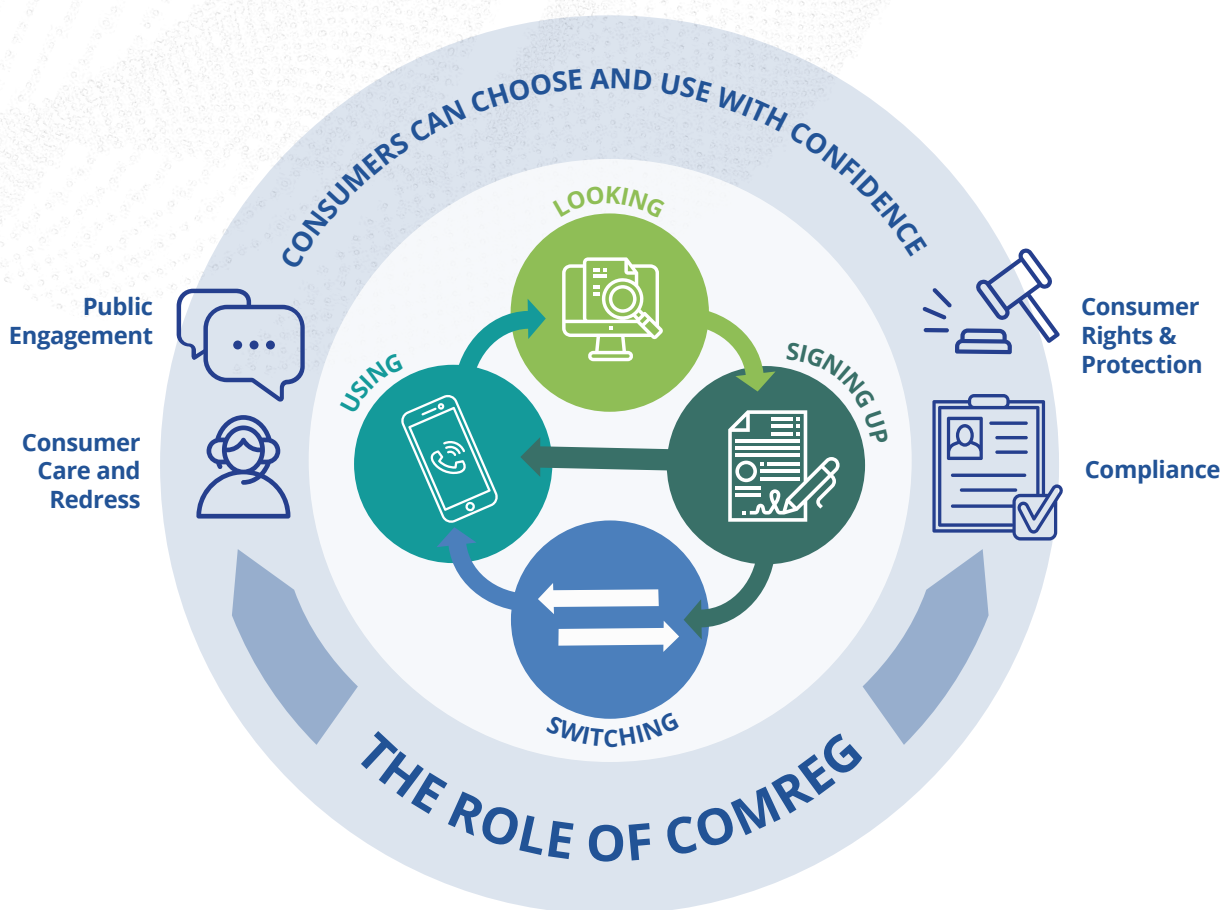
# Section 4

## Consumers

ComReg's overall strategic approach to consumers is to protect and inform them so that they can choose and use communications services with confidence.

During the period of 1 July 2023 to 30 June 2024, ComReg carried out several actions to deliver its associated consumer goals to benefit consumers throughout the stages of the consumer journey: Looking, Signing-Up, Switching and Using. ComReg's actions as illustrated below were in the areas of Public Engagement, Consumer Care and Redress, Consumer Rights & Protection, and Compliance.

**Figure 3: Role of ComReg and Consumer Journey**



## Public Engagement

**Consumers, including vulnerable and disabled end-users, are supported by clear, accurate and up-to-date information throughout the Consumer Journey.**

ComReg seeks to empower consumers by ensuring the availability of independent information, advice and online resources, while also offering an effective complaint handling process. ComReg seeks to understand consumers' evolving needs by liaising with various stakeholders using a variety of channels such as through our Consumer Care Team, the Communications and Engagement programme, the Consumer Advisory Panel, the Equivalence of Access and Choice Forum, other consumer stakeholder organisations and by carrying out consumer research.

## Information on Consumer Rights

Consumers are informed through timely, relevant, clear, and accessible information. ComReg recognises the need for consumers, including vulnerable and disabled end-users, to be appropriately informed to make choices in respect of electronic communications, and to assist them in their dealings with their service provider. ComReg has continued to update the consumer information about choosing and using communications services on **comreg.ie**. During the period we updated the consumer section of the website to take account of new consumer rights. We created two new sections with information on broadband<sup>1</sup> and mobile<sup>2</sup> services.

We published regular consumer news items<sup>3</sup> covering a range of topics including scam calls, consumer issues and advice, compliance actions, ComReg's consumer tools and services and consumer relevant consultations and reports.

## Online resources and applications to help consumers

ComReg provides a number of online applications and resources on **comreg.ie**.

- In March 2024, we launched a new application called **Broadband Checker**.<sup>4</sup> This informative new application provides a central location that a user can check the fixed broadband network availability using an Eircode or address. The information is based on data provided to ComReg by fixed broadband network operators. We update the data quarterly. Network Operators currently listed in the Broadband Checker are Magnet Networks, NBI, Open Eir, Siro and Virgin Media. The Broadband Checker has information on Fibre [Fibre to the Premises (FTTP)], Part Fibre [Fibre to the Cabinet (FTTC)] Cable [coaxial cable to the premises] and Copper services.

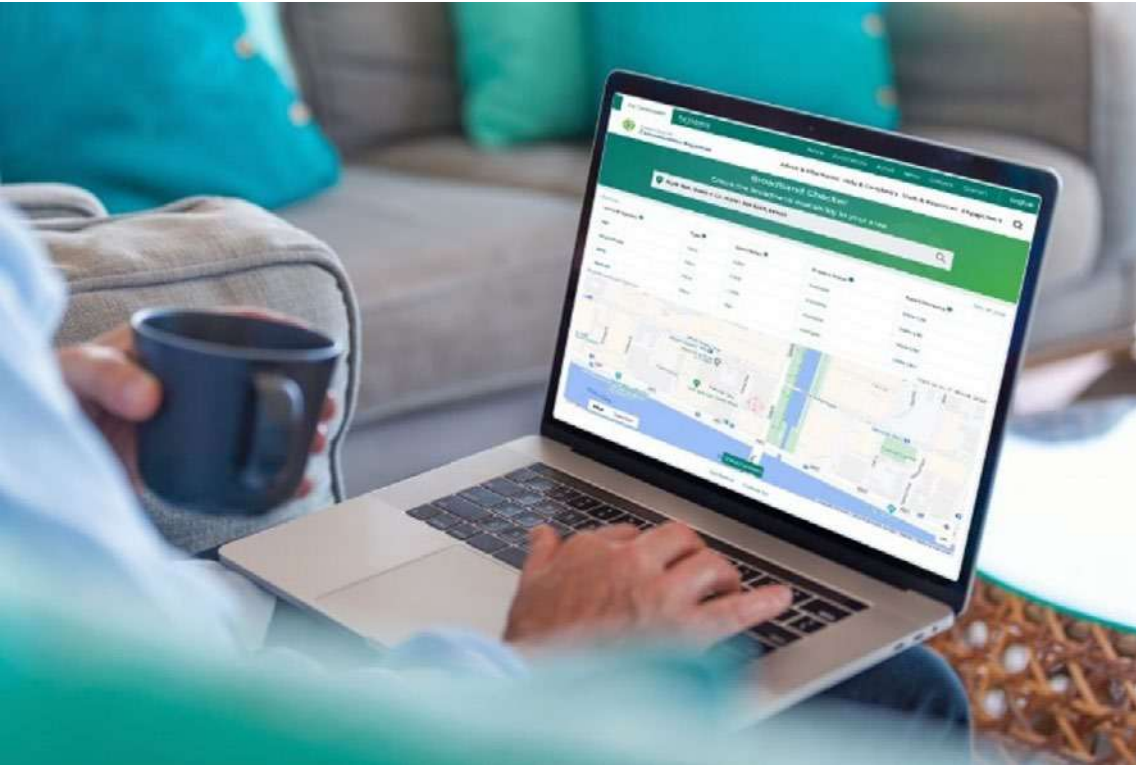
1. <https://www.comreg.ie/advice-information/broadband-and-home-phone/>

2. <https://www.comreg.ie/advice-information/mobile/>

3. [www.comreg.ie/category/consumer-news/](http://www.comreg.ie/category/consumer-news/)

4. <https://www.comreg.ie/broadbandchecker/>

**Figure 4: ComReg's new Broadband Checker application**



- **The Outdoor Mobile Coverage Map**<sup>5</sup> shows ComReg's calculation of operators' mobile phone coverage and signal levels at locations throughout the country. The map enables users to see the level of outdoor mobile coverage where they work, live or visit and helps consumers when making choices between operators based on predicted coverage availability in their area. We generate the map using data provided by the mobile network operators (MNOs). It includes service providers whose services are hosted by the mobile network operators. We update the map data three times per year. The map is set out in a colour-coded format – dark brown shows very good coverage through to beige which shows fringe coverage. The map shows signal strength for 2G (Voice), 3G (Data and Voice), 4G (Data and Voice) and 5G (Data) technology. An application (App) is also available for mobile phone users. The application has also been enhanced with user improvements throughout the year.
- ComReg provides a **Compare** application<sup>6</sup> on [comreg.ie](http://comreg.ie) to assist consumers with their purchasing decisions, to compare communications service providers' plans for broadband, mobile phone and bundled offers. Providers submit updated information as their plans change. This year ComReg has been working with providers to evolve the Compare application to a new user application by the end of 2024.
- **Service Checker**<sup>7</sup> is an application on [comreg.ie](http://comreg.ie) for consumers who have queries about Premium Rate Services (PRS) charges that have been applied to their bill or deducted from their phone credit. Consumers can check the contact details and other details for all premium rate services. Consumers can input the service name or the five-digit number of the service they have been charged for and are presented with details of the customer service helpline number and email.

5. [www.comreg.ie/coveragemap](http://www.comreg.ie/coveragemap)

6. [www.comreg.ie/compare](http://www.comreg.ie/compare)

7. [www.comreg.ie/servicechecker](http://www.comreg.ie/servicechecker)

## Information – Consumer Engagement Programme

As part of ComReg’s consumer communications and engagement strategy for the period, we identified key priorities for our public information campaigns:

- In September 2023, ComReg undertook a digital campaign to inform consumers about the information and tools available on [comreg.ie](http://comreg.ie).
- In June 2024, ComReg launched an information campaign to inform consumers about mobile and broadband technology, promoting ComReg as the independent source of information and advice.<sup>8</sup>

Such initiatives coincided with the launch of the new Broadband Checker application and updating the ComReg website with new related consumer information on broadband<sup>9</sup> and mobile<sup>10</sup> services. During the year ComReg engaged with communities at four outreach events throughout Ireland and distributed information leaflets in doctors’ surgeries nationwide.

ComReg engaged with stakeholders on a range of consumer issues and topics during the year, including the Government’s Mobile and Broadband Task Force, Age Friendly Ireland, Consumer Advisory Panel and Equivalence of Access and Choice Forum.<sup>11</sup>

**Figure 5: Example of Leaflet Circulated to Consumers**



8. [www.comreg.ie/engagement/public-stakeholder-engagement/campaigns/](http://www.comreg.ie/engagement/public-stakeholder-engagement/campaigns/)

9. <https://www.comreg.ie/advice-information/broadband-and-home-phone/>

10. <https://www.comreg.ie/advice-information/mobile/>

11. [www.comreg.ie/engagement/panels-forums/](http://www.comreg.ie/engagement/panels-forums/)

Figure 6: ComReg Stand at an Outreach Event



## Consumer Care and Redress

**Consumers have effective redress mechanisms, including access to timely query and complaints handling processes.**

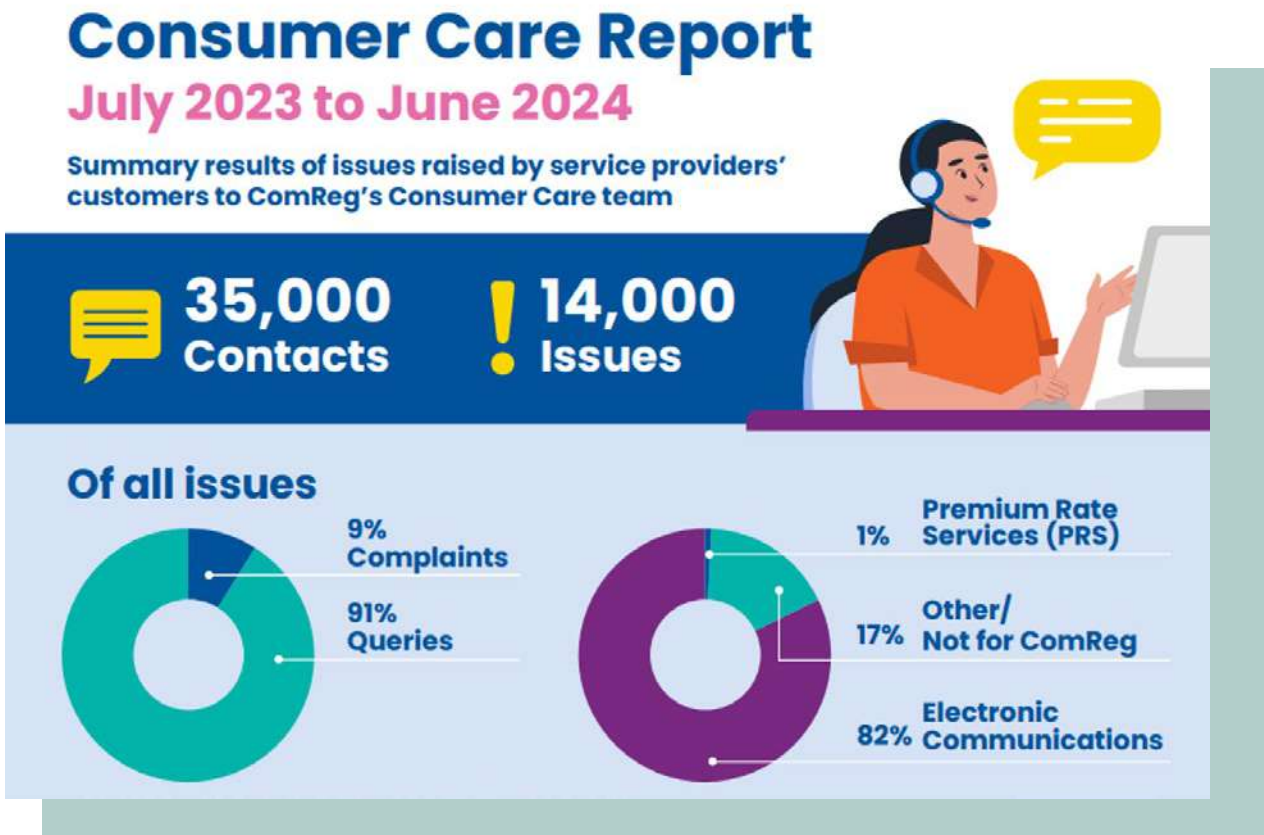
### Complaint Handling

ComReg continues to provide a quality complaint handling service to consumers. During the year, ComReg's Consumer Care Team received approximately 35,000 contacts from consumers. Consumers can contact ComReg's Consumer Care Team through the following channels – telephone, email, online complaints form, letter, web chat, SMS and Irish Sign Language.

99.6% of all calls to ComReg's Consumer Care Team were answered within 20 seconds and 100% of written contacts were answered within 24 hours.<sup>12</sup>

12. <https://www.comreg.ie/advice-information/consumer-care/>

Figure 7: Consumer Care Report July 2023 – June 2024



ComReg continues to publish quarterly statistics of issues raised by consumers who contacted our Consumer Care Team. During the period 1 July 2023 to 30 June 2024, there were approximately 14,000 issues about which consumers contacted us.

Approximately 82% of the total issues raised were in relation to electronic communications, with approximately a further 1% relating to premium rate services. The balance were mainly issues which fell outside of ComReg's remit or were unknown.<sup>13</sup>

Of all issues raised with ComReg during the period, 9% were complaints which were escalated on behalf of the consumers to the relevant Service Providers for both Electronic Communications Services (ECS) and Premium Rate Services (PRS) services.

The majority of ECS issues raised in ComReg's remit were in relation to billing, service issues, contractual matters, and switching / number portability. The majority of PRS issues raised related to situations where consumers deny that they have engaged with the PRS or where the consumer disputes the PRS charge in question.

### Dispute Resolution

As well as ComReg's complaint handling service (ComReg Consumer Line), ComReg has formal dispute resolution procedures for unresolved complaints relating to mobile phone, home phone and broadband services.

13. ComReg Consumer Care Statistics Report Q2 2024 ComReg 24/64 [www.comreg.ie/publications](http://www.comreg.ie/publications)

Following public consultation ComReg published its revised “ECS End-user Dispute Resolution Procedures” (ComReg 24/22a). In addition to revisions required because of legislative changes, we took account of the experience to date with the application of the ECS dispute resolution procedures and of developments in the area of dispute resolution in general, but with particular focus on sectoral dispute resolution.

When ECS Providers receive a complaint from an end-user in respect of their services, they are required to inform the end-user of the right to refer a “relevant dispute”<sup>14</sup> to ComReg for resolution.<sup>15</sup>

During the year in review, ComReg resolved 4 ECS formal disputes and dealt with 10 further enquiries that were not progressed to formal dispute resolution.

ComReg also has a dispute resolution role for postal service users who are not satisfied with the steps taken by an authorised postal service provider to resolve their complaint.

During the year in review ComReg considered 24 applications for dispute resolution in postal matters of which 19 disputes were resolved or concluded and 5 applications declined.

### Complaint Reporting by Providers to ComReg

While ComReg resolves disputes referred to it, there are also complaints made by end-users to providers who do not get referred to ComReg. Section 43(a) of the 2023 Act requires providers to report to ComReg on all complaints that are made to them by end-users over 6-month periods.

To assist providers in complying with this new complaints-reporting obligation, ComReg published “Complaint Reporting Regulatory Guidance – Requirements for Providers” (ComReg 23/99) with an associated data dictionary and reporting template (ComReg 23/99a).<sup>16</sup> The reporting dates, as is detailed in the Regulatory Guidance, for each given year are:

**(a)** 9 June - for complaints submitted to providers by their end-users in the reporting period of 1 December to 31 May; and

**(b)** 9 December - for complaints submitted to providers by their end-users in the reporting period of 1 June to 30 November

### Consumer Protection Measures

**Consumer rights and protections, including for vulnerable and disabled consumers, are adequate to mitigate consumer harm.**

ComReg’s goal is to ensure consumer rights and protections, including those for vulnerable and consumers with disabilities, are adequate to mitigate consumer harms. ComReg monitored and considered whether it was appropriate to implement, enhance or evolve measures to mitigate ECS and PRS consumer harms.

14. Defined in section 40 of the 2023 Act.

15. Section 45 of the Communications Regulation Digital Hub Development Agency (Amendment) Act 2023 (“the 2023 Act”)

16. ComReg 23/99 and ComReg 23/99a [www.comreg.ie/publications](http://www.comreg.ie/publications)

There are already several consumer protections in place including additional support measures for disabled end-users, measures in relation to pricing of non-geographic numbers, contract change notifications, measures for expenditure and cost control, itemised billing, billing media<sup>17</sup> and selective call barring.

## Compensation for switching and number porting issues

Member States are obliged<sup>18,19</sup> to lay down rules on the compensation of end-users by their providers in the case of the failure of a provider to comply with the obligations relating to switching and number porting<sup>20</sup> as well as in the case of delays in, or abuses of, porting and switching processes, and missed service and installation appointments.

ComReg is empowered to specify a failure to comply with an obligation under Regulation 90 of the Code Regulations as a “specified failure” which requires payment of compensation to an affected end-user.<sup>21</sup>

In January 2024, following a public consultation in September 2023<sup>22</sup>, ComReg published its Response to Consultation and Decision.<sup>23</sup> ComReg’s Decision means that:

- (1) the relevant provider is required to pay compensation to the affected end-user obligations in respect of switching and porting are not met (a specified failure); and
- (2) the provider is required to prepare and publish a compensation scheme, by 2 October 2024 setting out a transparent procedure to obtain compensation and the amount of compensation to be paid.

## Roaming Regulation

Since 15 June 2017, customers are charged the domestic retail price for using their mobile phone when travelling in any EU country and the EEA (Iceland, Liechtenstein and Norway) – this is referred to as Roam Like At Home (RLAH).<sup>24</sup> As from 1 July 2022, RLAH has been extended by Regulation (EU) 2022/612<sup>25</sup> (the new rules) until 30 June 2032. ComReg published an Information Notice<sup>26</sup> which highlights for consumers that, as part of the new rules, mobile phone users across the EU benefit from free Roam Like At Home roaming for another ten years (2022-2032). Additional measures were introduced with a view to increasing transparency for roaming customers and, helping to avoid roaming customers incurring unexpected charges (bill shock).

17. ComReg Decision D08/13 [www.comreg.ie/publications](http://www.comreg.ie/publications). This decision defined the ways in which all providers authorised to provide electronic communications networks and services must issue bills to consumers. The measures standardised the rules relating to billing applicable to providers to ensure they were consistent and transparent across the industry.

18. Article 106(8) of the Code

19. Section 39 of the 2023 Act is the mechanism by which this is given effect in the State.

20. Regulation 90 of the Code Regulations contains various rights and obligations to protect end-users when they are porting numbers and/or switching between providers of internet access services (“IAS”)

21. Section 39 of the 2023 Act is the mechanism by which this is given effect in the State.

22. ComReg 23/92 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

23. ComReg 24/01, D01/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

24. The first EU Roaming Regulation was introduced in August 2007 to cap the cost of mobile phone roaming in the EU and a number of Regulations have been published since 2007 that dealt specifically with mobile roaming. Regulation 2015/2120 of the European Parliament and of the Council of 25 November 2015 introduced Roam Like At Home (RLAH), effective from 15 June 2017.

25. Regulation (EU) 2022/612: EUR-Lex – 32022R0612 – EN – EUR-Lex ([europa.eu](http://europa.eu))

26. ComReg 22/68 [www.comreg.ie/publications](http://www.comreg.ie/publications)

Since 15 May 2019, the cost to Irish consumers for making calls or sending SMS text messages from Ireland to a fixed or mobile number in another EU Member State is capped.<sup>27</sup> EU and Irish consumers will be charged no more than €0.19 (+VAT) per minute for calls made (including any connection charge) and €0.06 (+VAT) for each SMS sent from Ireland to any fixed or mobile number in an EU Member State, which should improve the consumer experience. ComReg continued to work with BEREC for the purposes of monitoring the market and price developments for regulated intra-EU communications and reporting to the EU Commission on this period.

These measures provide benefits for an improved roaming experience, including:

- Information and choices – you should be informed of charges, any fair use data limit that may apply and how to access the 112 emergency number free of charge.
- Increased transparency Value Added Services – you should be informed about types of services that can bring additional costs that can be free of charge or cost less when phoning from home, such as customer service numbers or helpdesks.
- Alerts and avoiding additional charges – you should be notified when you reach a fair use limit.
- Non-terrestrial networks – you should be informed about additional charges for using roaming services on so-called non terrestrial networks such as a satellite network provided on board an aircraft or boat.
- Contacting emergency services abroad – by June 2023 you should receive a message to remind you of the 112 emergency facility and available alternatives.
- Quality of service at home and abroad – you should be able to use mobile services in the same way as at home, where technically possible.

During the period, ComReg monitored compliance with this regulation and continued to work with its colleagues at BEREC (Body of European Regulators for Electronic Communications) in relation to its data collection on international roaming. This was for the purposes of reporting on the evolution of pricing and consumption patterns in the Member States both for domestic and roaming services and the compilation of the 2023 BEREC Report to the European Commission. ComReg's report on Implementation of EU Roaming Regulation by Irish Mobile Companies (1 October 2022 – 30 September 2023) is located at the link provided.<sup>28</sup>

## Open Internet Rules

Under the EU Open Internet Rules, in Regulation (EU) 2015/2120, consumers are entitled to distribute and have access to information and content, to use and provide applications and services, and use terminal equipment of their choice, regardless of the location of the end-user or provider or the location of the information, content, application or service.

The Regulation protects consumer rights and promotes an open and innovative internet. ComReg continued to monitor the openness of the internet with the evolution of services and technologies, including developments regarding the existence of zero-rated services. Zero-rating is when an ISP applies a price of zero to the data traffic associated with a particular application or class of applications.

27. This is in accordance with Regulation (EU) 2018/1971.

28. ComReg 24/60 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Measures for Disabled end-users

Everyone should have easy and equivalent access to ECS services and related information. Specific measures to meet the needs of consumers with disabilities to choose and use ECS with confidence were put in place by ComReg in 2014 and 2015. In summary, these measures<sup>29</sup> consist of specific services and information available to people with disabilities:

- Accessible complaints procedure
- Accessible directory enquiries
- Accessible top-up facility for pre-paid mobile telephone users
- Accessible billing
- Accessible facility to test compatibility of terminal equipment or appropriate returns policy
- Facility for disabled subscribers to register requirements
- Provision of text relay service (TRS)
- Accessible information
- Requirement for an accessibility statement

ComReg's review of these measures is ongoing to make sure access to and choice of ECS for people with disabilities is the same as for most people.

As part of this review, ComReg published a Call for Inputs<sup>30</sup> on 4 September 2023 together with a summary document which summarised the topics covered in the Call for Inputs. An Irish Sign Language video with subtitles and voiceover of the summary document was also available.<sup>31</sup> The Call for Inputs presented observations, on an indicative basis, on the functioning of the existing measures or specific services and support available to end-users with disabilities when accessing and using ECS. The call for Inputs was based on engagement with industry, user groups and other regulators. ComReg sought input from end-users on their experience of those specific services and support available to them (i.e., Measures) when choosing and using ECS and, engaging with their service provider, throughout the consumer journey. We are considering stakeholder submissions and considering next steps.

The Irish Text Relay Service (ITRS) ensures that those of us who are deaf, hard-of-hearing or speech-impaired, are able to make and receive calls independently. ComReg published a consumer news item including statistics as to the take up and usage of ITRS in this period<sup>32</sup> as well as an infographic<sup>33</sup> containing an overview of the report for the period July – December 2023 on ComReg.ie.

During the period, we continued to engage on a regular basis with stakeholders as well as other representative groups such as the National Disability Authority regarding the end-users with disabilities requirements for accessibility and equivalence of access and choice. ComReg held meetings of its Forum on Electronic Communications Services for People with Disabilities in 2023<sup>34</sup> to explore specific accessibility topics and issues.

29. [www.comreg.ie/advice-information/accessibility-requirements/](https://www.comreg.ie/advice-information/accessibility-requirements/)

30. ComReg 23/80 [www.comreg.ie/publications](https://www.comreg.ie/publications)

31. See Service Provider Accessibility Requirements <https://www.comreg.ie/advice-information/accessibility-requirements/>

32. ComReg 23/66 and ComReg 24/18 [www.comreg.ie/publications](https://www.comreg.ie/publications)

33. See Irish Text Relay Service usage report published <https://www.comreg.ie/irish-text-relay-service-usage-report-published/>

34. The Equivalence of Access and Choice Forum is facilitated by ComReg to discuss and progress ECS issues relevant stakeholders (representative groups of people with disabilities, industry, and other specialist experts).

The European Accessibility Directive has been transposed into Irish law by Statutory Instrument No. 636/2023.<sup>35</sup> Under this Statutory Instrument ComReg is a Compliance Authority for electronic communications services (other than transmission services for machine to machine) and the Emergency Call Answering Service. Certain provisions come into force on 28 June 2025.

## Premium Rate Services

During this period, ComReg continued to monitor developments in Premium Rate Services (PRS) markets, including new direct carrier billing (DCB) services, to ensure that consumers are not subscribed as a result of their first engagement with the PRS. As required by ComReg's PRS Code of Practice,<sup>36</sup> consumers must be presented with the appropriate information about the subscription service, including on pricing, prior to confirming their subscription and throughout their use of PRS. The ECC Regulations require that itemised bills include mention of the identity of the supplier and of the duration of the services charged by any premium numbers (unless the consumer has requested that information not to be mentioned). Further, the ECC Regulations provide that a consumer may bar outgoing calls or premium SMS or MMS or other kinds of similar applications free of charge. ComReg has already introduced a measure to allow consumers prevent access to premium rate SMS or MMS and to reduce the possibility of bill shock. ComReg may review if further protections related to third party billing are appropriate, pursuant to the requirements of the national legislation.

## Customer Charter

In general, there is a lack of transparency around the quality of customer service. This can make it difficult for customers to know what level of customer service they can expect from their own provider or, to compare customer service across service providers, for example when considering switching to a different provider. Legislation introduced by the Government, the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023, among other things, provides for ComReg to seek to introduce new regulatory requirements to address issues arising, so that end-users are protected.

ComReg considered the introduction of a Customer Charter in this period. A Customer Charter would mean that customers would be better informed and understand what level of customer service they can expect from their provider of Internet Access Services (IAS) and Interpersonal Communications Services (ICS). It would also make it easier for customers to compare the level of customer service across different providers. In March 2023, ComReg issued a public consultation addressing the proposed specification of requirements on providers internet and phone services to prepare, publish and keep updated a Customer Charter.<sup>37</sup> ComReg granted extensions to the submission deadline, with the final extension closing the consultation period on 2 June 2023.<sup>38</sup> In light of ComReg's assessment of responses to the consultation, as indicated in ComReg's Annual Action Plan, ComReg will further consult on aspects of the proposals set out in the original consultation.

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35. European Union (Accessibility Requirements of Products and Services) Regulations 2023.

36. ComReg Decision D03/18, ComReg 18/09 [www.comreg.ie/publications](http://www.comreg.ie/publications)

37. ComReg 23/14 [www.comreg.ie/publications](http://www.comreg.ie/publications)

38. ComReg 23/48 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## National Directory Database

The National Directory Database ("NDD") is a record of all subscribers of voice communication services in Ireland, including those with fixed, personal and mobile numbers who have not refused to be included in that record.<sup>39</sup> The function of the NDD is primarily to facilitate the compilation of and access to information for telephone directories and directory enquiry services. The NDD also contains the preference of subscribers in relation to the receipt of unsolicited marketing communications.<sup>40</sup>

Following an expression of interest process<sup>41</sup> and a public consultation on its proposals, ComReg decided that from 1 July 2024 PXS B.V. is the appropriate person to manage and maintain the NDD in accordance with the Operational Specification<sup>42</sup> for a period of 3 years, unless otherwise amended by ComReg. The duration of the direction is extendable by ComReg, at its discretion, for a further period of up to 2 years, and subject to a ComReg review of the NDD measure ComReg has published. This Decision will help to ensure that entitlements and protections under the Regulations will be met and it will have a positive impact on the industry as the operation of the NDD assists them in meeting their related obligations.

## Emergency Call Answering Service

ComReg is statutorily responsible for monitoring the quality of service of the Emergency Call Answering Service (ECAS) provider and for reviewing the Call Handling Fee (CHF) that the ECAS provider may charge.

In January 2024, ComReg determined, following the review of the costs incurred by the ECAS provider to set the maximum CHF of €3.12 per call from 12 February 2024. In the previous year, from 12 February 2023 to 11 February 2024, the maximum CHF had been determined by ComReg to be €3.78.

The consumer is not charged for calls to 999 or 112 as this cost is borne by the presenting telecommunications network.

During the period, ComReg also published two information notices regarding the volumes of calls to the ECAS.

ComReg is required<sup>43</sup> to lay down criteria pertaining to the accuracy and reliability of the caller location information provided with emergency communications (112/999) to the ECAS, and service providers must comply with those criteria. How those accuracy and reliability criteria are expressed is also set out in a Delegated Regulation.<sup>44</sup> In terms of accuracy, for fixed line services it is to be the physical address of the network termination point and for mobile communications the location is to be expressed within a number of metres. In both cases the reliability criterion must be expressed as the percentage of calls transmitted to the ECAS where the caller location meets the accuracy criterion.

39. The NDD is kept in accordance with Regulation 95 (3) of the European Electronic Communications Code Regulations 2022 (the "EECC Regulations") and Regulation 14 of the European Communities (Electronic Communications Networks and Services) (Privacy and Electronic Communications) Regulations 2011 (as amended) ("the e-Privacy Regulations").

40. ComReg 24/12 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

41. ComReg 24/32 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

42. Available on the PXS website NDD – NDD – PXS – National Directory Database

43. Regulation 93(7)(d) of the Code Regulations – S.I. No

44. Commission Delegated Regulation (EU) 2023/444 of 16 December 2022, (the "Delegated Regulation").

In March 2024, following a public consultation<sup>45</sup>, ComReg issued its Response to Consultation and Decision on accuracy and reliability criteria for Emergency Caller Location Information.<sup>46</sup> This decision means that the following for location information should be associated with emergency calls:

- in the case of fixed emergency communications, the information related to the physical address of the network termination point (“NTP”) should be the Eircode or the address geographic coordinates, if available, and the installation address if not.
- For mobile, the Cell ID must be provided in every case and that the supporting network data must be accurate and updated regularly. In addition, it required that mobile service providers must ensure that their networks are configured to enable Advanced Mobile Location (“AML”) and, in due course, Presence Information Data Format – Location Object (“PIDF-LO”).

## Universal Service for Electronic Communications

**All end-users have affordable access to adequate broadband and voice communications services at a fixed location.**

### Access at a Fixed Location

The USO designation on Eir for access at a fixed location expired on 30 June 2023. There is currently no designation in place in respect of fixed voice communications services. ComReg has issued the following public consultation documents:

- Universal Service Requirements: Provision of voice only connections and voice communications services at a fixed location (VFL USO)<sup>47</sup>
- Universal Service Provision of voice only connections and voice communications services at a fixed location – Response to Consultation, Further Consultation, and Draft Decision<sup>48</sup>

On 12 December 2023 ComReg issued Decision D10/23<sup>49</sup> establishing that fixed voice communications services cannot be ensured commercially in the State. ComReg wrote to the Minister seeking his opinion as to whether or not other potential public policy tools can or cannot ensure access to voice communications services in the State or any part of it.

On 25 June 2024 DECC issued a Consultation<sup>50</sup> on availability of voice communications services at a fixed location (VFL) – existence of potential public policy tools. Submissions to this consultation closed on 6 August 2024.

ComReg will proceed with its work in this area upon receipt of the Minister’s opinion as to whether or not other potential public policy tools can or cannot ensure access to voice communications services in the State or any part of it.

45. ComReg 23/117 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

46. ComReg 24/17, D06/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

47. ComReg 23/02 [www.comreg.ie/publications](http://www.comreg.ie/publications)

48. ComReg 23/55 [www.comreg.ie/publications](http://www.comreg.ie/publications)

49. ComReg 23/115 [www.comreg.ie/publications](http://www.comreg.ie/publications)

50. gov - Consultation on availability of voice communications services at a fixed location (VFL) - existence of potential public policy tools ([www.gov.ie](http://www.gov.ie))

## Evolution of Retail tariffs

Related to the affordability of universal services, ComReg is required to monitor the evolution and level of retail prices of adequate broadband and of voice communications services and to report to the Minister for the Environment, Climate and Communications on a regular basis on these matters or when requested by the Minister to do so.<sup>51</sup>

ComReg published its first report in December 2023.<sup>52</sup>

## Universal Service Quality of Service (QoS)

ComReg considers QoS to be an important aspect of access at a fixed location. Accordingly, ComReg is of the view that it is important that the QoS performance is monitored. ComReg will monitor QoS performance on an ongoing basis and may intervene where appropriate.

Quarterly Information Notices were published by ComReg showing Eir's USO performance for each quarterly and annual period.<sup>53</sup>

## USO Funding Applications

ComReg's Strategy Statement 2023-2025<sup>54</sup> set out ComReg's 2010-2015 USO funding application determinations; Eircom's subsequent legal challenge; the Court of Justice of the European Union (CJEU) referral by the Irish High Court; the CJEU judgement and subsequent Irish High Court orders.

In this context, ComReg has commenced its review, in accordance with the High Court order, of the unfair burden assessments (2010-2015) on the basis of the associated net cost determined by the Decisions.<sup>55</sup>

ComReg has reviewed the unfair burden assessment related to ComReg Decision D05/19 (i.e. 2010-2011). ComReg consulted on its preliminary views, and, ComReg subsequently made a decision regarding the unfair burden assessment for 2010-2011 (D17/24).<sup>56</sup> ComReg has determined that the net cost of the provision of the USO in 2010-2011 did not represent an unfair burden on Eircom. This decision was not appealed.

ComReg intends to review each subsequent year for which Eircom has made an application and for which a net cost has been determined.

ComReg has received no application for USO funding for the financial period 2022-2023.

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51. Regulation 71(1) of the European Union (Electronic Communications Code) Regulations 2022 ("the Regulations") - S.I. No. 444/2022 - European Union (Electronic Communications Code) Regulations 2022, <https://www.irishstatutebook.ie/eli/2022/si/444/>

52. ComReg 23/110 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

53. ComReg 23/94 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

54. Microsoft Word - ECS Strategy Statement (comreg.ie)

55. ComReg D05/19; D06/119; D08/19; D08/19; D09/19 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

56. ComReg 24/43R [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Compliance and Enforcement

**Consumer rights throughout their journey are upheld by their service providers.**

### Regulatory Guidance on end-user rights of the European Electronic Communications Code (the Code)

The Code introduced new end-user rights including related to the right to receive certain minimum pre-contractual information and the new Contract Summary prior to entering into contracts, internet access switching and bundled offers. It is considered as a central piece of legislation to achieve Europe's Gigabit society and ensure full participation of all EU citizens in the digital economy and society.

To assist service providers' understanding of the range of end-user rights we published Regulatory Guidance on the End-User Rights of the Code.

This Guidance was first issued and subsequently updated by ComReg in December 2020 in light of the Code. In August 2023, following the commencement, on 9 June 2023, of the ECC Regulations and the 2023 Act, ComReg further updated this Guidance. This Guidance was updated to reflect the clarification by the national transposing legislation of ComReg's role and the additional legal requirements for providers.

ComReg recognises it is important to ensure that a culture of compliance is engendered so that consumer rights are upheld by their service provider. Effective compliance and enforcement are important in achieving this.

In respect of consumer rights, ComReg monitors compliance by PRS and ECS providers with relevant obligations including the PRS Code of Practice, the Universal Service Regulations<sup>57</sup> and associated ComReg Decisions. The Universal Service Regulations were replaced by certain provisions of the Code Regulations<sup>58</sup> within the period. ComReg also monitors compliance with the Roaming Regulations,<sup>59</sup> which were also updated within the period,<sup>60</sup> and with consumer rights legislation for oversight of which ComReg has a co-operation agreement with the Competition and Consumer Protection Commission (CCPC). Consumer Rights legislation was substantially overhauled within the period principally through the introduction of the Consumer Rights Act.<sup>61</sup>

With respect to the revised Roaming Regulations, ComReg actively monitors how service providers are implementing the Roam Like At Home regime. ComReg also enforces the Open Internet Regulations.<sup>62</sup>

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57. European Communities (Electronic Communications Networks and Services) Universal Service and User Rights' Regulations 2011

58. S.I. No. 444/2022 European Union (Electronic Communications Code) Regulations 2022

59. S.I. 228/2013 – Communications (Mobile Telephone Roaming) Regulations 2013

Regulation (EU) No 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications networks within the Union.

60. S.I. No. 315/2022 European Communities (Mobile Telephone Roaming) Regulations, 2022

61. S.I. No. 37/2022 Consumer Rights Act 2022

62. Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25 November 2015

Our work in relation to Open Internet included:

- The ongoing monitoring of the IAS<sup>63</sup> market and the completion of a mystery shopping initiative.
- The publication of the ComReg annual report on the implementation of EU Open Internet Access Regulations in Ireland.<sup>64</sup>

## Consumer Compliance Cases & Findings

In July 2023, ComReg reported that it had commenced an investigation into 48's compliance with its obligations under sections 41, 42, 43, and 46 of the Consumer Protection Act, 2007 (as amended) ("the 2007 Act") which concern unfair or misleading commercial practices. In May 2023, 48 had issued a contract change notification to customers announcing that *"From 5th July 2023 we are changing our overall membership and add-on renewal cycle. Instead of charging on a monthly basis, this will be done every 4 weeks."* Prior to issuing this notification, 48 had promoted its prices as "for life" or "forever" through its website and on social media. 48 had also stated that its membership ran per calendar month as opposed to every 28 days and that the customer had more days with 48 than other service providers. Because of this, ComReg was concerned that 48 would be changing the manner in which the price was calculated and consequently the price itself. By departing from its commitments in promotional material, ComReg had reason to believe that 48 would not be compliant with its obligations under the 2007 Act in respect of unfair or misleading commercial practices had it proceeded with the proposed contract change. Pursuant to Section 73 of the 2007 Act, where ComReg has reason to believe that a trader is committing or engaging in a prohibited act or practice, is about to do so, or has done so, it may accept a written undertaking from that trader containing terms and conditions that are, in ComReg's determination, appropriate in the circumstances. ComReg accepted an undertaking from 48. Among 48's commitments were that, in respect of services offered on terms expressed to be "for life" or "forever", it would not proceed with its original contract change to shorten the length of the billing cycle and it would comply with sections 41, 42, 43, and 46 of the 2007 Act.

Also in July 2023, ComReg reported that in October 2022, it had notified Three Ireland (Hutchison) Limited ("Three") of a finding of non-compliance with its obligations under the premium rate services ("PRS") Code of Practice ("the Code of Practice") and the conditions of its PRS licences. The notification related to the provisions of Section 3.2 of the Code of Practice and was made pursuant to Section 9(1) of the Communications Regulation (Premium Rate Services and Electronic Communications Infrastructure) Act, 2010 which requires that *"PRS Providers must make all reasonable endeavours to ensure that PRS provided by them are of a sufficient technical quality so as not to cause end-user harm and to ensure compliance with the requirements of the Code."* The notification pertained to an issue where Three charged customers €2.50 per PRS SMS when Three should have charged €2.00. Three confirmed to ComReg that it had applied credits to 25,500 customers who were charged in excess of the actual cost of the PRS SMS, with the total credits amounting to about €140,600. Three has also confirmed that it had implemented additional measures to remedy the non-compliance. In consideration of the measures Three has taken to remedy the non-compliance, ComReg did not intend to take further action in respect of this matter.

63. Providers of internet access services

64. ComReg 24/51 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

In February 2024, ComReg reported that in August 2022, it had notified Three Ireland (Hutchison) Limited and Three Ireland Services (Hutchison) Limited (together, “Three Ireland”) of a finding of non-compliance with respect to obligations under The European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011 (“the Universal Service Regulations”). The notification of non-compliance was made in accordance with Regulation 31 of the Universal Service Regulations and related to a failure by Three Ireland to comply with Regulations 14(1) and 14(2)(d) of the Universal Service Regulations as the contract provided to its customers did not specify in an easily accessible manner the details of prices and tariffs appropriate to their plan. Three Ireland responded to the notification in September 2022 and proposed specific remedial measures to ensure the pricing and tariff information are accessible to their customers from both the customer’s contract and Three Ireland’s pricing webpage. Three Ireland subsequently confirmed in correspondence to ComReg that it had completed the agreed remedial measures and ComReg confirmed that consequently the investigation was closed.

In April 2024, ComReg reported that on 15 April 2024, the Dublin District Court heard 10 prosecutions brought by ComReg against Eircom Limited (“Eircom”) relating to failures by Eircom to comply with obligations concerning its complaints handling processes. The prosecutions spanned a range of matters. In each case there was a failure by Eircom to provide a complaint acknowledgment that included a complaint reference number to customers within 2 working days, and in some cases there were further failures, either to provide a Complaint Response within the maximum timeframe of 10 working days or to communicate to customers an email address to progress their complaint in addition to any other forms of contact if the complaint remained unresolved after 10 working days. The prosecutions were brought under Regulations 27 of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations, 2011 (“the 2011 Regulations”). Pursuant to Regulation 27(1), each Service Provider is required to implement a code of practice for settling unresolved disputes including complaints. In June 2017, pursuant to Regulation 27(2) of the 2011 Regulations, which provides that ComReg may specify requirements to be met for the purpose of ensuring compliance with Regulation 27(1), ComReg published a Decision D04/17 on ‘Electronic Communications Complaints Handling Code of Practice’ (“ComReg D04/17”).<sup>65</sup>

Following a review of relevant customer contacts, ComReg commenced an investigation. This investigation culminated in ComReg prosecuting Eircom by issuing District Court summonses for breaches of Regulation 27 of the 2011 Regulations and sections 4.3.1(i), (ii) and (iv) of ComReg D04/17, which require that undertakings ensure that: (i) a Complaint Acknowledgement, to include a complaint reference number, is issued to customers within a maximum timeframe of two working days; (b) a Complaint Response is provided to a customer within a maximum timeframe of 10 working days; and, (c) where a complaint remains unresolved after 10 working days the escalation team communicates to a customer an email address to progress the complaint in addition to any other forms of contact. Eircom pleaded guilty to 12 counts on 10 summonses before the court. Judge Anthony Halpin imposed criminal convictions on 10 counts and took into consideration the other 2 counts in ordering Eircom to pay a total of €7,500 in fines. Eircom also contributed to ComReg’s costs, as agreed between the parties.

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65. ComReg17/62 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Section 5

# Postal Regulation

ComReg is the regulatory authority for the postal sector in Ireland. Our role for the regulation of post comes from a European Directive transposed into Irish law. ComReg's statutory functions are to ensure:

- The provision of a universal postal service that meets the reasonable needs of postal service users.
- Compliance by postal service providers with the obligations imposed on them.

ComReg's statutory objectives are to:

- Promote the development of the postal sector and, in particular, the availability of a universal postal service within, to and from the State at an affordable price for the benefit of all users.
- Promote the interests of postal service users.
- Facilitate the development of competition and innovation in the market for postal service provision.

### **Regulating the universal postal service**

ComReg's role for post is largely regulating the universal postal service, a set of postal services that face limited competition. In the absence of effective competition, the regulation of the universal postal service ensures the provision of specific postal services to all, at an affordable price and to a sufficient level of quality. The universal postal service is a form of protection for postal service users, in particular vulnerable users and those that are digitally disadvantaged.

The universal postal service required by Irish law means that on every working day there is at least one clearance and one delivery to the home or premises of every person in the State. In Ireland, the universal postal service largely consists of the delivery of letters for individuals and businesses. There are very few parcels that come within the universal postal service, as parcel delivery is largely commercial with many different parcel delivery operators in Ireland.

An Post is designated as universal postal service provider ("USP") to provide the entire universal postal service for the entire State until 1 August 2029, unless otherwise amended by ComReg.

### **Resolving consumer disputes for postal service users**

ComReg also has a dispute resolution role for postal service users that are not satisfied with the steps taken by an authorised postal service provider to resolve their complaint. During the year in review ComReg considered 24 applications for dispute resolution in postal matters of which 19 disputes were resolved or concluded and 5 applications declined.

## Regulation of USP's quality for universal postal services

ComReg is required by law to set quality of service standards for the universal postal service. ComReg is also required to monitor compliance by the USP, An Post, with the quality of service standards and to publish an annual report on the results of its monitoring.

Over the full 2023 calendar year, An Post as the USP delivered 87% of single piece priority universal postal service mail throughout the State on the next working day following the day of posting. The 2023 result is a marginal 2% increase on the 2022 result. However, performance is 7% below the 94% regulatory standard.

### Parcel data

ComReg published the aggregate parcel data it collects under the European Cross Border Parcel Regulation.

Key highlights included:

- Total parcel revenue was €875m for 2022. However, revenue decreased for the first time, with a 9% revenue decrease (€87m) in 2022 versus 2021;
- Total parcel volume was 139 million. However, volume decreased for the first time, with a 14% volume decrease (23m) in 2022 versus 2021.

### Postal survey

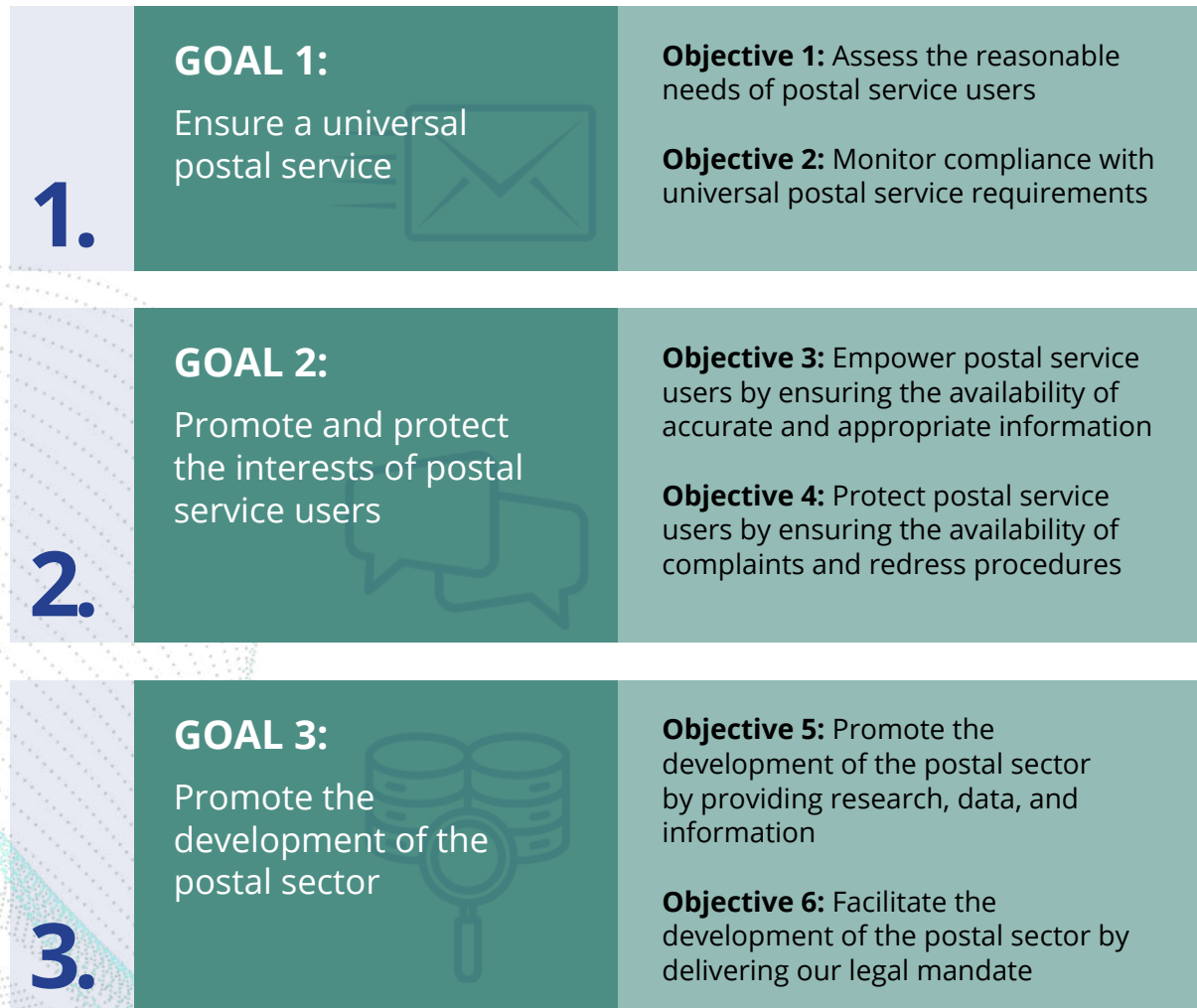
In 2023, ComReg commissioned a survey of residential postal service users. The survey found that post remains important as:



## Postal strategy 2024 - 2026

In late 2023, following public consultation, ComReg set its postal strategy for the period 2024 – 2026. Our strategy of three goals and two objectives for each of those goals is:

**Figure 8: ComReg Postal Strategy for the period 2024 – 2026**



## Section 6

# Market Framework

### Management of the Radio Spectrum Resource

The radio spectrum resource, or spectrum, is a medium by which information may be transmitted wirelessly over distances ranging from a few metres to thousands of kilometres.

It is an immensely valuable national resource underpinning all of the wireless communications services in the State, spanning all economic, social and communications activities. These include widely used services, such as mobile/fixed wireless communications and broadband, radio and TV broadcasting, and the safe operation of air and maritime transport.

Radio spectrum is also fundamental in the day-to-day operation of the emergency services and defence forces and is a vital input to many other services including important scientific applications, such as weather forecasting and monitoring the Earth's environment. Many communications services rely on wireless connectivity as part of the backbone linking mobile base stations, providing feeds to broadcast transmitters and telemetry links that allow the monitoring of remote equipment e.g. the monitoring of water levels at dams and reservoirs. However, it is a finite natural resource with competing uses and users, and so it must be prudently managed.

ComReg is the statutory body responsible for the regulation and management of the radio spectrum resource in Ireland. In exercising this function ComReg's spectrum management objective is to ensure the efficient management and use of the radio spectrum, including having regard to relevant government policy statements and international developments.

To assist ComReg's management of the radio spectrum, ComReg regularly sets out and updates its plan for managing the radio spectrum. During this period of reporting, ComReg continued to progress work items as detailed in its Radio Spectrum Management Strategy for the period 2022 to 2024.<sup>66</sup> This strategy outlines ComReg's work plan and priorities for the period given its role as Ireland's spectrum manager while complementing ComReg's Electronic Communications Strategy Statement.

The management of the radio spectrum resource includes:

- The allocation of spectrum bands, which ComReg is obliged to publish and regularly revise its Radio Frequency Plan (Plan) for Ireland.<sup>67</sup>
- The assignment of radio spectrum frequencies which refers to ComReg's activities that issues, and authorises the use of, rights of use of radio frequencies.
- Day-to-day licensing – issuing approximately 3,500 new Wireless Telegraphy licences every year to a miscellany of operators, public bodies, private companies and individuals.

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66. Radio Spectrum <https://www.comreg.ie/about/strategy/radio/>

67. Radio Frequency plan for Ireland <https://www.comreg.ie/industry/radio-spectrum/radio-frequency-plan-for-ireland/>

- Maintaining the integrity of Ireland’s radio spectrum by monitoring, compliance and enforcement activities.
- The promotion of Ireland as an ideal location for spectrum development using Test and Trial Ireland.<sup>68</sup>

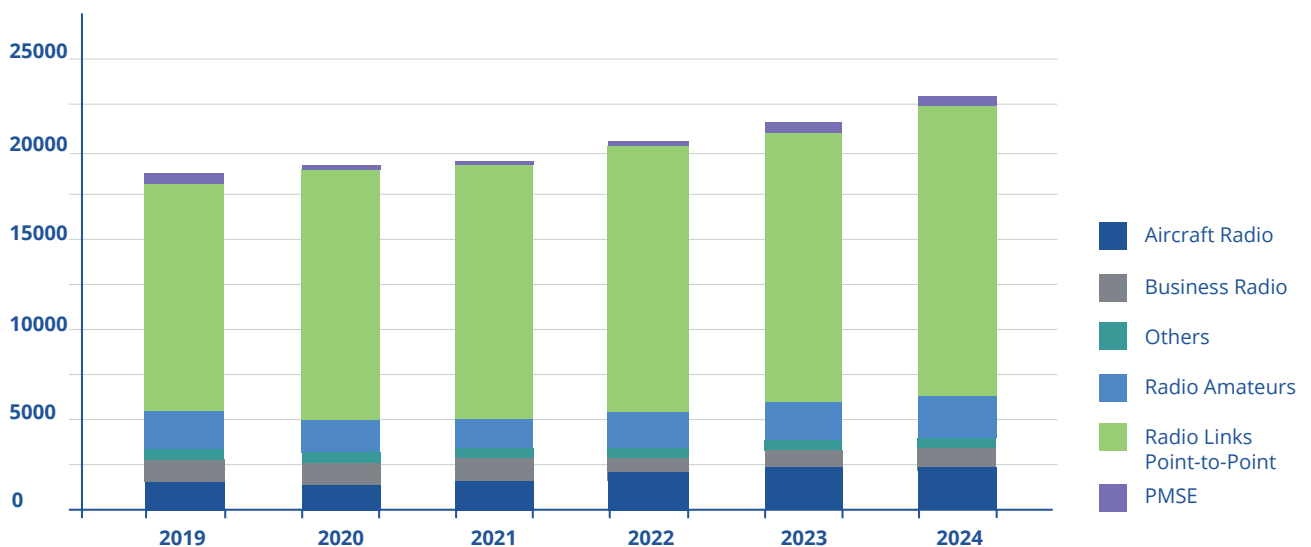
## Licensing Operations

The possession and use of radio equipment in Ireland requires ComReg authorisation. This authorisation may take the form of a licence or a licence exemption. Licences may be issued in accordance with the following legislation:

- Wireless Telegraphy Act 1926 (as amended); and
- Broadcasting Act 2009

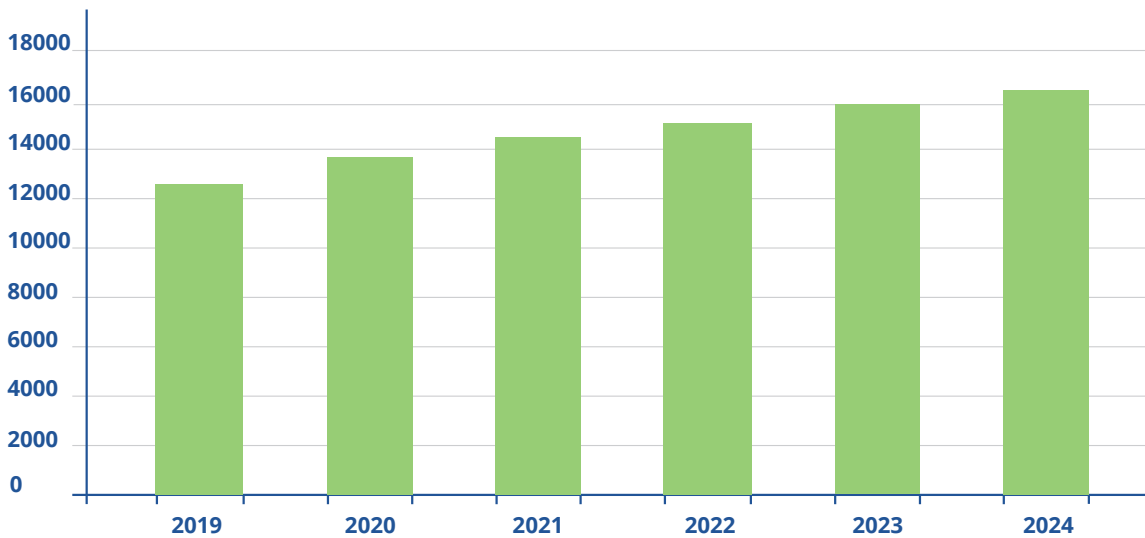
As of 30 June 2024, the number of licences totalled 22,337 representing a 25% increase in the five years since 30 June 2019 (See Figure 9).

**Figure 9: Number of Live Licences 2019 – 2024**



While licences are issued for a wide variety of purposes some radio spectrum licences are more in demand than others. Fixed radio links licences have experienced a 30% increase in the number of fixed radio links in Ireland over the past 5 years. As of 30 June 2024, there were 16,459 fixed radio link licences, representing circa 74% of all live licences. Fixed radio links are used mainly by fixed and mobile operators, broadcasters, and utilities to provide transmission capacity and networks, and to provide redundancy and back-up for other networks.

68. Test & Trial Ireland <https://www.comreg.ie/industry/radio-spectrum/test-trial/>

**Figure 10: Number of Live Fixed Radio Link Licences 2019 – 2024**

Licences for business radio, aircraft radio and amateur stations also remain popular. As of 30 June 2024, there were 4,963 live licences for these licence types, representing circa 22% of all live licences. The number of aircraft radio licences granted increased by 6% during the period 2019 to 2024. Given the impact of Covid restrictions, Program Making and Special Event (PMSE) licences significantly reduced between 2019 and 2021 from 533 licences to 124 licences. However, between 2021 and 2023 the number of PMSE licences granted recovered somewhat, with 328 issued as of June 2023. In June 2024 383 PMSE licence were granted. The number of radio amateur station licences had increased to 2,216 in June 2024, an increase of 15% over June 2019.

The remaining radio licences cover a variety of licence types including liberalised use licences (which facilitate the provision of mobile services), trunked mobile radio, air traffic services and land-based maritime services licences (which facilitate the safe operation of air and sea transport).

## Market Surveillance of Products

ComReg is the designated market surveillance authority (“MSA”) and competent authority in Ireland under the EMC<sup>69</sup> and RE<sup>70</sup> Directives, as transposed into national law,<sup>71</sup> within the State.

During the period under review, ComReg discharged its duties as an MSA through its Product Safety Unit (“PSU”) including:

- (a) Compliance checks on products being imported at their point of entry into the State, through cooperation with Customs;<sup>72</sup>

69. Directive 2014/30/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to electromagnetic compatibility.

70. Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment.

71. European Communities (Electromagnetic Compatibility) Regulations 2016 and 2017 (S.I. No. 145 of 2016 and S.I. No. 69 of 2017, amended by S.I. No. 316 of 2023), and European Union (Radio Equipment) Regulations 2017, as amended (S.I. No. 248 of 2017 amended by S.I. No. 30 of 2024).

72. Customs Division of the Revenue Commissioners

- (b) Visits to the premises of economic operators<sup>73</sup> by authorised officers to conduct checks on samples of radio equipment made available on the market in the State; and
- (c) Online market surveillance of radio equipment for sale to end-users in Ireland via e-commerce platforms.

ComReg also engaged with other market surveillance authorities across the EU to improve harmonisation.

In August 2023, ComReg initiated its first product safety communications campaign. The purpose of this and future campaigns is to help economic operators best understand their obligations in respect of the radio equipment they place on the market, and how proactive engagement with ComReg can help with this, and also to educate and inform End-Users.

In 2024, ComReg published a report detailing its market surveillance activities.<sup>74</sup>

## Radio Frequency Interference (RFI) Investigations

Radio Frequency Interference (“RFI”) describes radio frequency signals that disrupt legitimate electronic communications services, whether entirely, partially, or temporarily. RFI can affect any radio communications service including but not limited to emergency services, air traffic control, mobile phone services, business radio, microwave links and broadcast services.

RFI is caused by one wireless communications device transmitting at or near the same frequency as another or by electromagnetic fields generated by various electronic devices, such as lights and computers. RFI can be unintentional: for example, it can be caused by incorrectly or poorly installed radio systems or by faulty or non-compliant electrical or electronic equipment.

All RFI complaints received by ComReg are classified into three categories, Type A (immediate response), Type B (response within 5 working days) and Type C (queries resolved through the provision of information), depending on the severity or impact of the harmful interference.<sup>75</sup>

For the period 2022 to 2023, ComReg received zero (0) Type A, 27 Type B and 15 Type C radio frequency interference reports as outlined in Figure 11 below.<sup>76</sup> ComReg’s Spectrum and Intelligence Investigations (SII) unit achieved a 100% KPI response for Type B reports during this period. Mobile phone boosters accounted for 52% of interference sources, as outlined below.

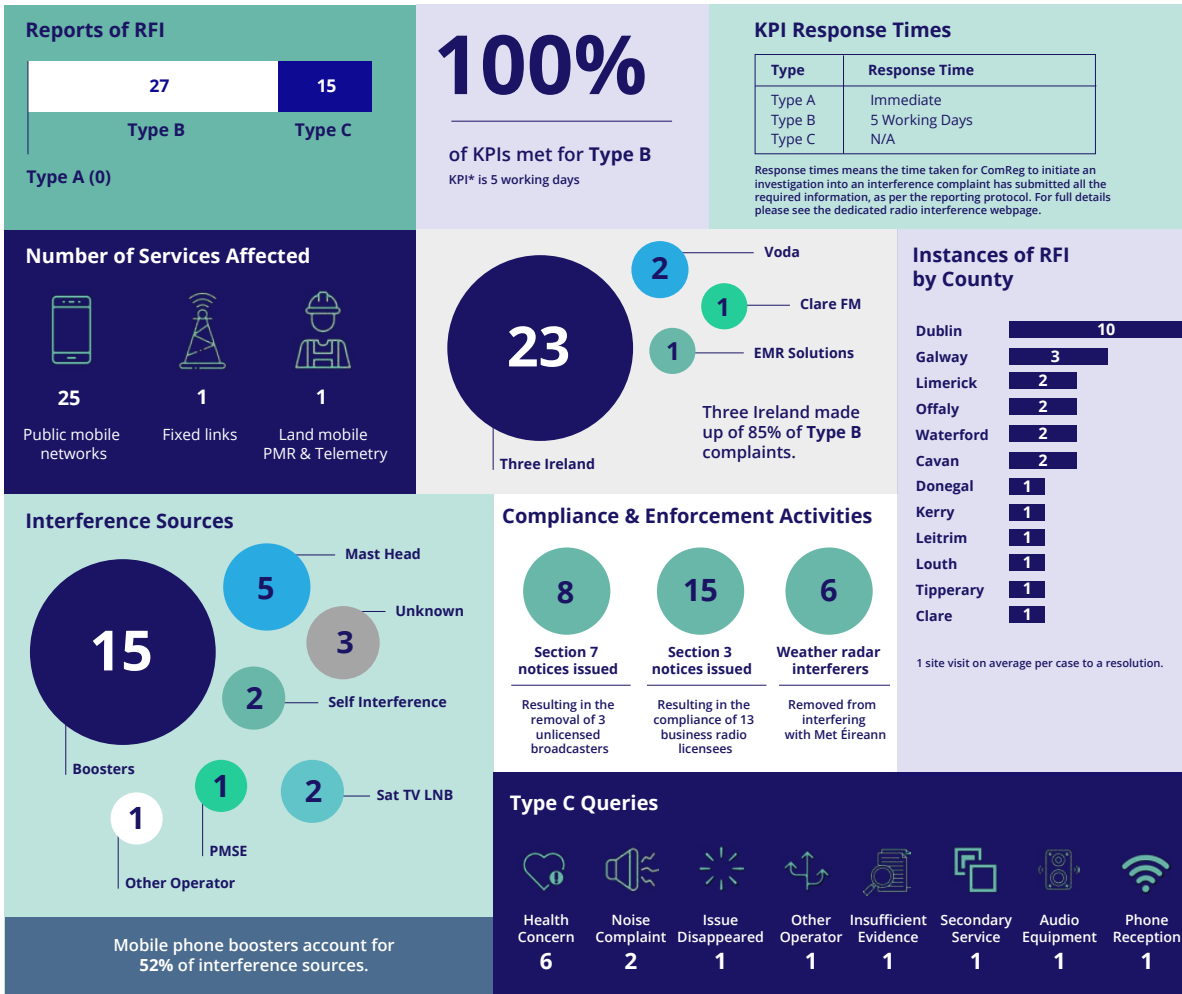
73. Manufacturers (or their authorised representative), importers and distributors

74. ComReg 24/29 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

75. <https://www.comreg.ie/industry/radio-spectrum/spectrum-compliance/radio-interference/>

76. <https://www.comreg.ie/industry/radio-spectrum/spectrum-compliance/>

**Figure 11: Spectrum Intelligence and Investigations Annual Statistics Infographic 2022 – 2023**



## 5GHz RLAN interference to Meteorological Radars

In Ireland, Met Éireann operates two meteorological radars in the 5 470 – 5 570 GHz frequency band (Dublin and Shannon) that are used for weather forecasting purposes.

Harmful interference to meteorological radars caused by non-compliant Radio LANs (“RLAN”)<sup>77</sup> operating in the 5 GHz band is a Europe wide issue that is being addressed by both CEPT and AdCo<sup>78</sup> RED. The non-compliance generally arises when RLAN operators disable the DFS and TPC modes<sup>79</sup> of the RLAN equipment to enable them to access additional channels of operation or to increase the power and thereby the range of operation of their equipment. Consequently, the RLAN equipment can be detected by meteorological radars often tens of kilometres away. This can result in the radar being overpowered by the RLAN signal such that it cannot detect the weather conditions.

77. A Radio LAN (RLAN) is a radio access system used to provide wireless access between computer devices. RLAN are mostly used as a wireless access system to the Internet. This can be an access point at home, to have wireless access to a broadband internet connection. It can also be an access point at a hotspot, such as an airport lounge or a cafe.

78. European cooperation on market surveillance takes place through informal groups of market surveillance authorities, called Administrative Cooperation Groups (AdCos).

79. IEEE Std 802.11h provides mechanisms for dynamic frequency selection (DFS) and transmit power control (TPC) that is used to satisfy regulatory requirements for operation in the 5 GHz band.

To mitigate the impact of the harmful interference from RLANs, Met Éireann must apply filtering to its radars. However, this can reduce the sensitivity of the radars and consequently the accuracy of the forecasting ability of the radars.

During the 2022 to 2024 period ComReg continued to work with Met Éireann, and to address the on-going harmful interference issues arising from non-compliant RLAN equipment adversely affecting the radars at both Shannon and Dublin airports. In this regard several improvements were made to the original methodology developed in the 2020-2021 work period regarding the detection and removal of non-compliant RLANs.

The enhancements include scheduled regular scans undertaken by Met Éireann to detect interfering RLAN devices. Information on devices repeatedly captured by these scans is provided to ComReg, permitting ComReg to concentrate its resources on those devices that are most likely to be causing offence.

## Non-Ionising Radiation

Non-Ionising Radiation (“NIR”) emissions from transmitter sites is an important matter. In 2019 the functions of Environmental Protection Authority (“EPA”) were expanded to cover public exposure to non-ionising radiation in the electromagnetic spectrum,<sup>80</sup> and the Health and Safety Authority (“HSA”) is the body responsible for occupational exposure to NIR.<sup>81</sup>

In supporting the work of the HSA, ComReg requires, as a condition of a General Authorisation as well as of various Wireless Telegraphy licences,<sup>82</sup> that operators of transmitting stations ensure that their installations comply with the NIR emission limits specified in the latest guidelines published by the International Commission on Non-Ionising Radiation Protection (“ICNIRP”).<sup>83</sup>

In 2003, ComReg commenced its Programme of Measurement of Non-Ionising Radiation,<sup>84</sup> which entails annual audits of compliance by operators with their General Authorisation/Wireless Telegraphy Licence conditions relating to NIR. Each annual audit involves surveying a sample number (circa 80) of sites and transmitter types (including 2G, 3G, 4G and 5G mobile telephony, radio and TV broadcast, wireless broadband etc.) countrywide. To date, over 1,900 individual site surveys have been conducted and emissions measured at all surveyed sites, without exception, have been found to fall well below the ICNIRP limits for general public exposure to NIR.

Results of all site surveys undertaken by ComReg are summarised and published quarterly in ComReg’s NIR Reports. Copies of individual site survey reports can be viewed on Siteviewer<sup>85</sup>, an on-line map facility provided by ComReg, which allows the public to view details of mobile phone base stations throughout Ireland.

80. <https://www.epa.ie/our-services/monitoring--assessment/radiation/>

81. [https://www.hsa.ie/eng/topics/physical\\_agents/electromagnetic\\_fields/](https://www.hsa.ie/eng/topics/physical_agents/electromagnetic_fields/)

82. See Condition 8 of the Conditions for the provision of Electronic Communications Networks and Services – ComReg Document 03/81R6 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

83. ICNIRP is a body of independent scientific experts and is formally recognised as an official collaborating non-governmental organization by the World Health Organization. For further information see: [www.icnirp.org](http://www.icnirp.org)

84. <https://www.comreg.ie/industry/radio-spectrum/site-viewer/non-ionising-radiation-information/>

85. <https://siteviewer.comreg.ie/#explore>

## Amendment of technical conditions in mobile wireless broadband licences

During the period of review, ComReg amended the technical conditions in two mobile and wireless broadband licence types, being

- the MBSA2 licences for the 2.3 GHz band; and
- the MBSA1 licences for the 800 MHz, 900 MHz and 1800 MHz bands.

These amendments facilitate the recent developments for these bands at a technical and regulatory level and among other things, provide for the deployment of the 5G New Radio technology (5G), the use of Active Antenna Systems (AAS) base stations, and the emergence and integration of 5G and Internet of Things (IoT) technologies.

## Test & Trial Ireland

Figure 12: Test & Trial Ireland logo



Ireland's geographic position on the western edge of Europe and its low population density provides an important natural advantage through a relative abundance of usable radio spectrum. Test & Trial Ireland is a service which entrepreneurs, researchers and developers may use to test or trial wireless technologies in a wide variety of frequency bands, including parts of the mobile and broadcasting bands. During the year in review ComReg issued 26 Test or Trial licences which facilitated, for example, tests of next generation (such as 5G) communication networks in Trinity College Dublin.<sup>86</sup> Further details are set out at Test & Trial Ireland [www.testandtrial.ie](http://www.testandtrial.ie) which includes a short video promoting this initiative.<sup>87</sup>

## Network Security

### Security of electronic communications networks

Following the adoption of the European Union Commission Recommendation on Cybersecurity of 5G networks (2019) 2335 final (Rec. 2335),<sup>65</sup> on 26 March 2019, ComReg has been working in close collaboration with the National Cyber Security Centre (NCSC) to assist with the deliverables arising from Rec. 2335.

86. ComReg awards Test licence suitable for 5G to TCD telecoms researchers <https://www.comreg.ie/comreg-awards-test-licence-suitable-for-5g-to-tcd-telecoms-researchers/> ;

First 5G test licence awarded by ComReg will enable next-gen communications networks research [https://www.tcd.ie/news\\_events/articles/first-5g-test-licence-awarded-by-comreg-will-enable-next-gen-communications-networks-research/](https://www.tcd.ie/news_events/articles/first-5g-test-licence-awarded-by-comreg-will-enable-next-gen-communications-networks-research/)

87. [www.testandtrial.ie](http://www.testandtrial.ie)

Measure 7 of the National Cyber Security Strategy (2019 to 2024), which sets out how government will introduce a new and specific set of security requirements for the telecommunications sector, is also relevant in this regard.

ComReg has provided some assistance to NCSC and has also provided input into relevant European Union Agency for Cybersecurity (ENISA) and Body of European Regulators for Electronic Communications (BEREC) working groups and subsequent output documents in respect of this matter.

These activities and others have culminated in the publication of the report on the EU coordinated risk assessment on cybersecurity in Fifth Generation (5G) networks<sup>88</sup> and the European Toolbox on the security of 5G networks<sup>89</sup> (the Toolbox) on 29 January 2020.

## Electronic Communications Security Measures Regulations

The Electronic Communications Security Measures Regulations are measures which the Minister may make in relation to the types of security measures to be taken by Providers of electronic communications networks and services. ComReg has assisted the NCSC in the development of these security measures, including the running of several workshops with industry stakeholders.

DECC published a technical stakeholder consultation<sup>90</sup> in June 2024 to gather the views of interested parties in these regulations, in particular parties who are directly affected by these regulations, such as Providers of public electronic communications networks and services.

The Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 gives ComReg the statutory obligations and powers to be the competent authority for the supervision and enforcement of security measures for ECN/ECS. These security measures are expected to be the measures contained within Electronic Communications Security Measures Regulations as published by DECC. ComReg will supervise and enforce the implementation of the Electronic Communications Security Measures Regulations by ECN/ECS Providers in an objective, transparent, non-discriminatory, and proportionate manner. There is therefore a significant work programme on-going to enable ComReg to take reasonable steps to ensure Providers comply with the obligations placed on them under Part 2 of the Act including the Electronic Communications Security Measures Regulations.

88. EU-wide coordinated risk assessment of 5G networks security | Shaping Europe's digital future

89. The EU toolbox for 5G security | Shaping Europe's digital future

90. Technical Stakeholder Consultation on the draft Electronic Communications (Security Measures) Regulations 2024  
<https://www.gov.ie/en/consultation/35043-technical-stakeholder-consultation-on-the-draft-electronic-communications-security-measures-regulations-2024/>

## Network and Information Security Directive (“NIS2”)

In December 2023, a cabinet decision was made to designate ComReg as the Competent Authority for NIS2 for the following sectors; Digital Infrastructure, Digital Providers, ICT Service Management (Business to Business) and Space. These new NIS2 functions and obligations will have a significant impact, consequently a substantial work programme including planning, organisational change, national and international engagement has been commenced.

### Network Operations

#### Network Incident Reporting; Timings and Thresholds

ComReg’s approach to management of reported security incidents and the coordination of its response to these incidents, was previously set out in its Reporting & Guidance on Incident Reporting & Minimum Security Standards, ComReg Document 14/02<sup>91</sup> (“Document 14/02”).

ComReg began its review of Document 14/02, in 2022 and consulted on its proposals in 2023 – “Network Incident Reporting Thresholds, A consultation to revise and replace ComReg Document 14/02 (Reporting & Guidance on Incident Reporting & Minimum Security Standards)”.<sup>92</sup> This consultation document, including the draft Decision Instrument, updated the guidelines due to technological changes, the new legislative framework post European Electronic Communications Code (“EECC”) – as transposed by the Act of 2023,<sup>93</sup> and changes introduced in the updated ENISA<sup>94</sup> Technical Guidelines<sup>95</sup> (the “Revised Guidelines”).

The consultation closed on 25 May 2023 and following the consideration of all of the responses received from nine stakeholders, ComReg prepared and published the Response to Consultation (ComReg Document No. 24/23) and its associated Decision Instrument (D08/24). Following the publication of ComReg’s Document 24/23 and its Decision Instrument D08/24, ComReg updated its incident reporting portal by adding new functionality for consistency with the changes made to the framework for the reporting of security incidents. Consequently, considering the portal changes, ComReg replaced the user’s guide for its incident reporting portal (Document 19/98<sup>96</sup>) with Document 24/41, the user’s guide for ComReg’s Portal for reporting security incidents.<sup>23</sup>

Furthermore, the Decision Instrument,<sup>97</sup> now in force, puts the thresholds and timescales for the reporting of a security incident on a statutory basis.

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91. ComReg 14/02 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

92. ComReg 23/36 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

93. Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023

94. European Agency for Cybersecurity (“ENISA”).

95. Technical Guideline on Incident Reporting under the EECC <https://www.enisa.europa.eu/publications/enisa-technical-guideline-on-incident-reporting-under-the-eecc>

96. ComReg 19/98 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

97. ComReg 24/23 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Network Incidents in 2023

### General Commentary on the 2023 ENISA Report for Ireland

All security incidents<sup>98</sup> that are reported to ENISA by ComReg, are drawn from notifications made through the incident reporting portal.<sup>99</sup> The portal facilitates incident updates<sup>100</sup> while the matter is in progress. Once the incident has concluded, and the root cause analysis has been completed, the incident report can then be closed by the provider concerned.

This information facilitates ComReg in actively monitoring trends, including but not limited to the type and occurrence of incidents and informs further investigation as required.

The annual summary report on security incidents in Ireland provided to ENISA, was lodged with ENISA on 11 February 2023. A summary of the major incidents experienced during 2023 is outlined below.

### Overview of incidents reported to ENISA

The main highlights of the 2023 Annual Summary Report to ENISA are as follows (also see Figure 13):

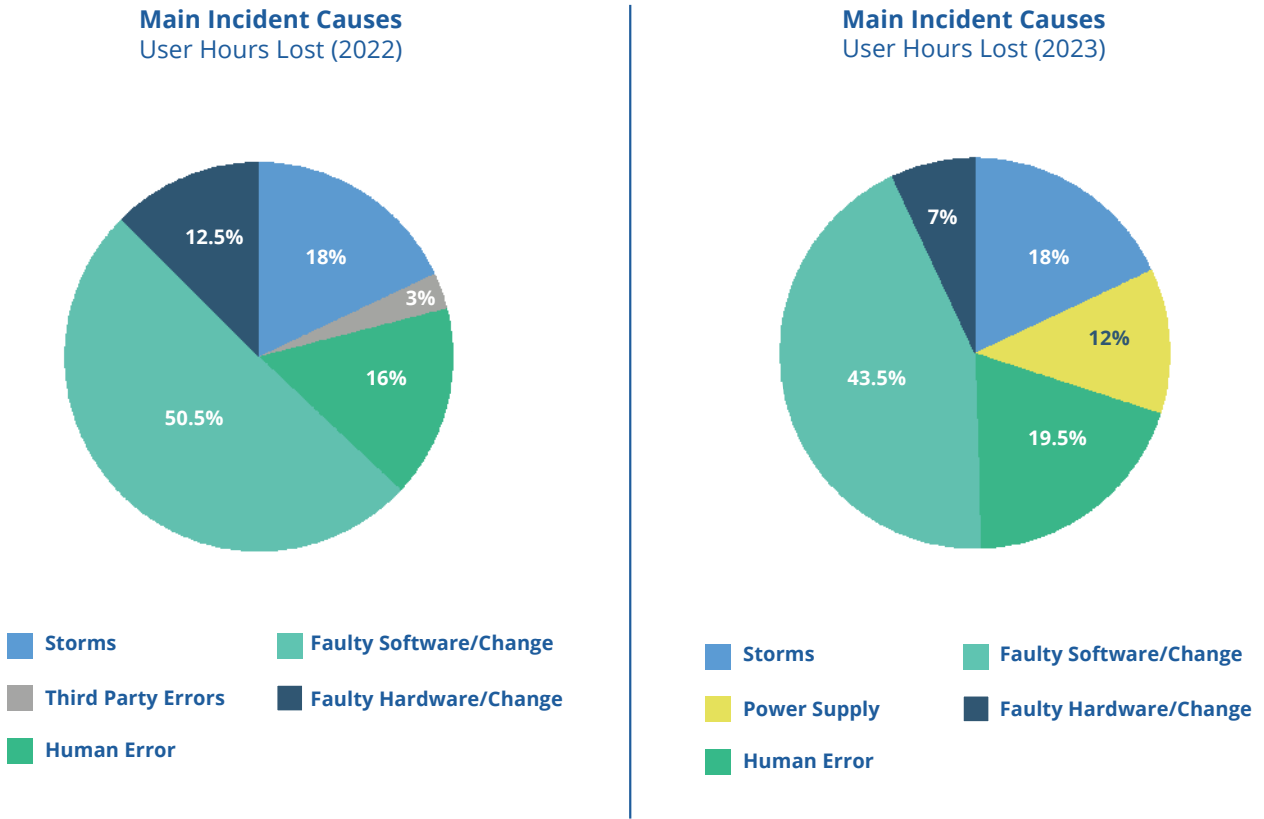
- In all, sixteen incidents were reported to ComReg in 2023, compared to twelve in 2022, with a total number of 22,818,885 User Hours lost;
- Of these incidents, four that were weather related and included: the extended cold period of 09-10 March 2023; Storms Agnes; Betty; and Debby. The overall number of User Hours lost to weather related security incidents amounts to 4,675,138. These storms significantly impacted Electronic Communications Networks and Services ("ECN" and "ECS") during 2023, compared to the previous 2022 reporting period, that had none. This also goes some way to explaining the increase in reportable security incidents.
- A single security incident was of a malicious nature and involved a ransomware attack, in a third country. This affected a provider's Business Support Systems across several Member States ("MS"). The availability of the network concerned remained unaffected in Ireland.

98. Network Incidents <https://www.comreg.ie/industry/electronic-communications/compliance-enforcement/network-incidents/>

99. ComReg eLicensing <https://www.elicensing.comreg.ie/login.aspx>

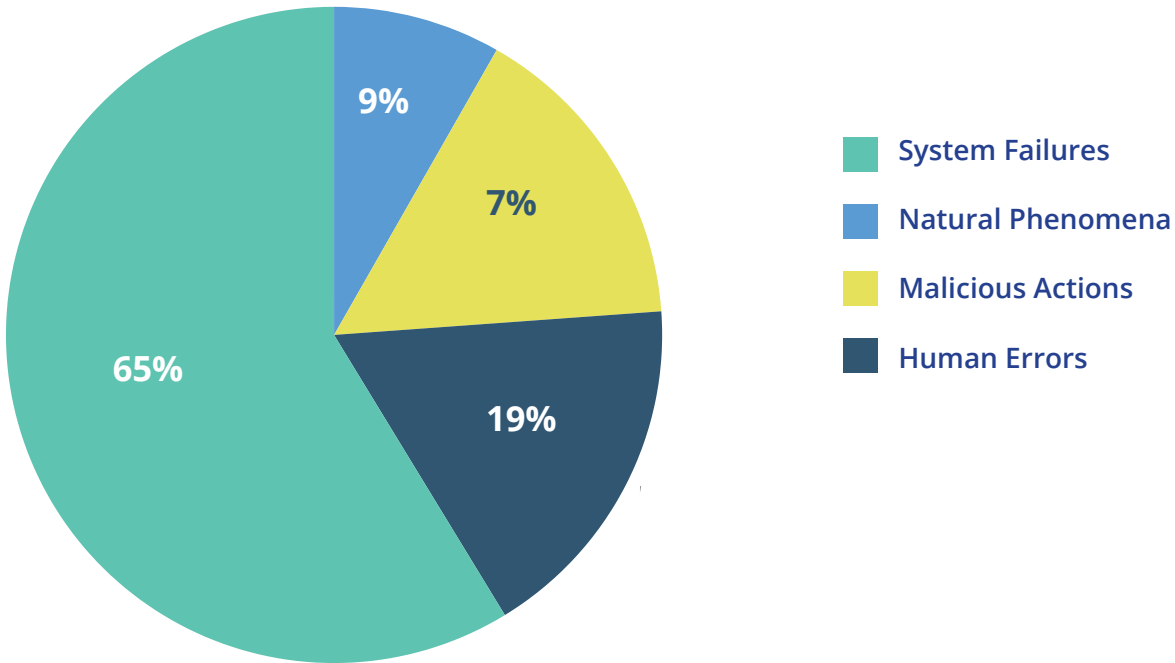
100. ComReg 24/41 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

**Figure 13: Comparison of security incidents reported to ComReg for 2022-2023**



Once again, the main cause of significant security incidents during 2023 was software related; be that faulty software or software bugs. Software related matters have featured frequently in prior years. Notably, this is not an Irish specific phenomena; figures from ENISA show the average for this category over the last ten years across all member states was 64% of all reported incidents as illustrated below.

**Figure 14: Nature of Security Incidents Across all MS, 10 Year Average 2013-2023**  
(Source: ENISA)



With this in mind and noting recent events on the 19 June 2024<sup>101</sup> (not related to the sectors it regulates); ComReg is of the view that these type of security incidents could be better mitigated against by:

- Improving testing, industry-wide, by both vendors and providers, of software and hardware;
- The presence of appropriately experienced staff, during swap-outs or upgrades; and
- Clearer escalation and timely roll-back procedures.

In general, ComReg notes that mobile, radio and overhead copper networks tend to be more prone to the effects of adverse weather, (wind damage, ice, and heavy rain); while fixed underground plant tends generally to be more vulnerable to flooding, caused by storm surges and heavy rain. Such adverse effects can be usefully mitigated against by using equipment and enclosures that have an appropriate Ingress Protection (“IP”) rating and maintenance of seals following repairs, in case of water ingress. In the case of mechanical damage to cables, adequate pruning of overhanging vegetation can mitigate against this.

101. CrowdStrike bug in quality-control process led to crash (rte.ie) <https://www.rte.ie/news/business/2024/0725/1461685-crowdstrikes-software-bug/>

ComReg further notes, that all security incidents have both an economic cost,<sup>102</sup> in terms of the loss of services, impacting productivity and commerce; as well as a societal cost, limiting communications options for the citizens of the state. With the increasing reliance on communications services for uses such as remote working, this is a matter of concern.

### Nuisance Communications

Irish society and its economy are heavily reliant on telecommunications technology. Nuisance communications, otherwise known as scam calls and texts, are a scourge causing significant financial and economic damage to victims in all sectors of Irish society including consumers, businesses, and public bodies. This blight also results in significant stress and anxiety, particularly to those most vulnerable who often rely on their phone as their main means of staying connected with friends and loved ones.

Many Irish consumers no longer trust the number displayed on their ringing phone, or the Sender ID (identification) on their text message. A Behaviour & Attitudes survey commissioned by ComReg offers a disturbing picture of how trust in calls and texts has deteriorated. For example:

**HALF OF ALL  
CONSUMERS**

now require some confirmation of the legitimacy from the caller or sender of a text or they will cease the voice or text exchange.

Over  
**40%**

of consumers that **use SMS services**<sup>103</sup> **have lost trust** in this form of communication and increasingly pay less attention to it.

**1 in 4**

consumers pay no attention at all to SMS messages they receive.

Over  
**90%**

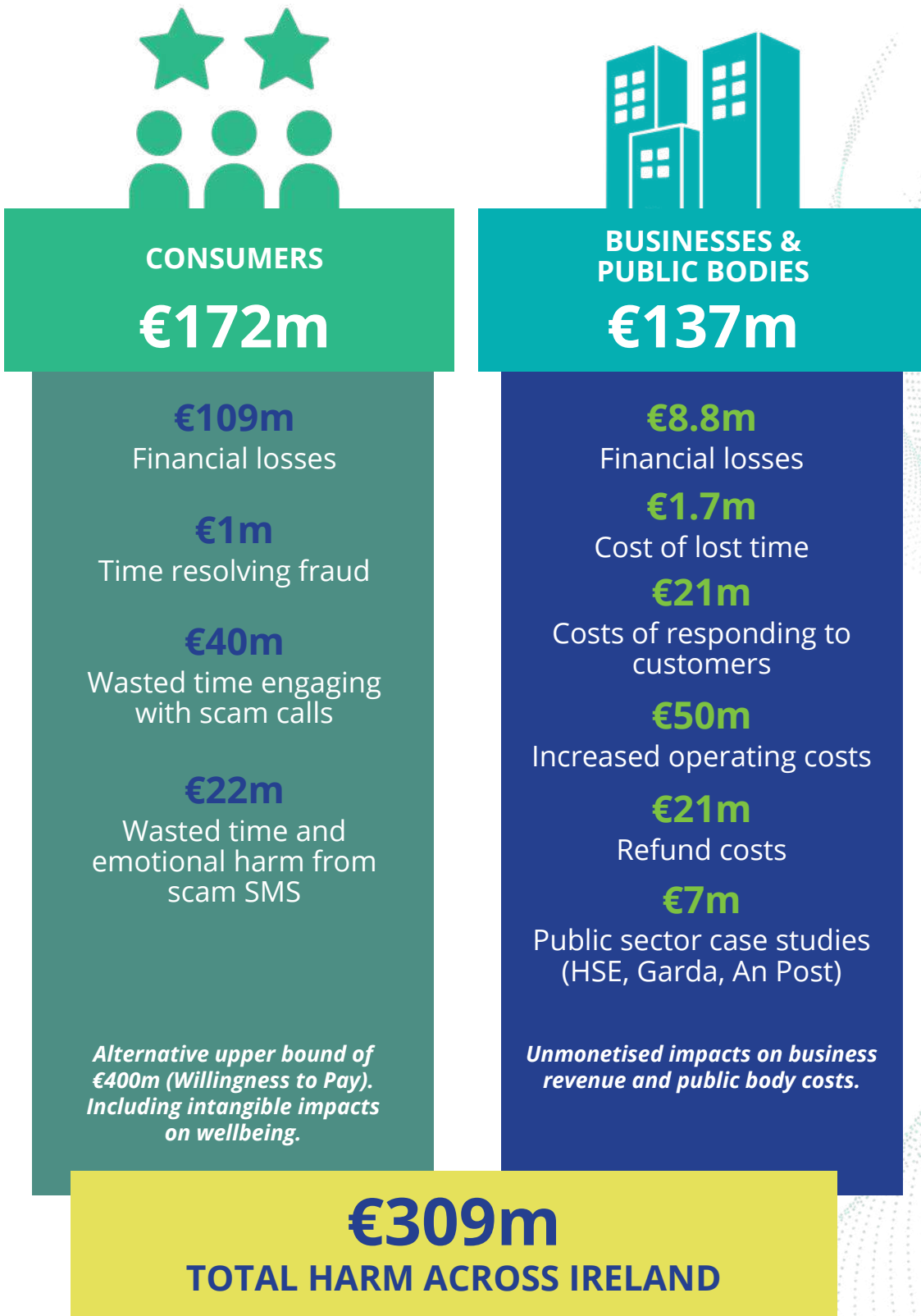
of adults in Ireland have received a scam call to their mobile phone in the last year. **84% have received some form of scam text.**

102. ComReg commissioned the consultants DotEcon to provide a foundational report on the Economic and Societal Impacts of Network Incidents, see ComReg Document No. 23/59 for further insights on the economic impact of incidents in Ireland.

103. Such services include information/reminders about health appointments, banking and utility bill.

ComReg also commissioned Europe Economics to estimate the extent of the harm caused by nuisance communications. Overall, the total quantifiable harm to Irish society arising from nuisance communications is conservatively estimated at over **€300 million per annum** which is captured below.

Figure 15: Annual Harm Done by Nuisance Communications



## Industry Taskforce and Public Consultation

Telecom end-users, civil society, and governments are rightly concerned by this matter. ComReg sought to work with the industry it regulates to identify and deploy a series of interventions to combat this now everyday menace. To this end, ComReg established an industry wide taskforce called the Nuisance Communications Industry Taskforce (NCIT).

The NCIT ran from February 2022 until its final meeting in May 2024. It was a voluntary cross-industry initiative comprised of ComReg and 17 operators covering 100% of Irish mobile traffic and 90% of fixed PSTN traffic.

The primary focus of the NCIT was restoring trust in the communications network by coming up with practical, workable, network-based interventions to mitigate the damaging effects of scam calls and texts on Irish consumers and society.

Several practical interventions were identified by the NCIT and formed part of those that received regulatory underpinning on foot of a public consultation which resulted in the publication of ComReg 24/24<sup>104</sup> in April 2024 and following Decision Instruments (DIs):

- Do Not Originate (DNO) – D09/24
- Protected Numbers (PN) – D10/24
- Fixed CLI call blocking – D11/24
- Mobile CLI call blocking – D12/24
- Voice Fire-Wall – D13/24
- SMS SenderID Registry – D14/24
- Update to ComReg’s Numbering Conditions of Use – D15/24

The interventions described in these DIs will curtail scam calls and texts, restoring trust in those services, and have the added bonus of safeguarding operators’ commercial interests by being able to offer services and networks worthy of consumers’ trust. Regulatory underpinning is essential to ensure compliance with these interventions by the entire industry.<sup>105</sup>

Each DI has a specific target date for operator deployment. To assist industry meet these deadlines ComReg established the Nuisance Communications Industry Forum (“NCIF”) in June 2024 with the primary aim of providing guidance to industry, ensuring the successful implementation of the Decision Instruments. The NCIF will specifically:

- Progress through each DI
- Agree objectives
- Prepare detailed implementation project plans
- Co-ordinate industry’s efforts to meet deliverables
- Oversee intervention launch; and
- Monitor progress.

The NCIF will also consider other matters as they relate to scam calls and texts to address emerging or remaining gaps that scammers could exploit, including measures that result from the SMS Scam Filter consultation that ComReg will publish in Q3 2024.

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104. ComReg 24/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

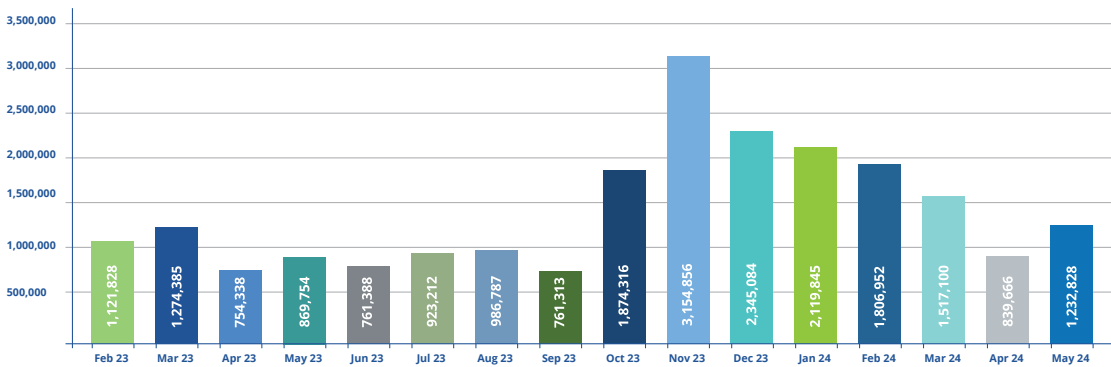
105. Presentation CLI – Calling Line Identification, the number presented or displayed to the person receiving the phone call. This may or may not be the same as the Network CLI of the calling party.

## Metrics

No data was gathered on the incidence of SMS and Voice scams in Ireland prior to the establishment of the NCIT; this is not surprising as networks were simply not designed to detect bogus traffic.

These metrics will be used as a means of gauging the effectiveness of the mandated interventions, help scale the problem and drive continuous improvement. Figure 16 shows the monthly number of calls blocked by the voice interventions put in place by reporting operators.

**Figure 16: Blocked scam calls as reported by some operators - Blocked Calls DNO/PN/F-CLI**



The work of operators has begun to have real impact with the monthly number of scam calls blocked increasing markedly as more operators implement the mandated interventions. Participating operators report having blocked over 12 million scam calls in 2023. For reference, Europe Economics estimated in ComReg Document 23/52a that Irish consumers received over 59 million calls in 2022.

## Additional Information

All published material (Information Notices, Consultation responses etc) can be found on ComReg’s dedicated page.<sup>107</sup> Some examples of this published material are shown in Figure 17.

106. ComReg 23/52a [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

Figure 17: Example of ComReg published material on nuisance communications



Nuisance Communications is of course a global blight and in no way unique to Ireland. Many countries are experiencing an upturn in communications-based scams and frauds. ComReg has and will continue to liaise directly with other NRAs,<sup>108</sup> including those in the United States, Canada, Australia and the UK to share information and experiences and discover how other jurisdictions are dealing with this scourge. The NRAs ComReg has engaged with are shown in Figure 18 below. This programme of engagement has proven extremely useful in gaining perspective on the problems facing other regulators, as well as identifying further potential interventions to address them.

Figure 18: ComReg’s engagement with other NRAs on nuisance communications



107. <https://www.comreg.ie/industry/electronic-communications/nuisance-communications/>

108. National Regulatory Authority - Government agency tasked with implementing and monitoring telecommunications legislation.

Nuisance communications in whatever form – spoofing, scams, phishing, smishing, fraud, etc., will continue to evolve and pervade. Consequently, there remains a need for ComReg and industry to meet these evolving threats.

### **Mobile User Experience – Outdoor Mobile Coverage Mapping**

ComReg applies independent engineering calculations to the network data received from mobile network operators (MNOs). These calculations are then calibrated using a series of real-world Continuous Wave (CW) measurements and targeted drive tests, at several locations throughout Ireland. Following calibration, the outdoor coverage map predictions for 2G/3G/4G & 5G technologies are generated in ComReg’s radio planning tool, Atoll, and released via the ComReg website.<sup>109</sup> The analysis of the outdoor coverage predictions also inform ComReg’s ongoing management of the radio spectrum.

ComReg is one of the very first National Regulatory Authorities (NRA) to make 5G coverage information available via its consumer facing mapping tools.

### **Managing the National Telecommunications Numbering Scheme**

ComReg manages the National Telecommunications Numbering Scheme in Ireland. This encompasses geographic numbers, non-geographic numbers, mobile numbers, premium rate service numbers, short codes, and network codes. Telephone numbers and codes are essential to the provision of electronic communications networks and services. They enable the effective routing of national and international communications and support the proper functioning of billing and settlement regimes. Numbers are also used by some online services to identify or authenticate users.

From a consumer perspective, numbers provide information to the caller on the service called, the price of the call, and, in some cases, the location of the called party. For the called party, numbers in the form of Calling Line Identification (CLI) provide information on the identity of the caller.

ComReg must ensure that numbers are managed effectively and used efficiently, and are not misused in any way. ComReg manages the ongoing assignment of numbers to operators and must ensure the continued availability of numbers both for new entrants and for end users. Increasingly, ComReg provides numbers to cloud communications service providers for new and innovative services, and to allow competition to flourish. In parallel, we must ensure that consumers are protected, and numbers and CLI can be trusted.

As highlighted in the section above on nuisance communications, Irish consumers have lost trust in CLI, and indeed many have stopped answering calls from unknown numbers. In the main, this is because scammers (mainly but not exclusively from overseas) have been ‘spoofing’ Irish CLIs to fool Irish citizens into thinking their calls are from Irish landline numbers or Irish mobile numbers, since such calls are more likely to be answered. Scammers sometimes also spoof numbers used by the organisations they claim to be representing (e.g. a bank) in order to give their calls added credibility. The societal and economic harm of this loss of trust and the resultant unanswered calls and ignored texts is enormous. Some of the interventions mandated by ComReg in Document 24/24 have been designed to address the CLI spoofing problem, but other measures are also needed to help restore trust.

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109. <https://coveragemap.comreg.ie/map>

## Know Your Customer (KYC) Guidelines

Scammers also use cloud communications services to gain access to legitimate Irish numbers and increasingly use unregistered Irish SIMs to make and receive scam calls and to send scam SMS.

In response, ComReg is currently consulting on guidelines for best practice operator Know Your Customer (KYC) processes (see ComReg Document 24/24c<sup>110</sup>), which includes guidelines for mobile operators for SIM registration.

These proposals set out the minimum KYC checks that ComReg suggests operators should carry out when providing numbers and SIMs to customers. In addition to proposed checks prior to providing numbers, ComReg also proposes that operators have processes to monitor compliance, assess number misuse and respond to such misuse. Although the proposed guidelines are discretionary, operators are encouraged to implement the suggested processes to reduce the risk of scammers being provided with numbers and SIMs. Following consultation, ComReg will publish finalised KYC guidelines as a standalone reference document that can be updated as best practice KYC evolves.

Future number management work will further focus on working with operators to ensure their Know Your Customer (KYC) procedures are adequate to prevent numbers and SIMs falling into the hands of scammers, given the continuing scourge of nuisance communications.

## Updated Numbering Conditions of Use

ComReg's Numbering Conditions of Use detail the rules for number use and eligibility criteria for number holders. These conditions and eligibility criteria protect consumers and promote competition by ensuring operators have equal access to numbering resources.

The Numbering Conditions of Use are updated regularly to take account of the latest market and legislative developments. The most recent review was commenced in June 2023, as part of ComReg's consultation on Nuisance Communications (Document 23/52<sup>111</sup>). As highlighted above, scam calls often misuse or 'spoof' CLI, so that a review and update of the Numbering Conditions of Use in respect of CLI was required, highlighting in particular that operators who originate calls in Ireland must ensure the validity of CLIs used by their customers.

In addition, and in response to the upsurge in SMS based scams that use fake SMS Sender IDs, ComReg proposed to include SMS Sender IDs as part of the National Numbering Plan and to introduce and operate an SMS Sender ID Protection Registry as an intervention to combat scam SMS traffic.

This review and update is completed and ComReg published revised Numbering Conditions of use (ComReg Document 15/136R4<sup>112</sup>) in April 2024. In addition, ComReg is now building an SMS Sender ID Protection Registry and will begin registration of Sender IDs in early 2025.

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110. ComReg 24/24c [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

111. ComReg 24/52 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

112. ComReg 15/136R4 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Protected Numbers and Do Not Originate (DNO) Lists

In mid-2022, the Nuisance Communications Industry Taskforce (NCIT) agreed specifications for initial interventions to address scam calls that use spoofed CLIs. These interventions have subsequently been mandated by ComReg (Document 24/24).

One of the interventions is the implementation by operators of a Do Not Originate (DNO) list. As mentioned above, fraudsters often spoof the number of a legitimate business, for example trusted Irish companies such as banks and state agencies, when calling potential victims. The DNO list refers to telephone numbers assigned to organisations which are never used for outgoing calls. Consequently, any outgoing calls on these numbers are spoofed and therefore should be blocked.

ComReg continues to promote the DNO list on its website and manages applications from organisations to be added to the list and the monthly distribution of the revised DNO list to operators. ComReg also manages the collation of DNO call blocking metrics from operators.

A second intervention agreed by NCIT and also subsequently mandated by ComReg is the Protected Numbers (PN) list. Protected Numbers are numbers that are not assigned by ComReg and are not expected to be assigned in the near future. Therefore, calls purporting to come from these numbers may be considered as scam calls and so must be blocked by operators.

ComReg's Numbering team also manages the ongoing development and distribution of the PN list to operators, who also provide call blocking metrics to ComReg on a monthly basis for this intervention.

The DNO and PN lists have been implemented by all major operators, with the balance of operators required to implement by October 2024, and these interventions continue to protect consumers who be targeted by these particular scams.

### Promoting Over-the-Air Provisioning and eSIM

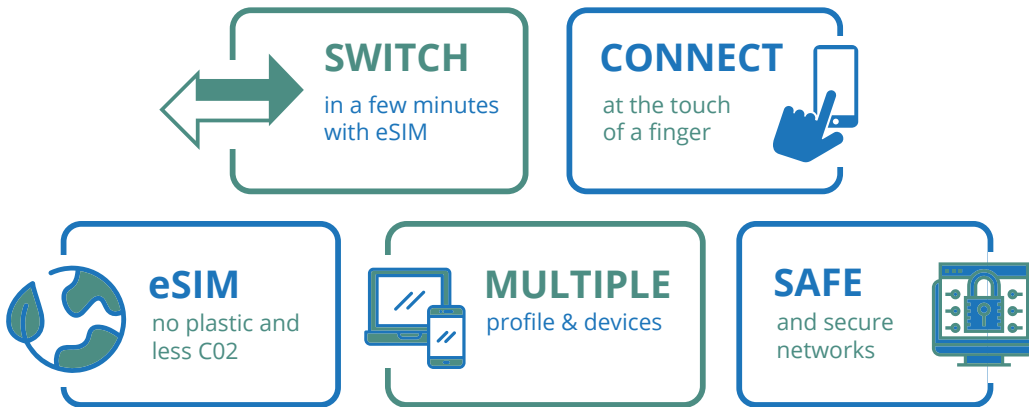
ComReg is required<sup>113</sup> to promote over-the-air (OTA) provisioning to facilitate provider switching for mobile phone consumers. OTA provisioning relies on 'embedded' SIM (eSIM) technology.

Fully digital OTA customer sign-up and switching between operators will enable consumers to switch between operators in minutes. Other benefits of OTA and eSIM include the ability for consumers to download temporary local profiles when they are roaming abroad. This is particularly important when roaming beyond the EU, where Roam Like at Home (RLAH) obligations do not apply, and consumers often face large bills on their return home. Such temporary local profiles could ensure that consumers can benefit from more reasonable locally applicable tariffs. Further benefits of eSIM are highlighted in Figure 19.

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113. Regulation 79(16) of S.I. No. 444/2022 - European Union (Electronic Communications Code) Regulations 2022.

**Figure 19: The Benefits of eSIM and OTA Provisioning**



ComReg has been working with MNOs and other industry stakeholders to implement the actions outlined in ComReg’s published strategy to promote OTA provisioning (Document 22/48a). At time of writing, two out of the three mobile network operators had launched their OTA processes, and these are being tested by Analysys Mason, on ComReg’s behalf. This work is ongoing and ComReg expects to publish Analysys Mason’s report later in 2024 alongside an accompanying Information Notice.

ComReg commissioned the consultants DotEcon and Analysys Mason to undertake a foundational study in this area and this has been published as ComReg Document 23/59a.<sup>114</sup>

The DotEcon and Analysys Mason study has seven key findings:

- Network incidents can happen for a variety of reasons.
- There are no typical outages and outages vary across the population.
- While network incidents are rare, some consumers are impacted more than others.
- Additional investment could be justified but would be difficult to target.
- Using a back-up service may fail to alleviate network incidents when they arise.
- Operators are limited in the extent to which they can repair large scale incidents.

Most consumers consider price, speed and coverage to be more important than reliability when choosing a provider.

114. ComReg 23/59a [www.comreg.ie/publications](http://www.comreg.ie/publications)

## Section 7

# Market Analysis and Pricing

### Connectivity and Roll Out of Very High-Capacity Networks

The Electronic Communications Code Directive setting out the European common regulatory framework for the regulation of electronic communications was transposed in Ireland by the European Union (Electronic Communications Code) Regulations 2022 (SI 444 of 2022) (“EECC Regulations”). The ECC Regulations, which came into force in June 2023, introduced as a key objective for ComReg the promotion of connectivity and access to, and take-up of, very-high-capacity networks, including fixed, mobile and wireless networks, by all consumers and businesses in the State. Other objectives continue to apply including the promotion of competition in the provision of electronic communications networks and associated facilities, including efficient-infrastructure based competition, and in the provision of electronic communications services and associated services. These objectives have been central to ComReg’s approach to wholesale regulation.

To achieve these objectives, the EECC Regulations maintain as the main regulatory tool the principle of asymmetric regulation whereby an operator found with significant market power (“SMP”) on a relevant market which displays high barriers to entry and shows no tendency towards effective competition in a five year time horizon, is subject to obligations designed to introduce, protect and enhance competition to the benefit of end-users. It is a guiding principle of the common regulatory framework that SMP obligations are reviewed on a regular basis and are imposed at the wholesale level, and that obligations are imposed at the retail level only where obligations at the wholesale level are insufficient to address competition issues on retail markets. As of June 2024, four markets were subject to SMP regulation in Ireland (see below). There are no longer any retail markets in Ireland which are subject to SMP regulation.

The EECC Regulations also introduced, with the view to facilitating and enhancing effective competition, new regulatory concepts including in particular the possibility to replace entirely or in part SMP obligations by voluntary commitments, which ComReg makes binding, and the imposition by ComReg of requirements, irrespective of a position of SMP, to provide access to wiring and cables and associated facilities inside buildings or up to a point as determined by ComReg. In February 2024, ComReg published for consultation draft guidelines on voluntary commitments by an SMP operator setting out the procedures which would apply for the offering and review of commitments in relation to conditions for access, co-investment, or both, applicable to the SMP operator’s network, including commitments in the context of voluntary separation of its business.<sup>115</sup> The consultation closed in March 2024 and, having considered responses, ComReg issued final guidelines in September 2024.<sup>116</sup> In June 2024, ComReg published a call for input in respect of measures to consider for facilitating network deployment through infrastructure sharing<sup>117</sup> having regard to ComReg’s powers under the EECC Regulations. The period for submissions closed in September 2024 and consideration of the submissions received is ongoing.

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115. ComReg 24/08 [www.comreg.ie/publications](http://www.comreg.ie/publications)

116. ComReg 24/74 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

117. ComReg 24/47 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Mapping and Data

ComReg also gained new responsibilities and powers under the EECC Regulations with respect to the conduct of geographical surveys of broadband network deployments. The data obtained for this purpose is used to inform a range of regulatory functions, including the conduct of market analyses, universal service obligations and the provision of information tools for consumers to check availability of broadband. ComReg is also required to supply the results of the geographic survey to the Minister for Communications. Since the entry into force of the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023, the Minister may request ComReg to advise him or her on matters relating to the electronic communications market and matters relating to the functions of the Commission, and also to provide him or her with information that the Minister considers may assist him or her in the formulation of policy relating to electronic communications networks and services and associated facilities.

For the purposes of its market reviews and other regulatory functions, ComReg gathers information from service providers using its statutory information gathering powers. ComReg's multi-annual data gathering transformation project has led to further improvements in systems and procedures enabling a more effective and efficient gathering of granular information including in the past year information gathered with respect to revenue information and other indicators for leased line and broadband services. Notwithstanding some difficulties encountered with service providers' data accuracy that led to revisions of published information, there has been a very welcome level of engagement generally.

## SMP Regulation of Wholesale Markets

Prior to imposing SMP-based obligations, ComReg must firstly define what markets are potentially within the scope of regulation having regard to the European Commission's 2020 Recommendation on relevant markets that are susceptible to ex ante regulation. Having defined the relevant market, ComReg must assess whether any company has Significant Market Power (SMP) within that market, a concept akin to that of dominance under competition law. If a company does have SMP, ComReg must impose at least one remedy (or obligation) to ameliorate the likely effect of identified competition problems having regard to their impact on competition and consumers. For example, ComReg may require an SMP operator to open up access to its network to competitors at the wholesale level, with such access subject to price controls. ComReg is required under European law to notify the European Commission of its draft decisions with respect to its market analysis, and the European Commission may comment on such draft measures, and in some cases may block their implementation. Regulated markets are reviewed from time to time under this market analysis process.

As of June 2024, the following markets are subject to SMP regulation.

The Physical Infrastructure Access Market ("PIA");

The Wholesale Local Access Market ("WLA");

Wholesale High Quality Access Market ((High Capacity business circuits) ("WHQA"); and  
The Wholesale Broadcast Transmission Markets ("WBT").

During the year, ComReg completed its analysis of three markets and issued decisions regulating the PIA and WLA Markets. The Wholesale Central Access Markets (“WCA”) were deregulated and SMP obligations removed in January 2024.

As of June 2024, reviews were ongoing in respect of the WDC and WBT markets.

## Physical Infrastructure Access (PIA) market

This relates to the supply of telecoms specific duct and pole infrastructure which can be used by service providers to support the roll-out of high-speed fibre networks, ultimately facilitating the provision of a range of downstream wholesale and retail services, including high speed broadband. In January 2024 ComReg published Decision D03/24<sup>118</sup> in which it designated Eircom Limited t/a Eir and Open eir (“Eircom”) as having SMP in the PIA market on a national basis and imposed various obligations. In defining a separate market for PIA for the first time, ComReg was mindful of the desirability of applying SMP regulation as far upstream in the telecommunications value chain as possible and facilitating, in time where appropriate, reducing or potentially eliminating the need for SMP regulation in downstream markets. Until then, access to Eircom’s ducts and poles had been governed by ComReg’s 2018 decision in respect of WLA, Decision D10/18.<sup>119</sup>

In Decision D03/24 ComReg considered the implications of the transfer by Eircom of its physical infrastructure outside the National Broadband Plan footprint to Fibre Network Ireland Limited (FNI), a joint venture company in which Eircom owns 49.99% of shares and investment company Infravia Capital Partners, 50.01%. At the time of the transaction ComReg had found that Regulation 15 of the Access Regulations 2011 (SI 334 of 2011) (since replaced by the ECC Regulations 2022 (SI 444 of 2022)) had been triggered as the transaction involved an intention by Eircom, as an operator with SMP, “...to transfer [its] local access network assets or a substantial part thereof to a separate legal entity under different ownership, or to establish a separate business entity in order to provide to all retail providers, including its own retail divisions, fully equivalent access products” and undertakings as regards continued compliance with existing SMP obligations were given by Eircom to ComReg. In Decision D03/24 ComReg concluded that it was appropriate to treat the physical infrastructure owned by FNI and that owned by Eircom as one physical infrastructure network, the operation and management of which is effectively under Eircom’s control.

Decision D03/24 requires Eircom to provide access to its ducts and poles nationally on a non-discriminatory basis at efficient cost-based prices. A notable change in approach from Decision D10/18 is the obligation on Eircom to provide a number of options to access seekers in respect of the timing of payments for access. It is now possible for access seekers to pay for certain types of access up front with a consequent reduction in ongoing rentals. This can be helpful for the investment case for both Eircom and access seekers. ComReg also mandated several new ways to access Eircom’s duct network which had proved necessary in light of experience since the last decision in 2018. The obligations also included the provision of information to its wholesale customers of information about its duct and pole network, and an obligation to provide SLAs. A separate decision, Decision D04/24,<sup>120</sup> requires Eircom to monitor its

118. ComReg Decision D03/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

119. ComReg Decision D10/18 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

120. ComReg Decision D04/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

performance in providing PIA by reference to a series of key performance indicators (“KPIs”) and to publish same. This helps ComReg, inter alia, ensure that access is in fact being offered on a non-discriminatory basis.

These new PIA remedies have been designed with a view to enabling access seekers climb the ladder of investment through the deployment of their own network by re-using Eircom’s existing infrastructure. This is intended to make such network rollouts more efficient, thus enhancing competition and advancing the speed and reach of full fibre to the home (FTTH) deployment in Ireland.

## Wholesale Local Access (WLA) Market

The WLA market is a wholesale market whereby a retail service provider (“RSP”) can rent broadband capacity from a network operator and take handover of the associated traffic at or near the local exchange (i.e. locally). This enables an RSP, combining this service with its own network, to offer an end-to-end broadband service to consumers, businesses or other operators. In January 2024 ComReg published Decision D05/24 which found that Eircom continued to have SMP in this market and requires Eircom to provide other service providers with access to next generation wholesale broadband services at regulated prices.<sup>121</sup>

Key obligations include provision of access to Wholesale Virtual Unbundled Access over both Fibre to the Cabinet and Fibre to the Home network configurations on a non-discriminatory basis. Various supporting obligations were also imposed including an obligation to provide SLAs to access seeker and to provide certain KPIs to ComReg. Mindful of its obligations to support competition while also to encourage Very High Capacity Network (VHCN) roll out, ComReg designed price remedies to achieve these objectives. Accordingly, a substantial degree of price flexibility was provided for FTTH services subject only to Eircom avoiding setting prices so low as to foreclose competing investment (price floor) while also avoiding setting prices so high that RSPs could not compete in retail markets (margin squeeze).<sup>122</sup> A ban on wholesale volume discounts imposed in 2018<sup>123</sup> was removed allowing Eircom to introduce wholesale discounts and promotions subject to prior approval of any such schemes by ComReg.

During the year, ComReg considered several proposals for such wholesale discount schemes by Eircom.

On 26 October 2023 ComReg issued a direction requiring Eircom to refrain from introducing two wholesale discounts for regulated wholesale broadband products in light of the prohibition then in place and what it considered the anti-competitive nature of their construction. Eircom appealed that direction to the High Court on 22 November 2023<sup>124</sup> but subsequently consented to the appeal being struck out in March 2024.<sup>125</sup> On 23 February 2024, Eircom submitted an FTTH Wholesale Discount scheme (Wholesale Notification No 2024-010) to ComReg. ComReg published Consultation 24/38<sup>126</sup> in respect of its assessment of the proposal on 24 May 2024. It published its final decision

121. ComReg 24/07, Decision D05/24, [www.comreg.ie/publications](http://www.comreg.ie/publications)

122. The price control imposed in Decision D05/24 built on ComReg’s Decision D11/21 whereby ComReg adopted an Access Network Model for the setting of certain wholesale prices. The ANM Decision was appealed by Eircom to the High Court (Eircom v ComReg, High Court, Record No. 2022/12 MCA. The appeal was heard in July 2022 and judgment is awaited.

123. ComReg 18/95, Decision D11/18, [www.comreg.ie/publications](http://www.comreg.ie/publications)

124. Eircom v ComReg, High Court, Record No 2023/395.

125. Following the publication of ComReg Decision D05/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/) in January 2024 which relaxed the ban on wholesale discounts and promotions.

126. ComReg 24/38 [www.comreg.ie/publications](http://www.comreg.ie/publications)

on 30 August 2024 in which it withheld approval to proceed based on concerns about the scheme's likely impact on competition.<sup>127</sup> Another scheme which had been notified by Eircom around that time was approved.

### **Wholesale Central Access (WCA) Market**

The WCA market is similar to WLA except that traffic handover takes place at a small number of central locations. This allows operators with limited network coverage to provide an end to end broadband service to consumers.

In 2018 ComReg had found that Eircom had SMP in this market in regional, less densely premised areas. In Decision D05/24 ComReg found that Eircom no longer had SMP and the market could be fully de-regulated, having regard to regulation of the upstream WLA market and the expansion of other operators' networks, including NBI's being rolled out under the National Broadband Scheme. As a consequence, all regulation was removed for this market subject to a sunset period.

### **Wholesale High Quality Access (WHQA) Market**

WHQA is the provision on a wholesale basis of high quality high capacity bandwidth for business use. Normally the service is symmetric, that is to say the same speeds are available in both directions (as compared to most consumer broadband products which generally offer higher download speeds than upload speeds). Capacity is usually guaranteed and dedicated to one customer and service levels are usually underpinned by high quality service level agreements.

As of June 2024 this market is regulated under ComReg's 2020 decision, Decision D03/20 which found that Eircom had SMP in certain regional areas. Obligations include obligations to provide wholesale access to certain services on a non-discriminatory basis at prices that reflect their efficient cost of provision.

A fresh review of this market was underway as of June 2024 with a consultation scheduled for late 2024 and a final decision due for late 2025.

### **Wholesale Broadband Transmission (WBT) Market**

WBT is the provision on a wholesale basis of broadcast capacity for the purposes of radio and television services. ComReg has identified two submarkets in both of which RTÉ and its subsidiary 2RN are the sole providers in Ireland. These are access to the physical network of towers and masts owned by 2RN ("WBT Market A"), and access to DTT multiplexes owned by RTÉ ("WBT Market B"). In both cases obligation on 2RN and RTÉ include the provision of wholesale access on a non-discriminatory basis at prices that reflect their efficient cost of provision.

This market was also under review as of June 2024 with a consultation on proposed findings due in late 2024 and a decision due in late 2025.

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127. On 31 May 2024, Eircom notified an FTTH promotion referred to as Wholesale Notification 2024-021 ('WN2024-021') to ComReg. As the FTTH promotion WN2024-021 could also apply for part of the time that the discount scheme WN2024-010 may be operational, ComReg issued a further Consultation 24/57 [www.comreg.ie/publications/](http://www.comreg.ie/publications/) on 5 July 2024 which closed on 19 July 2024. On 30 August 2024 ComReg published Decision D20/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/) not approving WN2024-010 and also published Decision D21/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/) approving WN2024-021.

## Copper Switch Off (CSO)

In March 2022, ComReg issued a consultation into the migration from copper networks to modern infrastructure (Copper Switch-Off (CSO)). In November 2023, ComReg issued Decision D09/23<sup>128</sup> which sets out the framework with which Eircom must comply before Eircom may withdraw copper-based telecommunication services and switch-off its copper network, on a per exchange basis. The first step in the mandated process is for Eircom to submit a Switch-Off Proposal to ComReg for its approval. No such proposal has yet been made by Eircom.

## Weighted Average Cost of Capital (WACC)

Where ComReg intervenes to set prices based on cost it must allow the operator in question a reasonable return in order that it can finance its activities. This is achieved by specifying an efficient rate of return relative to the amount of capital allocated to a particular market known as a return on capital employed. This is estimated by calculating a Weighted Average Cost of Capital which is an average cost of funding a business taking its debt/equity funding structure into account.

ComReg published a Decision in October 2020<sup>129</sup> on the Weighted Average Cost of Capital (WACC) in the mobile, fixed line and broadcasting sectors to be used for the purpose of price control obligations imposed on SMP operators. As set out in the October 2020 Decision (the WACC Decision), ComReg recalculates the WACC for each sector annually and, each year on or before 30 June publishes, by way of an Information Notice, updated WACC values. An Information Notice was published in June 2024 with the 2024 WACC Annual Update<sup>130</sup> and the updated values will be applied in any forthcoming price reviews. The 2025 WACC Annual Update will be published in Q2 2025.

## Market Monitoring and Compliance

Compliance by Eircom with its SMP obligations is monitored in a number of ways including through prior notification requirements applying to all changes made by Eircom to published documentation for Regulated Access Products (RAPs) and changes to systems and procedures. ComReg gives particular attention to the monitoring of the ongoing build out of wholesale fibre networks by Eircom, Siro, Virgin Media and NBI, which all utilise PIA RAPs from Eircom.

During the period, ComReg has continued to participate in the Eircom-hosted monthly Product Development Workshop and to host the Industry Engagement Forum (IEF) which was relaunched in 2020 under an external Chairperson. PIA related RAPs were the focus of the forum in 2023/24 continuing a trend that has been ongoing for a number of years. In June 2024 a procurement process was initiated to continue the IEF chairing arrangement for an additional two years.

In June 2021 ComReg had issued a direction to Eircom, corrected in October 2021, mandating Eircom, as part of the obligations imposed by Decision D10/18, to provide a Duct Access product known as Sub-Duct Self-Install. Eircom appealed ComReg's

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128. ComReg 20/96, Decision D09/20 [www.comreg.ie/publications](http://www.comreg.ie/publications)

129. ComReg 20/96, Decision D10/20 [www.comreg.ie/publications](http://www.comreg.ie/publications)

130. ComReg 24/49 [www.comreg.ie/publications](http://www.comreg.ie/publications)

direction to the High Court<sup>131</sup> and Eircom's appeal was heard in July 2022. In May 2024, following the adoption of the PIA Decision which mandates Eircom to provide a Sub-Duct Self-Install product, Eircom's appeal was struck out by the High Court on consent. ComReg also monitors inter-operator engagement on issues including porting, Internet Access Service (IAS) switching and interconnection. In June 2023 ComReg took action to ensure effective implementation of an industry-wide vendor-based IAS solution and put in place a third-party project manager. The solution was considered ready for commercial service by industry in November 2023 and ComReg's monitoring of the inter-operator process relating to IAS switching continues.

## Wholesale Enforcement

There were 22 active compliance investigations during the period, three of which were opened during the period. One case was closed. Separately there were five cases opened in respect of misuse of Irish numbers, and 5 cases closed.

Of the 22 wholesale active compliance cases, 21 concerned Eircom's compliance with its SMP obligations; there were no active compliance investigations into mobile operators.

In May 2023, ComReg opened an investigation into Eircom's compliance with a number of Eircom's obligations imposed under Decision D10/18 following Eircom announcing that it would introduce a new price structure for wholesale broadband products. As part of the investigation, ComReg's authorised officers conducted an unannounced visit of Eircom's premises during which data was seized. Following the inspection ComReg sought to engage with Eircom in order to ensure the protection of the confidentiality of the seized data including documents of a private personal nature and documents protected by professional legal privilege. In the absence of meaningful engagement, ComReg applied to the High Court under section 61 of the Communications Regulation Act 2002 seeking orders from the High Court allowing ComReg to access and review the documents seized in accordance with a Step Plan.<sup>132</sup> ComReg's application was heard in December 2023 and on 2 February 2024, the High Court handed down its judgment allowing ComReg's application. In a further judgment of 22 February 2024, the High Court determined the appropriate form of the orders sought and approved a Step Plan for the review of the documents seized by ComReg. The Step Plan has been implemented and ComReg's investigation continues.

Preparations for hearing, including the exchange of independent expert evidence, progressed during the year in ComReg's enforcement action against Eircom following ComReg's finding that Eircom had failed to comply with its obligations to provide information to other operators regarding its Passive Access Records (PAR), which record the details of its passive infrastructure including ducts and poles. In this enforcement action initiated in the High Court pursuant to Regulation 19 of the Access Regulations 2011,<sup>133</sup> ComReg seeks a declaration on non-compliance and the imposition of a fine. Hearing is to take place in December 2024.

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131. Eircom v ComReg, High Court, Record No. 2021/288 MCA.

132. ComReg v Eircom, High Court, Record No. 2023/280 MCA, [2024] IEHC 49 and [2024] IEHC 106.

133. ComReg v Eircom, High Court, Record No. 2022/211 MCA.

## Section 8

# Strategy and Economics

### ComReg Webinar: ComReg's evolving regulatory role – from copper to cloud

In May 2024, ComReg hosted a webinar on the evolving regulatory role of ComReg. The idea behind the webinar was that the coming years will see an unprecedented level of change in ComReg's regulatory landscape. Evolving technology and new EU legislation are likely to see what ComReg regulates, how it regulates, and the skills it requires to regulate change dramatically. Industry will face opportunities and challenges as it seeks to navigate these developments.

ComReg's Commissioners explained where we've come from, how we are thinking about the future and how experience and expertise from other sectors can help inform our approach. The webinar was attended by representatives from public bodies, operators, civil society and consumer groups.

### The 2023 Broadband Connectivity Survey

In August 2023, ComReg published the results of the 2023 Broadband Connectivity Survey. The survey provides insights into the usage, perceptions and experiences of home broadband users, including coverage of high-speed broadband networks. The survey covers topics relating to broadband connectivity including:

- Access to home broadband
- Usage of home broadband including device usage
- Home broadband plans
- Home broadband service and plans
- Issues experienced
- Migration to full fibre home broadband.

Overall, the survey results show how important home broadband service is to Irish consumers.

**44%** of respondents work from home online at least one day a week and a third of respondents at least three days a week.

In terms of migration to fibre broadband:

- Satisfaction levels are very high with **88%** noting a much faster connection
- Three quarters are likely to recommend fibre
- Over half those without fibre are likely to get it if available including those in more rural areas, those who work from home more often and those from larger households

The survey provides a useful picture of how residential broadband use in Ireland is developing as coverage of high-speed broadband networks continues to expand across the country and remote working has become more common.

### **Body of European Regulators for Electronic Communications (BEREC)**

During this year ComReg continued to actively participate in the Body of European Regulators for Electronic Communications (BEREC), which acts as an important platform for ensuring the consistent implementation of the regulatory framework for electronic communications in the European Union and allows for regulatory exchange between national regulatory authorities (NRAs). BEREC's membership includes each of the NRAs from the 27 Member States of the European Union, representatives from the European Commission, the countries of European Economic Area (EEA), as well as from the official candidate countries and the potential candidate countries of the European Union, including Ukraine and countries from the Western Balkans.

During this reporting period, ComReg Commissioner (and Chairperson), Robert Mourik served as ComReg's representative on BEREC's Board of Regulators (BoR) and was elected as BEREC Vice Chair of BEREC for 2024, and to take over the role of BEREC Chair for 2025. Most of ComReg's international activities focused on contributing to achieving the deliverables set out in the BEREC Work Programme 2023 and 2024. This necessitated active participation by ComReg experts in twelve BEREC Working Groups (WG) and also providing the Co-Chair for the Wireless Network Evolution (WNE) WG.

BEREC projects which ComReg contributed to included, among others, two Opinions on (i) the market and technological developments and on their impact on the application of rights of end-users in the EECC, and (ii) the national implementation and functioning of the general authorisation regime, and a BEREC Report on cloud services and edge computing. In addition, ComReg is an active member of the BEREC WG on Sustainability, publishing reports on the impact of digital on the environment, including the latest on 'Empowering end-users through environmental transparency on digital products'. This WG has contributed to developing strategic insights on harmonised environmental sustainability indicators for measuring the environmental impact of electronic communications, publishing a report on this subject. This was an input into the European Commission's work on environmental indicators for the sector, which will in turn feature in the forthcoming work on the Code of Conduct for Telcos.

The BEREC Sustainability WG's ongoing workstream relates to the empowerment of end-users through environmental transparency on digital products and services. This is comprised of surveys sent to NRAs on consumer initiatives in this space, workshops with the European Commission, BEUC (The European Consumer Organisation) and the EEB (European Environmental Bureau), and an upcoming draft report on the environmental impact of infrastructure sharing.

ComReg and the other members of BEREC continued to monitor and collate information about the initiatives voluntarily taken by European telecom operators to assist refugees entering the EU from Ukraine.

## **The Independent Regulators Group (IRG)**

ComReg continued to actively participate in the Independent Regulators Group (IRG), which works in close cooperation with BEREC and was established in 1997 by a group of European NRAs. IRG assists NRAs in capacity building, sharing of experiences, and intelligence gathering on important issues relating not only to the regulation of telecommunications markets but also to new issues on Data, Artificial Intelligence and Digital Platform regulation.

ComReg also leveraged the IRG information sharing function to seek the views of IRG Members on their experiences on nuisance communications scams calls & texts / fraud. ComReg experts also considered and responded to 59 requests for information on other topics as circulated by other IRG Members, such as on symmetric regulation, connected cars, premium-rate services, fixed wireless access terminal equipment, among others.

ComReg's ongoing participation in IRG is an important activity, as it helps to promote information sharing and peer learning between NRAs, which improves levels of harmonisation of regulation across Europe.

## **The Communications Committee (CoCom)**

The Communications Committee (CoCom) is a high-level advisory committee to the European Commission that was established in 2002 under the Framework Directive (Directive 2002/21/EC, as amended). CoCom is composed of Member State representatives and its main role is to provide opinions on draft measures that the Commission intends to adopt. ComReg participated as part of the Irish delegation to CoCom, in support of representatives from the Department of the Environment, Climate and Communications.

## **Other programmatic duties carried by the International Unit**

The International Unit also continued to participate in other ad-hoc and external programmatic workstreams affecting ComReg. For example, it coordinated ComReg's response to the European Commission's Digital Economy and Society Index (DESI) 2022,107 by filing relevant telecoms market data with the European Commission.

ComReg and Ofcom (the UK's communications regulator) international affairs units continued to engage bi-laterally on topics of mutual interest, following the UK's formal withdrawal of its membership from the European Union and consequent departure from BEREC.

## **Organisation for Economic Co-operation and Development (OECD)**

ComReg is a member of the Network of Economics Regulators (NER), a subsidiary body of the OECD's Regulatory Policy Committee, the Working Party on Communication Infrastructures and Services Policy (WPCISP), which is a working party of the OECD's Committee on Digital Economy Policy (CDEP), and a participant in the OECD Better Regulation in the Digital Age (BRIDGE) Experts Group.

## Centre on Regulation in Europe (CERRE)

ComReg is a member of CERRE and has sat on project steering committees. These included: 'Competition and Regulation of Cloud Computing Services: Economic Analysis and Review of EU Policies' (2024), 'Data Act: Towards a Balanced EU Data Regulation' (2023), 'Interoperability and Digital Markets' (March 2022), 'Open Interfaces and Innovation in Telecommunications' (September 2022) and 'Digital Identity Services in the Platform Economy' (October 2022).



## Section 10

# Corporate Services

### **Governance**

It is ComReg's objective to ensure compliance, at all times, with best practice in Corporate Governance.

It is ComReg's policy to comply with the 2016 Code of Practice for the Governance of State Bodies and it has reported on its compliance with relevant sections of the Code either in this Annual Report or separately by way of a letter to the Minister for Communications, Climate and Environment.

ComReg has an extensive audit programme in place, overseen by its Audit Committee which met four times during the year. The internal audit function is outsourced. An independent trustee of the pension scheme is also in place, in keeping with best practice.

As a public body operating in a difficult environment, an ongoing challenge is to continue to add value while working within resource constraints. We continuously review and amend policies and procedures in relation to expenditure, procurement and risk management. ComReg is accountable to the Oireachtas through Oireachtas Committees.

The ongoing implementation of the procurement plan aims to achieve value for money, to provide a quality service to the public and arrange procurement in a compliant manner. During the current year we have arranged competitive tendering in respect of outsourced services. We have followed European Procurement Directives for larger contracts. We have used the Office of Government Procurement Framework Agreements where feasible.

We aim to pay all valid invoices within 15 days and we publish on our website the number and value of payments made quarterly. We continue to improve work processing cycle times, aided by the co-operation of all staff and the new technological initiatives developed internally to improve processing. In the year to 30 June 2024 96% of payments has been made within the requisite time.

### **Communications and Public Affairs**

In line with ComReg's strategy statement, a key goal for ComReg is to engage proactively with our many stakeholders. ComReg has a wide array of stakeholders ranging from consumers and their representative groups, to authorised operators, industry representative groups as well as domestic and international government bodies and departments, among others.

During the period of this report, Commissioner Helen Dixon appeared before the Joint Oireachtas Committee on Transport & Communications on 22 May 2024 in relation to enforcement policy and operation of ComReg's enforcement powers.

We use various channels, including the ComReg website, the media, and social media, to communicate our message. We believe that open engagement with all stakeholders assists ComReg in its work as a national regulatory authority. During the period, we published 194 documents on ComReg's website.

## **An Ghaeilge**

This year, ComReg continued to fulfil statutory requirements in relation to An Ghaeilge. Services for consumers through the Irish language were provided, with staff at the Consumer Care call-centre available to discuss queries as Gaeilge. Public sector Irish language advertising targets were exceeded and a report was submitted to An Coimisinéir Teanga in December 2023. Three Cupán Caife conversation circle gatherings were held in November 2023, March 2024 and May 2024. Part-time courses in Irish were provided to staff where requested.

## **Environmental Sustainability and Resilient Adaptation in the face of Climate Change**

ComReg supports the Department of the Environment, Climate and Communications (DECC) in the annual submission for the communications sector in response to the Climate Change Advisory Council's (CCAC) sectoral adaptation scorecard assessments. ComReg also feeds into the Government's annual Climate Action Plans (CAP) with respect to actions related to the communications sector.

ComReg was on the sub-committee for the EPA's Volume 3 Ireland's Climate Change Assessment (ICCA report), with regards to the sections on the communications sector. ComReg is on the Expert Group for the Environmental Protection Agency's (EPA)'s National Climate Change Risk Assessment (NCCRA).

## **Climate Action**

As part of the Public Service Climate Action Mandate, Comreg has established a 'Green Team', reporting to senior management. We have also developed a Climate Action Roadmap. The requirement for public sector bodies to establish Green Teams and to develop a Climate Action Roadmap was introduced in the government's Climate Action Plan 2023 and further elaborated on in the Climate Action Plan 2024.

Our Roadmap is focused on ComReg's plans for reducing total energy related emissions and fossil fuel related emissions from our operations. It sets out ComReg's plans for implementing the Public Sector Climate Action Mandate, by taking and reporting on, the actions of the Mandate. We will also weave climate action and sustainability training into learning and development strategies.

ComReg is committed to playing its part by taking the necessary climate action to reduce Ireland's Greenhouse Gas (GHG) emissions by 51% by 2030. Engaging the people who work at ComReg is key to our success in achieving our climate action targets. We have set up the internal infrastructure on how we manage our sustainable initiatives. Our Green Team, is an integrated driver of sustainability in ComReg. Their primary purpose is a focus energy management and to drive efficiency around our energy usage. Their secondary purpose is to drive awareness through sustainability initiatives in the organisation. We have introduced sustainability initiatives to implement the Mandate.

ComReg also uses the Green Public Procurement (GPP) process to source goods, services or works with a reduced environmental impact. The GPP guidance and accompanying criteria sets published by the Environmental Protection Agency (EPA) is used to support our procurement procedures and to support climate action ambitions including improved energy efficiency. Our Corporate Procurement Plan (CPP) includes detail related to GPP. Green procurement is also covered in procurement training.

In line with the provisions of Circular 01/2020, ComReg records, monitors, and values the greenhouse gas emissions associated with official air travel usage and makes a payment to the Fund Manager of the statutory Climate Action Fund related to these emissions for the preceding year. ComReg submitted their 2023 Annual Return and payment in relation to the offsetting emissions associated with official air travel, to the Climate Action Fund in February 2024.

## Information Technology

In line with Government policy, ComReg has continued to develop and secure their IT systems and applications.

We continue to improve our online service offering to both consumer and industry, with the availability of tools and resources such as Broadband Checker and Mobile Coverage Map.

There have also been further efficiencies and enhancements in relation to the gathering and analysis of market data.

ComReg supports a security first model, with the focus on the development and implementation of modern, secure, collaborative platforms.

As our remit expands ComReg's digital footprint is increasing however, we continue to focus on the provision of secure, scalable IT systems.

## Human Resources and Operational Excellence

2024 marked a period of transition and growth for ComReg and the HR team with a strong focus on recruitment, retention and engagement of staff.

In January we rolled out an Employee Engagement Survey across all staff which was followed up by a series of workshops with staff on the key issues of:

- **Diversity**
- **Career Progression & Opportunities**
- **Employee Experience**

The outputs from the survey, working groups and subsequent discussions with the leadership team have shaped the HR plan for 2024.

ComReg is committed to supporting equality, diversity and inclusion (EDI) in the workplace and as an expression of that commitment, we engaged with the Irish Centre for Diversity and were successful in achieving the Bronze Medal Accreditation in 2024. As part of this project, training was provided to the Leadership Team and all staff by the Irish Centre for Diversity. A schedule of review of all HR policies focused on EDI has been agreed and the Disability Liaison office has been set up in HR.

ComReg also published its Reasonable Accommodations Process to provide confidential support for staff with disabilities and all HR staff received training in supporting Neurodiversity in the workplace. We have commenced the process to achieve Silver Medal Accreditation and are drafting our 2025 EDI plan in line with the recommendations from the Irish Centre for Diversity.

Our ComWell Wellbeing Plan encompasses employee engagement and inclusion, underpinning our commitment to promote, equality, diversity and inclusion in the workplace. Over the course of the period, we have celebrated International Women's Day, Pride, Men's Health Awareness, Mental Health Awareness and provided sessions on personal health concerns such as sleep hygiene and stress management. The Wellbeing team have also initiated a series of financial management training sessions with Employee Financial Wellbeing, providing staff with access to group training and one-to-one financial planning clinics individually tailored to address their needs.

In February we received sanction for an additional 55 roles as a result of our 2023 Workforce Planning exercise. To date we have successfully filled 33 roles. ComReg is committed to the development of our people to meet the changing needs of the organisation and their personal development objectives. Our annual performance management process incorporates learning and development goals to ensure that our people have the right skills, experience and competencies to meet the changing needs of the organisation. This investment in our people has led to an increase in ComReg staff achieving success in our recruitment competitions. The Learning & Development team are continuing to support this initiative by providing interview skills training and by upskilling in Career coaching.

In anticipation of the expanded remit of ComReg, a significant workforce planning project has been undertaken and a request for new roles has been submitted to our Department. Many of these new roles will require specialist skills and we are exploring ways of expanding our talent pipeline both internally and externally.

This year we partnered with National College of Ireland on an HR Internship and have engaged with the National Apprenticeship Office towards an IT Apprenticeship in 2025. The Learning & Development team are continuing to support our Graduates who are in the 2nd year of their program. This year they benefitted from a mentoring program and the Irish Management Institute Graduate program. We have commenced work on our 2025 Graduate Program with a view to expanding the program and branching out to a Legal Traineeship.

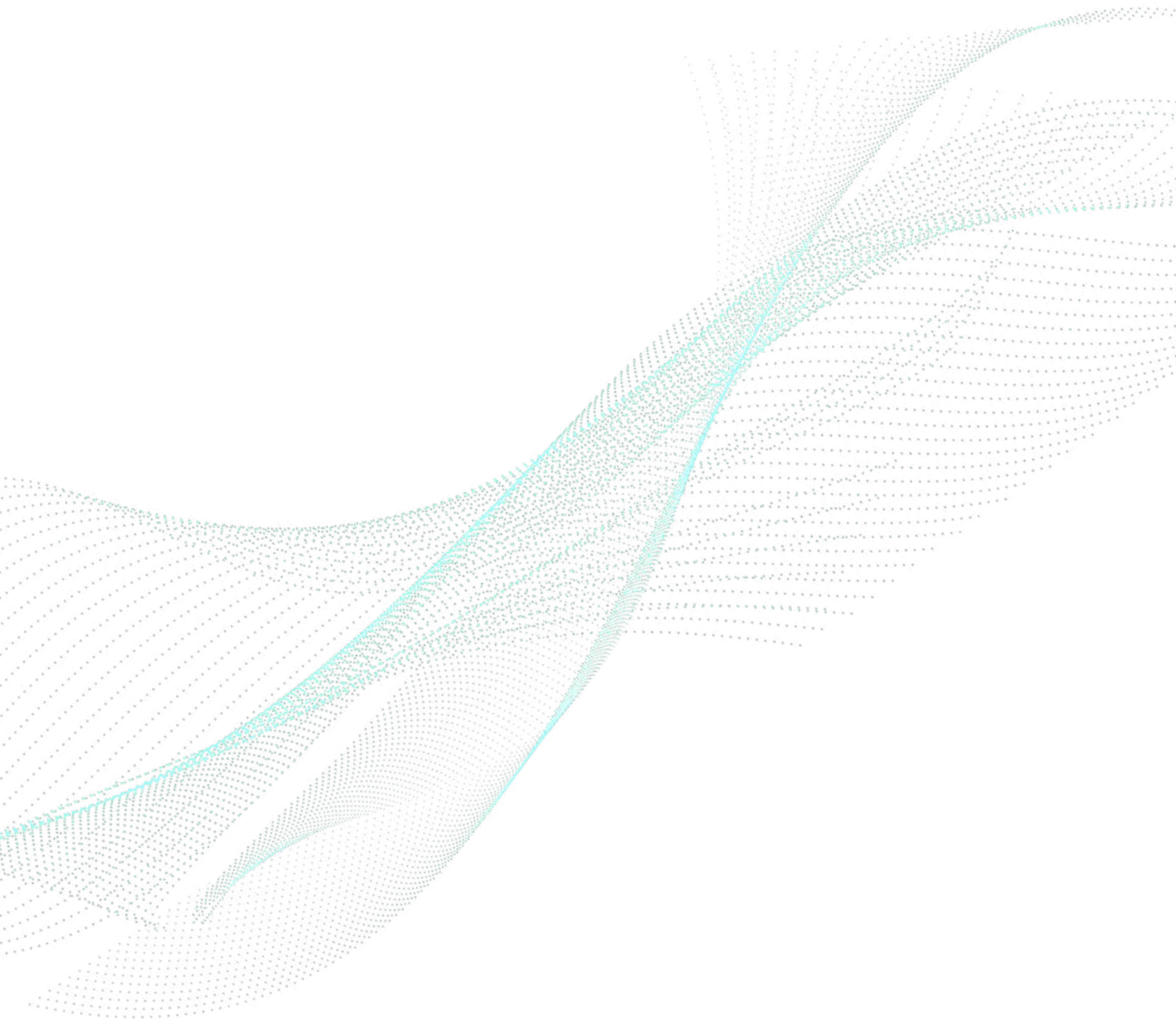
## **Promoting Diversity and Inclusion**

Diversity and Inclusion are cornerstones of our talent acquisition planning and we have engaged with Back to Work Connect to advertise our roles, emphasising the flexibility afforded by our Blended Working environment and the excellent supports available within our ComWell provision for people returning to work after an extended period. As part of our work towards Silver Medal accreditation we are also revising our recruitment advertising and processes for accessibility.

The HR team are committed to the provision of an excellent employee experience. We are undertaking a review of our HR systems, automating administrative tasks to reduce data protection risks and improve efficiencies. We are undertaking a project to review all HR, L&D and H&S policies and procedures for completion in 2025. The purpose of

this review is to ensure that we are fully up to date and compliant with legislation as well as taking the opportunity to automate, find efficiencies and ensure our policies are relevant and considerate of all our people.


ComReg is required to comply with sections 25, 26, 27 and 28 of the Disability Act 2005. Under the Act, ComReg ensures that the public areas of our building are accessible to people with disabilities and that our public services are also accessible to people with disabilities.





# Financial Statements

of the Commission For Communications  
Regulation for the Year Ended 30 June 2024



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## Section 1

# Commission Members and Other Information

<b>Commission</b>	<p>As at 30 June 2024 the Commission comprised of 3 Commissioners</p> <p>Robert Mourik – Chairperson Garrett Blaney – Commissioner Helen Dixon – Commissioner (appointed 20 Feb 2024)</p>
<b>Offices</b>	<p>1 Dockland Central Guild Street Dublin 1</p>
<b>Auditors</b>	<p>Comptroller &amp; Auditor General 3A Mayor Street Upper Dublin 1</p>
<b>Bankers</b>	<p>Bank of Ireland 6 – 7 O’Connell Street Lower Dublin 1</p>

## Section 2

# Governance Statement and Commission Members' Report

### Governance

The Commission for Communications Regulation (ComReg) was established on 1 December 2002. The functions of the Commission are specified in the Communications Regulation Act, 2002, and the Communications Regulation (Amendment) Act, 2007. These functions relate to the regulation and licensing of the electronic communications industry (including radio and broadcasting transmission), the regulation of postal services, the regulation of premium rate services and the regulation of the .ie domain name. The Commission is funded wholly by income received from the electronic communications, postal and premium rate services industries.

Section 11 of the 2002 Act states that, subject to the 2002 Act, the Commission shall be independent in the exercise of its functions. Section 14 of this Act states that the Commission shall consist of at least one and not more than three Commissioners and subject to this Act, the Commission may regulate its own procedure. The Commission is responsible for ensuring good governance and performs this task by setting strategic objectives and targets and taking strategic decisions on all key business issues. The regular day-to-day management, control and direction of ComReg are the responsibility of the Commission and the Leadership Team. The Leadership team must follow the broad strategic direction set by the Commission, and must ensure that all Commission members have a clear understanding of the key activities and decisions related to the entity, and of any significant risks likely to arise.

### Commission Responsibilities

The work and responsibilities of the Commission were originally set out in the 2002 Act. Our objectives are set out in line with both primary and secondary legislation, and this legislative framework continues to evolve since the 2002 Act and the Communications (Regulation) Act of 2007. In 2007, ComReg's responsibilities and powers, as well as available enforcement measures, were augmented by the Communications Regulation (Amendment) Act 2007.

Section 21 of the 2002 Act provides that 'the exercise of functions of the Commission may be carried out by or through any member of staff or authorised officer of the Commission as the Commission shall deem proper'. The Commission has delegated certain functions but there are other matters specifically reserved for Commission decision. Items considered by the Commission include:

- reports from the Audit & Risk Committee / working groups
- financial reports / management accounts
- performance reports, and
- reserved matters

## Commission Responsibilities (continued)

Section 32 of the Communications Regulation Act, 2002, requires the Commission to keep in such form as may be approved by the Minister for the Environment, Climate and Communications, with the consent of the Minister for Public Expenditure NDP Delivery and Reform, all proper and usual accounts of moneys received or expended by it, including an income and expenditure account and a balance sheet, distinguishing between:

- (a) its functions relating to electronic communications,
- (b) its functions relating to postal matters and
- (c) its functions relating to premium rate services.

In preparing financial statements, the Commission is required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Commission will continue in operation.
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

The Commission is responsible for keeping adequate accounting records which disclose, with reasonable accuracy at any time, the financial position of the Commission and which enable the Commission to ensure that financial statements comply with the requirements of Section 32 of the Communications Regulation Act. The maintenance and integrity of the corporate and financial information on the Commission's website is the responsibility of the Commission.

The Commission is responsible for approving the annual action plan and budget. An evaluation of the performance of the Commission by reference to the annual plan and budget was carried out in June 2023.

The Commission is responsible for safeguarding its assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Commission considers that its financial statements give a true and fair view of the financial performance and the financial position of the Commission at 30 June 2024.

## Commission Structure

Section 14 of the Communications Regulation Act, 2002 states that the Commission shall consist of at least one and not more than three Commissioners. Section 15 of the Act states that a Commissioner shall be appointed on a full-time basis for a period of not less than three years and not more than five years. The Act also provides that where there is more than one Commissioner, the Minister shall appoint one of them to be the chairperson of the Commission.

Under Section 17 of the Communications Regulation Act, 2002 the Commission shall, where there is not more than one Commissioner appointed under Section 15, designate a member of its staff as a deputy member of the Commission (“deputy commissioner”) who shall assume and carry out with the authority of the Commission all of the functions of the Commission in the absence of the Commissioner.

As at 30 June 2024 the Commission comprised three Commissioners all of whom were appointed by the Minister for the Environment, Climate and Communications. The table below details the members of the Commission and their appointment, or re-appointment dates (Commission members cannot serve more than two terms of office as a Commissioner). The Commission meets regularly to discuss regulatory and operational issues.

Commission Member	Date Appointed
Robert Mourik Chairperson	7 January 2024 (date of re-appointment)
Garrett Blaney	7 January 2024 (date of re-appointment)
Helen Dixon	20 February 2024

## Audit and Risk Committee

The Commission has established an Audit and Risk Committee (ARC). The members of the ARC are appointed by the Commission and consist of not more than five people:

- two Commissioners (Note: The Chairperson is the Accounting Officer and hence is not appointed to the Audit and Risk Committee);
- three independent external members.

The ARC is chaired by one of the external members.

The role of the ARC is to support the Commission in relation to its responsibilities for issues of risk, control and governance and associated assurance. The ARC is independent from the financial management of the organisation. In particular the ARC ensures that the internal controls systems including audit activities are monitored actively and independently. The ARC reports formally in writing to the Commission annually.

Commissioners Garrett Blaney and Helen Dixon were members of the ARC in the year ended 30 June 2024. The external members of the Audit and Risk Committee at 30 June 2024 were: Michael Tutty (Chairperson), Dr Celine McInerney and Martin Kelly (appointed 1 December 2023). Marie Collins term on the ARC ended on 26 September 2023. There were four meetings of the ARC in the year ended 30 June 2024.

## Schedule of Attendance, Fees and Expenses

A schedule of attendance at the Audit & Risk Committee meetings for 2024 is set out below including the fees and expenses received by each member.

## Audit and Risk Committee Members

Name	Role	No. of Meetings Attended	Fees 2024 €	Expenses 2024 €
Michael Tutty - Chairperson	External Member	4	8,000	Nil
Marie Collins <i>(term ended 26 September 2023)</i>	External Member	1	1,200	Nil
Dr Celine McInerney	External Member	4	4,800	343
Martin Kelly <i>(appointed 1 December 2023)</i>	External Member	3	3,600	Nil
Garrett Blaney	Commissioner	4	N/a	Nil
Helen Dixon <i>(appointed 20 February 2024)</i>	Commissioner	2	N/a	Nil

## Disclosures required by Code of Practice for the Governance of State Bodies (2016)

The Commission is responsible for ensuring that ComReg has complied with the requirements of the Code of Practice for the Governance of State Bodies ("the Code"), as published by the Department of Public Expenditure NDP Delivery and Reform in August 2016. The following disclosures are required by the Code.

## Employee Short-Term Benefits Breakdown

Employees' short-term benefits in excess of €60,000 are categorised into the following bands:

Range (€'000)	30 June 2024 Number	30 June 2023 Number
60 - 70	19	17
70 - 80	9	13
80 - 90	13	19
90 - 100	23	18
100 - 110	18	12
110 - 120	9	8
120 - 130	10	3
130 - 140	4	10
140 - 150	6	6
150 - 160	7	3
160 - 170	2	1
170 - 180	1	2
180 - 190	1	0
190 - 200	0	0
200 - 210	0	1
210 - 220	0	0
220 - 230	0	0
230 +	4	4

### Note:

For the purpose of this disclosure, short-term employee benefits in relation to services rendered during the reporting period include salary, performance related pay and benefit-in-kind in respect of medical insurance payments made on behalf of the employee but exclude employer's PRSI.

## Technical Advice Costs

Technical Advice costs include the cost of external advice to management and includes outsourced 'business-as-usual' functions. Legal Advice costs of €1.3m (2023: €1.4m) are shown separately as part of Legal Costs below.

	2024 €'000	2023 €'000
Professional & Technical Advice	10,495	9,023
Contact Management	605	741
Market Research	432	628
Quality of Service Monitoring	490	614
	<b>12,022</b>	<b>11,006</b>

## Legal Costs

The table below provides a breakdown of amounts recognised as expenditure in the reporting period in relation to legal costs.

	2024 €'000	2023 €'000
Legal Advice	1,318	1,418
Legal Costs relating to Legal Proceedings	2,521	3,422
	<b>3,839</b>	<b>4,840</b>

Legal expenses are stated net of costs recovered from third parties. There were no conciliation and arbitration payments or settlement payments made in the year.

## Travel and Subsistence Expenditure

Travel and subsistence expenditure is categorised as follows:

	2024 €'000	2023 €'000
Domestic Travel	26	20
International Travel	207	181
	<b>233</b>	<b>201</b>

## Hospitality Expenditure

The Income and Expenditure Account includes the following hospitality expenditure:

	2024 €'000	2023 €'000
Staff Hospitality Costs	18	21
Contribution to Sports and Social Club	8	5
	<b>26</b>	<b>26</b>

ComReg does not engage in Client Hospitality. The above amounts do not include expenditure on refreshments/hospitality associated with business operations such as conference hosting, events and meetings.

## Statement of Compliance

The Commission is committed to maintaining the highest standards of corporate governance. The Code of Practice for the Governance of State Bodies published by the Department of Public Expenditure NDP Delivery and Reform is the foundation on which our corporate governance policies are based.

Section 33 of the Communications Regulation Act, 2002, requires the Commission to adopt, with the approval of the Minister for the Environment, Climate and Communications and the Minister for Public Expenditure NDP Delivery and Reform, a code of financial management and to arrange for its publication following such approval. In addition the Commission is required to review periodically its code of financial management and revise and republish the code as appropriate. There is also a requirement on the Commission to comment in the annual report on adherence to the code.

Our code of financial management (which is based on the Code of Practice for the Governance of State Bodies (2016) published by the Department of Public Expenditure NDP Delivery and Reform) has been approved by the Minister for the Environment, Climate and Communications and the Minister for Public Expenditure NDP Delivery and Reform. The code is published on our website. It is the policy of the Commission to ensure compliance with the Code.

On behalf of the Commission



Garrett Blaney  
Chairperson  
Date: 24 February 2025

## Section 3

# Statement on Internal Control

### **Responsibility for Internal Control**

On behalf of ComReg I acknowledge the Commission's responsibility for ensuring that an effective system of internal control is maintained and operated. This responsibility takes account of the requirements of the Code of Practice for the Governance of State Bodies (2016).

### **Purpose of the System of Internal Control**

The system of internal control is designed to manage risk to a tolerable level rather than to eliminate it. The system can therefore only provide reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded and that material errors or irregularities are either prevented or detected in a timely way.

The system of internal control, which accords with guidance issued by the Department of Public Expenditure NDP Delivery and Reform has been in place in ComReg for the year ended 30 June 2024 and up to the date of approval of the financial statements.

### **Capacity to Handle Risk**

ComReg has an Audit and Risk Committee (ARC) comprising a maximum of two members of the Commission and a maximum of four external members, with financial and audit expertise, one of whom is the Chair. The ARC met four times in the year ended 30 June 2024.

ComReg has also established an outsourced internal audit function which is adequately resourced and conducts a programme of work agreed with the ARC.

The Commission has developed a risk management policy which sets out its risk appetite, the risk management processes in place and details the roles and responsibilities of staff in relation to risk. The policy has been issued to all staff who are expected to work within ComReg's risk management policies, to alert management on emerging risks and control weaknesses and assume responsibility for risks and controls within their own area of work.

### **Risk and Control Framework**

ComReg has implemented a risk management system which identifies and reports key risks and the management actions being taken to address and, to the extent possible mitigate those risks.

A risk register is in place which identifies the key risks facing ComReg and these have been identified, evaluated and graded according to their significance. The register is reviewed and updated by the Commission on a quarterly basis. The outcome of these assessments is used to plan and allocate resources to ensure risks are managed to an acceptable level.

The risk register details the controls and actions needed to mitigate risks and responsibility for operation of controls assigned to specific staff. I confirm that a control environment containing the following elements is in place:

- procedures for all key business processes have been documented,
- financial responsibilities have been assigned at management level with corresponding accountability,
- there is an appropriate budgeting system with an annual budget which is kept under review by senior management,
- there are systems aimed at ensuring the security of the information and communication technology systems, and
- there are systems in place to safeguard the assets.

## Ongoing Monitoring and Review

Formal procedures have been established for monitoring control processes and control deficiencies are communicated to those responsible for taking corrective action and to management and the Commission, where relevant, in a timely way. I confirm that the following ongoing monitoring systems are in place:

- key risks and related controls have been identified and processes have been put in place to monitor the operation of those key controls and report any identified deficiencies,
- reporting arrangements have been established at all levels where responsibility for financial management has been assigned, and
- there are regular reviews by senior management of periodic and annual performance and financial reports which indicate performance against budgets/forecasts.

## Procurement

ComReg publishes its Corporate Procurement Plan every two years, which is approved by the Commission (currently Corporate Procurement Plan 2024-25). In addition it has put procedures and policies in place to ensure compliance with current procurement rules and guidelines. The nature of ComReg activities mean that in a certain small number of instances it may not be possible or appropriate to comply with the appropriate procurement rules and guidelines. The Commission has put in place an appropriate governance policy to follow in such circumstances.

During 2024 expenditure was incurred in respect of one contract for electricity supply which was not subject to a tender process, which was rectified in October 2023. The total value of non-compliant procurement was €29,000 (2023: €101,000).

## Review of Effectiveness

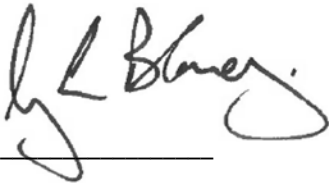
I confirm that ComReg has procedures to monitor the effectiveness of its risk management and control procedures. ComReg's monitoring and review of the effectiveness of the system of internal financial control is informed by the work of the internal and external auditors, the Audit and Risk Committee which oversees their work, and the senior management within ComReg responsible for the development and maintenance of the internal financial control framework.

I confirm that the Commission conducted an annual review of the effectiveness of the internal controls for the year ended 30 June 2024 which was completed on 12 June 2024.

### **Internal Control Issues**

No weaknesses in internal control were identified in relation to 2024 that require disclosure in the financial statements.

On behalf of the Commission

A handwritten signature in black ink, appearing to read "Garrett Blaney", written over a horizontal line.

Garrett Blaney  
Chairperson  
Date: 24 February 2025

# Report of the Comptroller and Auditor General for Presentation to the Houses of the Oireachtas



## Ard Reachtaire Cuntas agus Ciste Comptroller and Auditor General

### Report for presentation to the Houses of the Oireachtas

#### Commission for Communications Regulation

##### Opinion on the financial statements

I have audited the financial statements of the Commission for Communications Regulation for the year ended 30 June 2024 as required under the provisions of section 32 of the Communications Regulation Act 2002. The financial statements comprise

- the statement of income and expenditure and appropriation account
- the statement of comprehensive income
- the statement of financial position
- the statement of cash flows, and
- the related notes, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the assets, liabilities and financial position of the Commission at 30 June 2024 and of its income and expenditure for the year then ended in accordance with Financial Reporting Standard (FRS) 102 — *The Financial Reporting Standard applicable in the UK and the Republic of Ireland*.

##### *Basis of opinion*

I conducted my audit of the financial statements in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of the Commission and I have fulfilled my other ethical responsibilities in accordance with the standards.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

##### Report on information other than the financial statements, and on other matters

The Commission has presented certain other information together with the financial statements. This comprises the annual report, the governance statement and Commission members' report, and the statement on internal control. My responsibilities to report in relation to such information, and on certain other matters upon which I report by exception, are described in the appendix to this report.

I have nothing to report in that regard.

**Andrew Harkness**  
For and on behalf of the  
Comptroller and Auditor General

27 February 2025

## Appendix to the report

### Responsibilities of the Commission

As detailed in the governance statement and Commission members' report, the Commission is responsible for

- the preparation of annual financial statements in the form prescribed under section 32 of the Communications Regulation Act 2002
- ensuring that the financial statements give a true and fair view in accordance with FRS102
- ensuring the regularity of transactions
- assessing whether the use of the going concern basis of accounting is appropriate, and
- such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Responsibilities of the Comptroller and Auditor General

I am required under section 32 of the Communications Regulation Act 2002 to audit the financial statements of the Commission and to report thereon to the Houses of the Oireachtas.

My objective in carrying out the audit is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement due to fraud or error. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, I exercise professional judgment and maintain professional scepticism throughout the audit. In doing so,

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures.

- I conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, on whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Commission's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my report. However, future events or conditions may cause the Commission to cease to continue as a going concern.
- I evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

I report by exception if, in my opinion,

- I have not received all the information and explanations I required for my audit, or
- the accounting records were not sufficient to permit the financial statements to be readily and properly audited, or
- the financial statements are not in agreement with the accounting records.

### Information other than the financial statements

My opinion on the financial statements does not cover the other information presented with those statements, and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, I am required under the ISAs to read the other information presented and, in doing so, consider whether the other information is materially inconsistent with the financial statements or with knowledge obtained during the audit, or if it otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

### Reporting on other matters

My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation. I report if I identify material matters relating to the manner in which public business has been conducted.

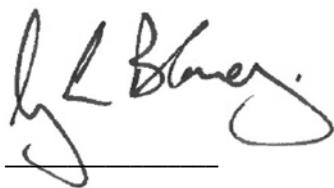
I seek to obtain evidence about the regularity of financial transactions in the course of audit. I report if I identify any material instance where public money has not been applied for the purposes intended or where transactions did not conform to the authorities governing them.

## Section 5

# Statement of Income and Expenditure and Appropriation Account

	Notes	Year to 30 June 2024				Year to 30 June 2023	
		Electronic Communications		Post	Premium Rate Services	Total	Total
		Levy €'000	Other €'000	Levy €'000	Levy €'000	€'000	€'000
<b>Income</b>							
Levy		7,008		1,637	551	9,196	9,128
Licensing Fees	2		57,472			57,472	52,381
Spectrum Income	2		-			-	163,054
Other Income	2		3,719			3,719	1,154
<b>Total Income</b>		<b>7,008</b>	<b>61,191</b>	<b>1,637</b>	<b>551</b>	<b>70,387</b>	<b>225,717</b>
<b>Expenditure</b>							
Staff Costs	3	10,792	5,933	741	258	17,724	16,270
Retirement Benefit Costs	17(b)	1,760	967	121	42	2,890	2,956
Technical Advice	4	5,997	4,751	1,029	245	12,022	11,006
Legal Expenses	5	2,332	1,230	209	68	3,839	4,840
Advertising		327	26	1	1	355	216
Administrative Expenses	6	2,197	1,717	162	72	4,148	3,844
Auditors' Remuneration		18	11	1	-	30	30
Premises and Related Expenses		1,458	940	100	50	2,548	2,552
Depreciation	7	1,099	670	76	38	1,883	2,113
Subscriptions to International Organisations	15	811				811	760
<b>Total Expenditure</b>		<u>26,791</u>	<u>16,245</u>	<u>2,440</u>	<u>774</u>	<u>46,250</u>	<u>44,587</u>
<b>Surplus / (Deficit) before Appropriations</b>		<b>(19,783)</b>	<b>44,946</b>	<b>(803)</b>	<b>(223)</b>	<b>24,137</b>	<b>181,130</b>
Less: Appropriations							
Transfer from Capital Reserve	12					(1)	490
Payable to Central Fund	13					(22,831)	(180,174)
Pension Reserve adjustment	13					(1,305)	(1,446)
<b>Surplus after Appropriations</b>						<b>0</b>	<b>0</b>

The Statement of Cash Flows and Notes 1 to 24 form part of these financial statements.  
On behalf of the Commission

A handwritten signature in black ink, appearing to read "G. Blaney", written over a horizontal line.

Garrett Blaney  
Chairperson  
Date: 24 February 2025

## Section 6

# Statement of Comprehensive Income

		Year to 30 June 2024	Year to 30 June 2023
	Notes	Total €'000	Total €'000
<b>Surplus after Appropriations</b>			
<b>ComReg Defined Benefit Scheme</b>			
Actual return less expected return on scheme assets	17(f)	813	745
Experience (losses) on retirement benefit obligations	17(f)	(1,828)	(2,131)
Changes in assumptions underlying the present value of Retirement benefit obligations		-	3,576
Transfers in for prior service	17(g)	-	-
<b>Actuarial (loss) / gain in the year</b>		<b>(1,015)</b>	<b>2,190</b>
<b>Single Public Sector Pension Scheme</b>			
Experience (losses) / gains on retirement benefit obligations		(403)	(2)
Changes in assumptions underlying the present value of Retirement benefit obligations		-	349
Adjustment to Deferred Funding		403	(347)
Actuarial (loss) / gain in the year		-	-
<b>Total actuarial (loss)/gain in the year</b>		<b>(1,015)</b>	<b>2,190</b>
<b>Movement in Retirement Benefit Reserve</b>			
Balance at 1 July		4,755	1,119
Total Recognised (Losses)/Gains in the year		(1,015)	2,190
Pension Reserve adjustment	13	<u>1,305</u>	<u>1,446</u>
<b>Balance at 30 June</b>		<b>5,045</b>	<b>4,755</b>

The Retirement Benefit Pension Reserve represents the difference between the cumulative cost of retirement benefits less amounts paid out to date.

The Statement of Cash Flows and Notes 1 to 24 form part of these financial statements.

On behalf of the Commission



Garrett Blaney  
Chairperson

Date: 24 February 2025

## Section 7

# Statement of Financial Position

		30 June 2024	30 June 2023
	Notes	€'000	€'000
<b>Non-Current Assets</b>			
Property, Plant & Equipment	7	3,857	4,344
Intangible Assets	8	488	0
		<b>4,345</b>	<b>4,344</b>
<b>Current Assets</b>			
Receivables	9	3,969	3,630
Short-Term Investments	10	103,386	79,536
Cash and Cash Equivalents		3,074	4,956
		<b>110,429</b>	<b>88,122</b>
<b>Current Liabilities (Amounts falling due within one year)</b>			
Payables	11	(110,429)	(88,122)
<b>Net Current Assets</b>		<b>0</b>	<b>0</b>
<b>Total Assets less Current Liabilities</b>		<b>4,345</b>	<b>4,344</b>
<b>Total Net Assets excluding Retirement Benefits Asset</b>		<b>4,345</b>	<b>4,344</b>
<b>Retirement Benefits</b>			
Deferred Funding Asset for SPSPS Pensions	17c(i)	7,322	5,583
Single Public Sector Pension Scheme (Liability)	17c(iv)	(7,322)	(5,583)
ComReg Scheme Asset	17c(i)	5,045	4,755
<b>Total Net Assets including Retirement Benefits Asset</b>		<b>9,390</b>	<b>9,099</b>
<b>Representing</b>			
Capital Reserves	12	4,345	4,344
Retirement Benefit Reserve		5,045	4,755
		<b>9,390</b>	<b>9,099</b>

The Statement of Cash Flows and Notes 1 to 24 form part of these financial statements.

On behalf of the Commission



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Garrett Blaney  
Chairperson  
Date: 24 February 2025

## Section 8

# Statement of Cash Flows

		Year to 30 June 2024	Year to 30 June 2023
	Notes	€'000	€'000
<b>Net Cash Flows from Operating Activities</b>			
Excess Income over Expenditure (before Appropriations)		24,136	181,620
Difference between pension charge and contributions		(1,305)	(1,446)
Depreciation	7	1,883	2,113
Bank Interest	2	(850)	(1,100)
Capital reserve transfer	12	1	(490)
(Increase) / Decrease in Receivables		(339)	(899)
(Decrease) / Increase in Payables (excluding Central Fund)		(524)	(148,117)
<b>Net Cash Inflow from Operating Activities</b>		<b>23,002</b>	<b>31,681</b>
<b>Return on Investments</b>			
Bank Interest		850	1,100
<b>Cash Flows from Investing Activities</b>			
Payments to acquire Property, Plant & Equipment	7	(1,884)	(1,623)
<b>Cash Flows from Financing Activities</b>			
Receipt from sale of Asset		-	-
Payment to Central Fund		-	(165,446)
<b>Net (Decrease) / Increase Cash and Cash Equivalents</b>		<b>21,968</b>	<b>(134,288)</b>
Opening Cash and Cash Equivalents		84,492	218,780
<b>Closing Cash and Cash Equivalents</b>		<b>106,460</b>	<b>84,492</b>

# Notes to the Financial Statements

## 1. Accounting Policies

The basis of accounting and significant accounting policies adopted by the Commission are set out below. They have all been applied consistently throughout the year and for the preceding year.

### a) General Information

The Commission was set up under the Communications Regulation Act, 2002 and has offices at One Dockland Central, Guild Street, Dublin 1.

The functions of the Commission are specified in the Communications Regulation Act, 2002, and the Communications Regulation (Amendment) Act, 2007. These functions relate to the regulation and licensing of the electronic communications industry (including radio and broadcasting transmission), the regulation of postal services, the regulation of premium rate services and the regulation of the .ie domain name.

The Commission is a Public Benefit Entity (PBE).

### b) Statement of Compliance

The financial statements of the Commission for the year ended 30 June 2024 have been prepared in compliance with the applicable legislation, and with FRS 102 The Financial Reporting Standard applicable in the UK and the Republic of Ireland issued by the Financial Reporting Council in the UK.

The Code of Practice for the Governance of State Bodies (2016) was effective in relation to financial reporting periods beginning on or after 1st September 2016 and it has been adopted in these Financial Statements.

### c) Basis of Preparation

The financial statements have been prepared under the historical cost convention, except for certain assets and liabilities that are measured at fair values as explained in the accounting policies below. The financial statements are in the form approved by the Minister for the Environment, Climate and Communications with the consent of the Minister for Public Expenditure NDP Delivery and Reform under the Communications Regulation Act 2002. The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the Commission's financial statements.

## 1.1 Income Recognition

The Commission receives income from a number of sources

■ Levies on certain providers to fund the costs of regulation. The relevant levies are as follows:

**I. Electronic Communication levy** - The Levy is imposed on providers of electronic communications services. The levy payment due from an individual service provider for any particular year is calculated based on their annual turnover during the financial year ending in the levy year and is payable in four instalments. Income is recognised on a receivable basis.

**II. Postal Levy** - The Levy is imposed on postal service providers providing postal services within the scope of the universal postal service. Income is recognised on a receivable basis.

**III. Premium Rate Services (PRS)** are goods and services that you can buy by using your landline, mobile phone, the Internet, interactive digital TV or fax. The PRS Levy is paid equally by PRS services providers and network operators. The levy is invoiced one month in arrears and income is recognised on a receivable basis.

■ **Licencing Fees** - The main area this covers is the Radio Communication licensing.

■ **Spectrum Income** - Income represents fee income paid to the Commission for the right to use radio spectrum. This income is brought to account in the period when it falls due. In circumstances where the commencement of the related licences is delayed, ComReg makes a provision for the amount potentially repayable based on its estimate of the length of the delay. This is not recognised as income and is included as a creditor (See Note 11). The amount of the provision is reassessed at the end of each accounting period.

■ **Other income** - Other income includes bank and NTMA interest on deposits and amounts payable to the Commission on foot of compliance and enforcement activities.

## 1.2 Appropriation of Operating Surplus

The surplus generated in the year net of the pension reserve adjustment is payable to the Exchequer. Amounts are paid over to the Central Fund by direction of the Minister for the Environment, Climate and Communications (See Note 13).

## 1.3 Non-Current Assets and Depreciation

### Property, Plant and Equipment

Property plant and equipment are stated at cost less accumulated depreciation, adjusted for any provision for impairment. Depreciation is provided on all property, plant and equipment at rates estimated to write off the cost less the estimated residual value of each asset on a straight line basis over their estimated useful lives, as follows:

Technical equipment	- 15% per annum
Computer software	- 15% per annum
Computer equipment	- 33 1/3% per annum
Fixtures & fittings	- 9% per annum
Office Furniture & office equipment	- 15% per annum
Motor vehicles	- 20% per annum
Software development	- 15% per annum.

Residual value represents the estimated amount which would currently be obtained from disposal of an asset, after deducting estimated costs of disposal, if the asset were already of an age and in the condition expected at the end of its useful life. The Commission adopts a minimum capitalisation threshold of €2,000.

If there is objective evidence of impairment of the value of an asset, an impairment loss is recognised in the Statement of Income and Expenditure in the year.

### **Intangible Assets**

Development costs that are directly associated with the production of identifiable and unique products controlled by ComReg, and that will probably generate economic benefits exceeding costs beyond one year, are recognised as intangible assets when the following criteria are met:

- management intends to complete the software and use it
- there is an ability to use the software
- it can be demonstrated how the software will generate probable future economic benefits
- there are adequate technical, financial and other resources to complete the development and to use it
- the expenditure attributable to the software during its development can be reliably measured.

These assets are stated at cost less accumulated depreciation, adjusted for any provision for impairment. Depreciation is provided at rates estimated to write off the cost less the estimated residual value of each asset on a straight line basis over their estimated useful lives.

## **1.4 Receivables**

Receivables are recognised at fair value, less a provision for doubtful debts. The provision for doubtful debts is a specific provision, and is established when there is objective evidence that the Commission will not be able to collect all amounts owed to it. All movements in the provision for doubtful debts are recognised in the Statement of Income and Expenditure.

## **1.5 Capital Reserve**

The capital reserve represents the unamortised amount of income used to purchase fixed assets.

## **1.6 Foreign Currencies**

Transactions denominated in foreign currencies relating to revenues and costs are translated into euro translated at the rates of exchange ruling on the dates on which the transactions occurred.

Monetary assets and liabilities denominated in foreign currencies are translated into euro at the rates of exchange ruling at the Statement of Financial Position date.

## **1.7 Short Term Benefits**

Short term benefits such as holiday pay are recognised as an expense in the year, and benefits that are accrued at year-end are included in the Payables figure in the Statement of Financial Position.

## 1.8 Retirement Benefits

### (a) Main Scheme

The Commission is staffed by Commissioners and directly recruited employees. A defined benefit pension scheme is in place for Commissioners and employees of the Commission. The scheme applies to persons appointed before 1 January 2013 or those appointed after that date with continuous qualifying prior service before 1 January 2013 in another public service body. The scheme is funded by contributions from Commissioners, employees and the Commission, which are transferred to a separate trustee administered fund.

The Commission has adopted FRS 102 which has impacted on the calculation of Retirement Benefits. Pension scheme assets are measured at fair value. Pension scheme liabilities are measured on an actuarial basis using the projected units method. An excess of scheme liabilities over scheme assets is presented on the Statement of Financial Position as a liability.

The pension charge in the Statement of Income and Expenditure comprises the current service cost plus the difference between the expected return on defined benefit scheme assets and the interest cost of scheme liabilities

### (b) Single Public Sector Pension Scheme

The Commission also operates the Single Public Services Pension Scheme ("Single Scheme"), which is a defined benefit scheme for pensionable public servants appointed on or after 1 January 2013. Single Scheme members' contributions are paid over to the Department of Public Expenditure NDP Delivery and Reform (DPENDR). In addition, the Commission is liable to pay an employer contribution to DPENDR in accordance with DPENDR Circular 28/2016.

To the extent that a material liability arises, the liability in respect of the Single Scheme members is matched by a deferred funding asset on the basis of the provisions of Section 44 of the Public Service Pensions (Single Scheme and other Provisions) Act 2012.

The pension charge in the Statement of Income and Expenditure comprises the employer contribution. The current service cost plus interest on the SPSPS liability is offset by an equivalent amount of deferred funding. The SPSPS liability is calculated on the same basis as the main scheme set out above.

Actuarial gains and losses arising from changes in actuarial assumptions and from experienced surpluses and deficits are recognised in the Statement of Comprehensive Income for the year in which they occur.

The financial statements reflect, at fair value, the assets and liabilities arising from the Commission's defined benefit pension obligations and any related funding, and recognises the cost of providing pension benefits in the accounting period in which they are earned by employees. Retirement benefit scheme liabilities are measured on an actuarial basis using the projected unit credit method.

## 1.9 Taxation

The Commission is not liable for Corporation Tax. Income raised by the Commission is not subject to VAT. Provision is made for taxation on deposit interest received.

## 1.10 Allocation of Costs

The Commission is required under Section 32 of the Communications Regulation Act, 2002, to distinguish between its functions relating to electronic communications, its functions relating to postal matters and its functions relating to the premium rate services. Revenues and expenses directly related to each function are identified separately in the accounts. Shared overhead costs are allocated to each function in proportion to the staff numbers engaged in each function.

## 1.11 Critical Accounting Judgements and Estimates

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the Statement of Financial Position date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates and may be material. The following judgements have had the most significant effect on amounts recognised in the financial statements.

### a) Depreciation and Residual Values

The Commission have reviewed the asset lives and associated residual values of all non-current asset classes, and in particular, the useful economic life and residual values of fixtures and fittings, and software development, and have concluded that asset lives and residual values are appropriate.

### b) Retirement Benefit obligation

The assumptions underlying the actuarial valuations for which the amounts recognised in the financial statements are determined (including discount rates, rates of increase in future compensation levels and mortality rates) are updated annually based on current economic conditions, and for any relevant changes to the terms and conditions of the retirement benefit and post-retirement plans.

The assumptions can be affected by:

- (i) the discount rate, changes in the rate of return on high-quality corporate bonds
- (ii) future compensation levels, future labour market conditions.

## 2. Non Levy Income

	Year to 30 June 2024	Year to 30 June 2023
	Total €'000	Total €'000
<b>Electronic Communications Licensing Fee</b>		
3G Radio Licensing Fees	1,905	5,074
4G Liberalised Use Licensing Fees	26,233	24,580
Other Radio Licensing Fees	29,334	22,727
	<b>57,472</b>	<b>52,381</b>
<b>Electronic Communications Spectrum Income</b>		
Spectrum Income	-	163,054

On 19 January 2023, following the submission of complete applications, MBSA2 Liberalised Use Licences were issued with a commencement date of 20 January 2023. These licences generated Spectrum Income of €163.1m in 2023.

	Year to 30 June 2024	Year to 30 June 2023
	Total €'000	Total €'000
<b>Other Income</b>		
Bank Interest	850	1,100
Sundry Income	2,869	54
	<b>3,719</b>	<b>1,154</b>

In 2024, Sundry Income included €2.3m received from Eircom Limited following settlement agreements reached following ComReg's investigations of certain compliance matters.

Sundry Income also includes various amounts payable to the Commission on foot of compliance and enforcement activities conducted in the period. Where such activities were concluded by legal settlement, they may be subject to a confidentiality clause.

### 3. Staff Costs

	Electronic Communications		Post	PRS	Year to 30 June 2024	Year to 30 June 2023
	Levy €'000	Other €'000	Levy €'000	Levy €'000	Total €'000	Total €'000
Employee Short-term benefits	9,845	5,412	676	235	16,168	14,842
Employer's contribution to social welfare	947	521	65	23	1,556	1,428
	<b>10,792</b>	<b>5,933</b>	<b>741</b>	<b>258</b>	<b>17,724</b>	<b>16,270</b>
The average number of staff employed by the Commission during the year, analysed by category, was as follows:	87	53	6	3	149	149
<b>Employee Short-term benefits</b>						
Basic Pay					15,050	13,709
Performance related pay					1,099	1,115
Chairperson Allowance					19	18
					<b>16,168</b>	<b>14,842</b>

The Commission operates a performance related remuneration scheme (which was originally established by the Office of the Director of Telecommunications Regulation). The scheme is based on individual performance and the Commission approves all payments made under the scheme. Of the total Employee Short-term benefits cost, €1,099,000 (or 7%) of the total represents payments to staff in accordance with the provisions of the performance related remuneration scheme and the terms of their contracts of employment (2023: €1,115,000 (8%)).

#### Key Management Personnel

Key Management Personnel in ComReg consists of the members of the Commission. Details of the remuneration of the members of the Commission (excluding the value of retirement benefits earned in the period) are shown below. They are members of the Single Public Service Pension Scheme or the model public service pension scheme and their entitlements in that regard do not extend beyond the terms of the model public service pension scheme.

	Total Remuneration €'000
Robert Mourik – Chairperson	206
Garrett Blaney – Commissioner	187
Helen Dixon - Commissioner	66

## 4. Technical Advice

	30 June 2024	30 June 2023
	€'000	€'000
Professional/Technical Advice	12,022	11,006

## 5. Legal Advice

	30 June 2024	30 June 2023
	€'000	€'000
Legal expenses are stated net of costs recovered from third parties.	3,839	4,840

## 6. Administrative Expenses

	30 June 2024	30 June 2023
	€'000	€'000
Equipment and IT Maintenance	2,082	2,085
Subscriptions to Databases/Research Reports	490	324
Travel and Subsistence	233	201
Conferences/Meetings	151	205
Postal and Telecommunications	103	120
Stationery	45	14
Publishing	22	23
Recruitment	162	103
Light, Heat and Cleaning	147	169
Insurance	68	70
Staff Training and Professional Development	469	382
Other Administrative Costs	176	148
	<b>4,148</b>	<b>3,844</b>

## 7. Property, Plant and Equipment

	Technical Equipment	Computer Equipment	Computer Software	Furniture & Fittings	Motor Vehicles	Total
	€'000	€'000	€'000	€'000	€'000	€'000
<b>Cost</b>						
At 30 June 2023	3,808	13,801	794	4,600	114	23,117
Additions	317	653	854	60	-	1,884
Disposals	-	-	-	-	-	-
Reclassification	-	-	(745)	-	-	(745)
At 30 June 2024	4,125	14,454	903	4,660	114	24,256
<b>Accumulated Depreciation</b>						
At 30 June 2023	2,897	12,803	185	2,817	71	18,773
Disposals	-	-	-	-	-	-
Charge for period	219	876	340	425	23	1,883
Reclassification	-	-	(257)	-	-	(257)
At 30 June 2024	3,116	13,679	268	3,242	94	20,399
<b>Net Book Value</b>						
30 June 2024	1,009	775	635	1,418	20	3,857
30 June 2023	911	998	609	1,783	43	4,344

In 2024, Computer Equipment and Software have been disclosed under their own separate headings (above).

## 8. Intangible Assets

	Software Development €'000	Total €'000
<b>Cost</b>		
At 30 June 2023	0	0
Additions	0	0
Disposals	0	0
Reclassification	745	745
At 30 June 2024	745	745
<b>Accumulated Depreciation</b>		
At 30 June 2023	0	0
Disposals	0	0
Charge for period	0	0
Reclassification	257	257
At 30 June 2024	257	257
<b>Net Book Value</b>		
30 June 2024	488	488
30 June 2023	0	0

At 30 June 2024, €0.5m of Software IT Development Costs have been reclassified as Intangible Assets (from Property, Plant & Equipment - Computer Software).

## 9. Receivables

	<b>30 June 2024</b>	<b>30 June 2023</b>
	<b>€'000</b>	<b>€'000</b>
<i>Due within one year:</i>		
Electronic Communications administration levy	1,258	129
Radio Licence Income	952	2,021
Accrued Income	617	366
Pre-payments & Recoverable expenses	1,142	1,114
	<b>3,969</b>	<b>3,630</b>

## 10. Short Term Investments

	<b>30 June 2024</b>	<b>30 June 2023</b>
	<b>€'000</b>	<b>€'000</b>
Short Term Investments	103,386	79,536

Short Term Investments comprise Exchequer Notes purchased from the National Treasury Management Agency Limited. The Commission places excess cash holdings in short term investments. These cash holdings mainly represent surpluses generated by the Commission which are payable to the Exchequer (as disclosed in Note 13), monies held in trust in relation to commitments made by third parties to the Commission, potential refunds in respect of the delayed commencement of certain licences (also disclosed in Note 11) and deposits received in respect of a Multi Band Spectrum Award (also disclosed in Note 11).

## 11. Payables

	30 June 2024	30 June 2023
	€'000	€'000
<b>Payables</b>		
<i>Amounts falling due within one year</i>		
Trade Creditors	2,400	2,455
Other Creditors	5,725	5,906
Value-added tax	140	412
Accruals	1,457	1,103
Deferred income (see analysis below)	36,919	37,304
Payroll	1,623	1,612
Payable to Central Fund (see Note 13)	62,165	39,334
	<b>110,429</b>	<b>88,122</b>

Other Creditors includes potential refunds of €5.4m (2023: €5.5m) in respect of delayed commencement of 3.6GHz Band Liberalised Use licences.

<b>Analysis of Deferred Income</b>		
Radio Licence Income	36,779	37,164
Other	140	140
	<b>36,919</b>	<b>37,304</b>

Where licences are renewed for a period which extends beyond the end of the financial year, a proportion of that income is deferred to meet expenditure in the following year.

## 12. Capital Reserves

	30 June 2024	30 June 2023
	€'000	€'000
Opening Balance	4,344	4,834
<i>Transfer (to) / from Income and Expenditure Account:</i>		
Additions to fixed assets	1,884	1,623
Amortisation in line with fixed asset depreciation	(1,883)	(2,113)
Amount released on disposal of Fixed Assets	-	-
Net Amount (to) Income and Expenditure Account	1	(490)
<b>Closing Balance</b>	<b>4,345</b>	<b>4,344</b>

## 13. Appropriation of Surplus

Section 30 of the Communications Regulation Act 2002 provides that the Minister may, with the consent of the Minister for Public Expenditure NDP Delivery and Reform direct the Commission to pay sums to the Exchequer. The amount to be paid over is decided by the Minister after consultation with the Commission. The Commission is awaiting direction from the Department in relation to the final determination of the amount payable to the Central Fund for the year ending 30 June 2024. In August 2024 the Department confirmed that ComReg could retain €39.854m in respect of its surplus for 2023 as interim funding to support its new functions.

The amount owed to the Exchequer is determined by reference to the surplus recorded by the Commission in the period, adjusted for a number of items as set out below.

	Gross Amount Due	Pension Adjustment (b)	Net Amount Due
	€'000	€'000	€'000
Balance due to Exchequer at 30 June 2023	40,174	(840)	39,334
Surplus for 2024 including Transfer from Capital Reserve	24,136		24,136
Paid in 2024	(0)		(0)
Pension reserve adjustment (a)	(1,305)		(1,305)
Pension fund payment clawback (b)	(320)	320	-
<b>Balance at 30 June 2024</b>	<b>62,685</b>	<b>(520)</b>	<b>62,165</b>

The comparative figures in respect of the amount owed to the Exchequer as at 30 June 2023 are shown below.

## 13. Appropriation of Surplus (continued)

	Gross Amount Due	Pension Adjustment (b)	Net Amount Due
	€'000	€'000	€'000
Balance due to Exchequer at 30 June 2022	25,766	(1,160)	24,606
Surplus for 2023 including Transfer from Capital Reserve	181,620		181,620
Paid in 2023	(165,446)		(165,446)
Pension reserve adjustment (a)	(1,446)		(1,446)
Pension fund payment clawback (b)	(320)	320	-
<b>Balance at 30 June 2023</b>	<b>40,174</b>	<b>(840)</b>	<b>39,334</b>

- (a) The pension reserve adjustment represents the difference between the pension amount charged to the Income and Expenditure Account in 2024 of €2,890,000 (2023: €2,956,000) and the employer contributions in the period of €4,194,000 (2023: €4,402,000).
- (b) The Commission made a total contribution of €5m to its pension fund (€2.5m in 2008 and €2.5m in 2009, a total of €5m). The amount owed to the Exchequer is shown net of this contribution which is being recovered at €320,000 per annum as payments to the Exchequer are made. In 2024 there was a clawback of €320,000 (2023: €320,000).

## 14. Premises and Accommodation

The Commission moved to new lease premises located at One Dockland Central, Guild Street, Dublin 1 on 6 June 2017. The premises are rented at a cost of €1.6M (excluding VAT) per annum.

The total of future minimum operating lease payments (excluding VAT) under non-cancellable operating leases in respect of premises occupied by the Commission are as follows:

	30 June 2024	30 June 2023
	€'000	€'000
<b>Payable:</b>		
Within one year	2,189	1,978
Between one and five years	3,390	4,958
More than five years	-	-
	<b>5,579</b>	<b>6,936</b>

## 15. Membership Of International Telecommunications Organisations

Certain payments to International Telecommunications Organisations are met by the Department of the Environment, Climate and Communications (DECC) out of the proceeds of the Electronic Communication Administrative Levy. The charge to the Income and Expenditure Account includes €811,000 (2023: €760,000) for that purpose. Such charges are invoiced to DECC who are subsequently reimbursed by ComReg.

## 16. Commissioners, Staff And Advisors/Consultants – Disclosure Of Interests

The Commissioners and staff complied with the requirements of Section 25 (Disclosure of Interests) of the Communications Regulation Act, 2002. There were no transactions in the year in relation to the Commission's activities in which the Commissioners or any advisor or consultant had any interest.

## 17. Retirement Benefits

### a) Description of Scheme

The Commission is a national regulatory authority established under the Communications Regulation Act, 2002. Sections 26 and 27 of the Act provide that the Commission shall make schemes for granting of superannuation benefits to and in respect of Commissioners and staff members, subject to Ministerial approval.

A funded defined-benefit scheme is being operated for the employees of the Commission. The benefits are defined by reference to the current 'model' public sector scheme regulations. Employer contribution rates are set having regard to actuarial advice and periodic review on the funding rate required for the scheme. The scheme provides a retirement benefit (one eightieth per year of service), a gratuity or lump sum (three eightieths per year of service) and spouse's and children's retirement benefits. Normal retirement age is a member's 65th birthday. Retirement benefits in payment (and deferment) normally increase in line with general public sector salary inflation.

The Commission also operates the Single Public Service Pension Scheme ("Single Scheme") for those staff who joined the Single Scheme on or after 1 January 2013. Single Scheme members' contributions are paid over to the Department of Public Expenditure NDP Delivery and Reform (DPENDR). In addition, the Commission is liable to pay an employer contribution to DPENDR in accordance with DPENDR Circular 28/2020. The Commission has accounted for its costs and liabilities under the single public services pension scheme (since 1 July 2017) on an incurred basis.

For the purposes of reporting in accordance with Financial Reporting Standard 102 – (FRS 102), an update of the actuarial review (in respect of the funded defined benefit scheme) was completed as at 30 June 2024.

## 17. Retirement Benefits (continued)

	30 June 2024	30 June 2023
	€'000	€'000
<b>b) Retirement Benefit Costs</b>		
<b>Made up of:</b>		
<b><i>Defined Benefit Scheme</i></b>		
Current service cost	2,546	2,516
Interest cost	2,707	2,282
Expected return on Scheme Assets	(2,973)	(2,390)
Less: Employees' Contributions	(470)	(445)
	<b>1,810</b>	<b>1,963</b>
<i>Single Public Service Pension Scheme (SPSPS)</i>		
Employer Contribution	1,080	<b>993</b>
Current Service Cost*	976	<b>1,062</b>
Interest Cost	229	<b>163</b>
Adjustment to deferred Exchequer Pension funding	(1,205)	<b>(1,225)</b>
	<u>1,080</u>	<u><b>993</b></u>
<b>Total Retirement Benefit Costs</b>	<b>2,890</b>	<b>2,956</b>
*Employee contributions of €360,000 (2023: €331,000) remitted to DPENDR, have been included in the calculation of the current service cost.		
<b>c) Net Retirement Benefit Liability (Defined Benefit Scheme)</b>		
<b>(i) Made up of:</b>		
Fair value of Scheme Assets	77,817	71,012
Present Value of Retirement benefit obligations	(72,772)	(66,257)
<b>Net Asset</b>	<b>5,045</b>	<b>4,755</b>

Note: The Balance Sheet Liability in respect of Single Scheme Retirement Benefits in 2024 comprises a Deferred Funding Asset of €7.322m (2023: €5.583m) to match the Single Scheme Liability of €7.322m (2023: €5.583m) giving a nil Net Liability.

## 17. Retirement Benefits (continued)

	30 June 2024	30 June 2023
	€'000	€'000
<b>(ii) Present Value of Retirement Benefit Obligations at beginning of year (Defined Benefit Scheme)</b>	66,257	63,786
Current Service Cost	2,546	2,516
Interest Cost	2,707	2,282
Actuarial (Gain)	1,828	(1,445)
Benefits Paid	(478)	(779)
Premiums Paid	(88)	(103)
<b>Present Value of Retirement Benefit Obligations at end of year (Defined Benefit Scheme)</b>	<b>72,772</b>	<b>66,257</b>
<b>(iii) Change in Scheme Assets (Defined Benefit Scheme)</b>		
<b>Fair Value of Scheme Assets at beginning of year</b>	71,012	64,905
Expected return on Scheme Assets	2,973	2,390
Actuarial Gain / (Loss)	813	745
Employer Contributions	3,115	3,409
Members' Contributions	470	445
Benefits Paid	(478)	(779)
Premiums Paid	(88)	(103)
<b>Fair Value of Scheme Assets at end of year</b>	<b>77,817</b>	<b>71,012</b>
The current practice of increasing retirement benefits in line with public sector salary inflation is taken into account in measuring the defined retirement benefit obligation.		
<b>(iv) Retirement Benefits Liability (SPSPS)</b>		
<b>Present Value as at 1 July 2023</b>	5,583	4,537
Current Service Cost	1,107	1,230
Interest Cost	229	163
Actuarial (Gain)	403	(347)
Benefits Paid	-	-
<b>Present Value as at 30 June 2024</b>	<b>7,322</b>	<b>5,583</b>

## 17. Retirement Benefits (continued)

	30 June 2024	30 June 2023
	€'000	€'000
<b>d) Scheme Asset Composition (Defined Benefit Scheme)</b>		
The scheme assets at the year end were composed of:		
Equities	24,757	29,259
Bonds	46,490	33,859
Property	626	645
Cash and Other liquid assets	5,944	7,249
	<b>77,817</b>	<b>71,012</b>
The scheme assets at the year end expressed in % terms comprised		
	<b>%</b>	<b>%</b>
Equities	31.8%	41.2%
Bonds	59.7%	47.7%
Property	0.8%	0.9%
Cash and Other assets*	7.7%	10.2%
	<b>100.0%</b>	<b>100.0%</b>
*consists of alternative strategies and enhanced yield funds		
<b>Weighted average assumptions used to determine benefit obligations (Defined Benefit Scheme)</b>		
Discount Rate	4.00%	4.10%
Rate of compensation increase	4.10%	4.20%
<b>Weighted average assumptions used to determine pension expense (Defined Benefit Scheme)</b>		
Discount Rate	4.10%	3.60%
Expected long-term return on scheme assets	4.00%	4.10%

## 17. Retirement Benefits (continued)

	30 June 2024	30 June 2023
	€'000	€'000
<b>e) Principal Actuarial, Financial &amp; Demographic Assumptions (Defined Benefit Scheme)</b>		
<i>The financial assumptions used were as follows:</i>		
Discount rate	4.00%	4.10%
Salary increases	4.10%	4.20%
Pension increases	3.60%	3.70%
Inflation increases	2.60%	2.70%

*The Demographic assumptions used were as follows:*

	2024	2023
<b>Mortality Pre-Retirement &amp; Post-Retirement</b>	S3PNA with CMI 2019 (1.5%) improvements for all members (-1 year age offset)	S3PNA with CMI 2019 (1.5%) improvements for all members (-1 year age offset)
<b>Retirements</b>	It is assumed that all members who joined prior to 1 April 2004 retire at age 60 and all other members retire at 65	It is assumed that all members who joined prior to 1 April 2004 retire at age 60 and all other members retire at 65
<b>Ill Health Retirement</b>	No allowance	No allowance
<b>Early Retirement</b>	No allowance	No allowance
<b>Withdrawals</b>	No allowance	No allowance
<b>Percentage married</b>	It is assumed that 90% of members are married	It is assumed that 90% of members are married
<b>Age Difference between spouses</b>	A male is assumed to be 3 years older than his spouse	A male is assumed to be 3 years older than his spouse

\* The mortality assumptions chosen are based on standard tables reflecting typical pensioner mortality and they allow for increasing life expectancy over time.

The assumptions underlying the actuarial valuations for which the amounts recognised in the financial statements are determined (including discount rates, rates of increase in future compensation levels and mortality rates) are updated annually based on current economic conditions, and for any relevant changes to the terms and conditions of the retirement benefit and post-retirement plans.

The assumptions can be affected by:

- (a) the discount rate, changes in the rate of return on high-quality corporate bonds
- (b) future compensation levels, future labour market conditions.

## 17. Retirement Benefits (continued)

	30 June 2024 €'000	30 June 2023 €'000	30 June 2022 €'000	30 June 2021 €'000	30 June 2020 €'000
<b>f) History of defined benefit obligations, assets and experience gains and losses</b>					
Defined benefit obligations	72,772	66,257	63,786	78,060	67,235
Fair value of Scheme Assets	(77,817)	(71,012)	(64,905)	(69,724)	(58,194)
(Surplus) / Deficit for funded Scheme	(5,045)	(4,755)	(1,119)	8,336	9,041
Experience Adjustment on Scheme Assets	813	745	(7,824)	8,284	(378)
- Percentage of scheme assets	1.0%	1.0%	12.1%	11.9%	0.6%
Experience (losses) / gains on ComReg Scheme Liabilities					
- Amount	(1,828)	(2,131)	(2,688)	(14)	(17)
- Percentage of Scheme Liabilities	2.5%	3.2%	4.2%	0%	0%
Experience gains / (losses) on Single Public Sector Pension Scheme Liabilities					
- Amount	(403)	(2)	311	(72)	299
- Percentage of Scheme Liabilities	0.5%	0%	6.9%	1.4%	9.0%

### g) Prior Pensionable Service

The liabilities of the pension scheme relate to retirement benefits arising from service with the Commission and service with other public bodies prior to joining the Commission where such service is known to the Commission. The Commission is entitled to seek to recover the cost of funding the prior service from other public bodies under the terms of its membership of the Public Service Transfer Network.

For service transferred by members prior to 30 June 2024, the total value of such payments received in the year to 30 June 2024 was Nil (2023: Nil).

Payments in respect of transferred in service (when received) are shown as a separate item in the Statement of Comprehensive Income.

### h) Funding of retirements benefits

A triennial actuarial valuation of the scheme was carried out as at 1 January 2022 and the recommended contribution rate was subsequently agreed. The next triennial actuarial valuation is due to be carried out as at 1 January 2025.

## 17. Retirement Benefits (continued)

### h) (i) Deferred Funding Asset for Pensions (Single Public Service Pension Scheme)

In compliance with the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, the Commission as the “Relevant Authority” has calculated the retirement benefit applicable to the Single Public Service Pension Scheme at the 30 June 2023. The deferred funding asset for pensions relates to the creation of an asset equal to the defined benefit liability of this scheme. The liability in respect of the Single Scheme members is matched by a deferred funding asset on the basis of the provisions of Section 44 of the Public Service Pensions (Single Scheme and other Provisions) Act 2012.

## 18. Contingent Liabilities

Legal costs incurred to date have been fully provided for in these financial statements. However, the Commission is involved in a number of legal cases, the outcome of which is uncertain. Potential future costs in relation to these cases have not been provided for due to the uncertainty around the outcome and the potential costs that may be incurred.

## 19. Related Party Transactions

As part of the ordinary course of business, the Commission has had transactions with other government departments and other state bodies. Key Management Remuneration is disclosed in Note 3.

## 20. Additional Superannuation Contribution

An amount of €652,929 (2023: €604,742) deducted from salaries in respect of the Additional Superannuation Contribution was paid to the Department of the Environment, Climate and Communications in the year ended 30 June 2024.

## 21. Post Balance Sheet Events

There are no events between the reporting date and the date of approval of these financial statements for issue that require adjustment to the financial statements.

## 22. Going Concern

The Commission considers that, as levy and fee receipts as provided for in Statutory Instruments are being collected in line with projections, it is appropriate to prepare these financial statements on a going concern basis.

## 23. Comparatives

Certain comparative information has been reclassified for consistency with current year disclosures.

## 24. Approval Of Financial Statements

These financial statements were approved by Garrett Blaney, Chairperson, for the Commission, on the 24 February 2025.



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

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1 Dockland Central  
Guild Street  
Dublin 1

# ComReg Tuarascáil Bhliantúil 2023 - 2024

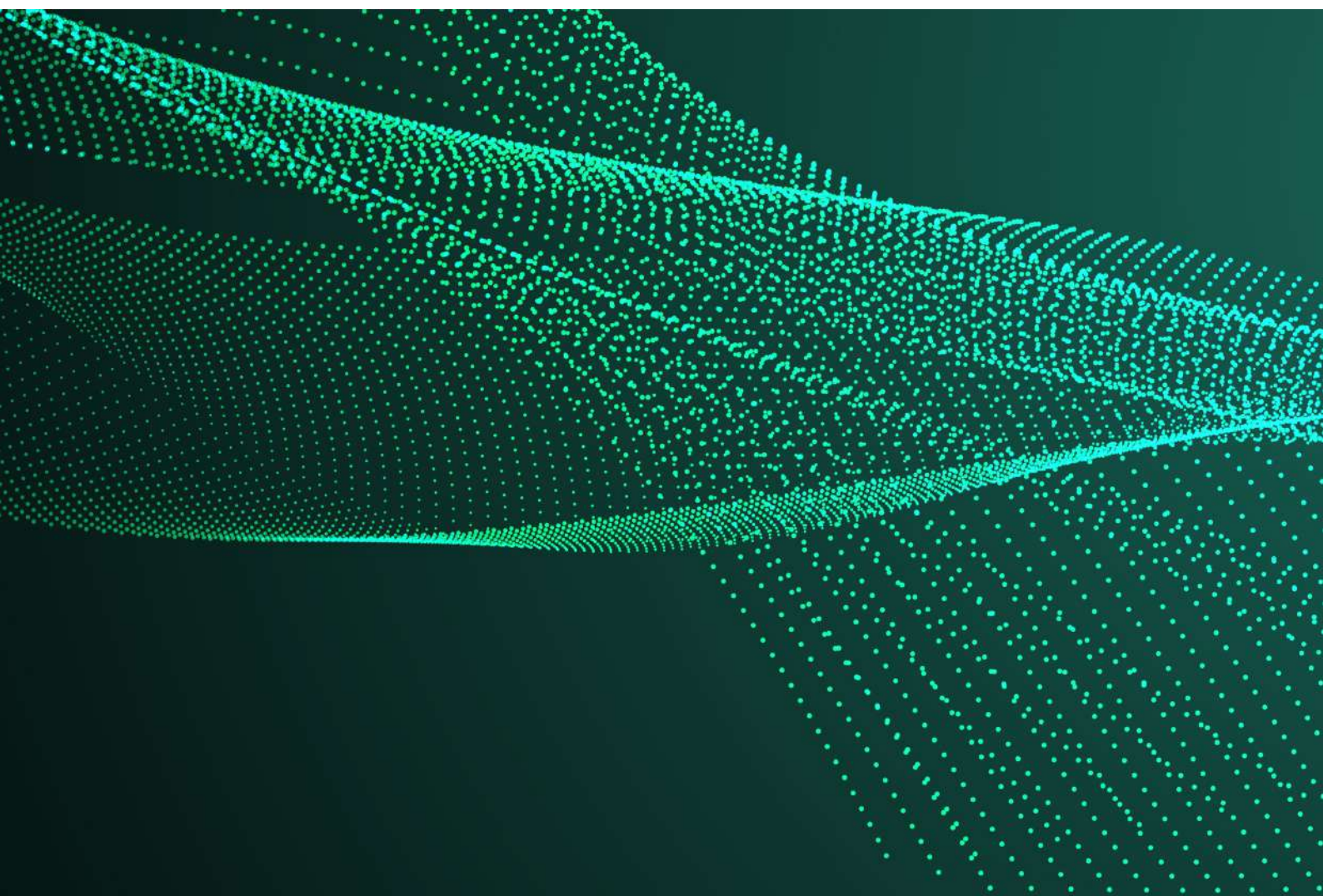
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An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# Tuarascáil Bhliantúil 2023 - 2024

Curtha faoi bhráid an Aire Comhshaoil,  
Aeráide agus Cumarsáide de réir Alt 32  
den Acht um Rialáil Cumarsáide, 2002.



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1.

# Faoi ComReg

Is é an Coimisiún um Rialáil Cumarsáide (ComReg) an comhlacht reachtúil atá freagrach as seirbhísí cumarsáide leictreonaí (teileachumarsáid, cumarsáid raidió agus líonraí craolacháin), seirbhísí poist agus ardráta a rialú. Is é ComReg an t-údarás rialála náisiúnta le haghaidh na n-earnálacha seo, de réir Dhlí an AE agus na hÉireann. Lena chois sin, déanaimid bainistiú ar an speictream minicíochta raidió agus an acmhainn uimhrithe náisiúnta, i measc freagrachtaí eile.

# Coimisinéirí



**ROBERT MOURIK**  
Cathaoirleach



**GARRETT BLANEY**  
Coimisinéir



**HELEN DIXON**  
Coimisinéir

# Struchtúr na hEagraíochta

Bunaíodh an Coimisiún um Rialáil Cumarsáide (ComReg) an 1 Nollaig 2002 ag an Acht um Rialáil Cumarsáide 2002 agus tá Coimisiún ina bhfuil suas le triúr Coimisinéirí i gceannas air. Ag deireadh na tréimhse tuairiscithe seo bhí triúr Coimisinéirí ag an gCoimisiún: Robert Mourik (Cathaoirleach), Garrett Blaney agus Helen Dixon.

Tá an Coimisiún, mar aon leis an bhFoireann Ceannaireachta, freagrach as bainistiú straitéiseach agus oibríochtúil na heagraíochta. Bíonn ComReg ag brath ar iarrachtaí ár bhfoirne go léir (lena n-áirítear dlíodóirí, eacnamaithe, innealtóirí, cuntasóirí, anailísithe gnó agus speisialtóirí riaracháin) chun ár misean a chur i bhfeidhm agus ár gcuspóirí rialála a chomhlíonadh.

Tá ceithre Rannóg in ComReg, le tacaíocht ó Abhcóide Ginearálta agus Stiúrthóir Straitéise agus Eacnamaíochta. Tá an struchtúr bunaithe ar fhoirne trasfheidhmiúla atá ag feidhmiú i dtimpeallacht ildisciplíneach.

# Foireann Ceannaireachta



**PAUL MCSWEENEY**  
Stiúrthóir Straitéise agus  
Eacnamaíochta



**CAROLINE DEE-BROWN**  
Abhcóide Ginearálta



**DONAL LEAVY**  
Stiúrthóir na Rannóige  
Mórdhíola



**BARBARA DELANEY**  
Stiúrthóir na Rannóige Miondíola  
agus Seirbhísí do Thomhaltóirí



**GEORGE MERRIGAN**  
Stiúrthóir na Rannóige  
Creata Margaidh

**Stiúrthóir na Rannóige  
Seirbhísí Corparáideacha**  
(Ról folamh amhail ar an  
30 Meitheamh 2024)

# Feidhmeanna

Tá ComReg freagrach as iomaíocht a chur chun cinn, tomhaltóirí a chosaint agus nuálaíocht a spreagadh. Bímid ag déileáil le saincheisteanna casta dlí, eacnamaíochta, cuntasáíochta, rialála agus teicneolaíochta.

Tá ár gcuspóirí leagtha amach de réir na reachtaíochta príomhúla agus tánaistí araon, agus tá an creat reachtach seo ag forbairt i gcónaí ó bhí an tAcht Cumarsáide (Rialáil) 2002 ann. In 2007, chuir an tAcht um Rialáil Cumarsáide (Leasú) 2007 le freagrachtaí agus cumhachtaí ComReg, mar aon le bearta forfheidhmiúcháin atá ar fáil. Bronnadh cumhachtaí don Acht Iomaíochta ar ComReg maidir le cumarsáid agus seirbhísí leictreonacha agus rinneadh tuilleadh leasaithe ar na cumhachtaí sin in 2023 chun foráil a dhéanamh d'fheabhsuithe suntasacha ar na cumhachtaí forfheidhmithe, go háirithe córas smachtbhannaí airgeadais riaracháin a thabhairt isteach.

Leis an Acht um Rialáil Cumarsáide (Seirbhísí Ardráta & Bonneagar Cumarsáide Leictreonaí), 2010 is amhlaidh gur aistríodh freagracht as rialáil seirbhísí ardráta chuig ComReg agus thosaigh ComReg ag rialáil an réimse seo i mí Iúil 2010. Leagtar amach san Acht Poist 2011 freagrachtaí rialála ComReg maidir le cúrsaí poist. Leis an Acht um Chearta Tomhaltóirí 2022 rinneadh nuashonrú ar an dlí tomhaltóirí atá ann cheana agus leanadh den fhreagracht atá ar ComReg na forálacha a bhaineann le seirbhísí cumarsáide leictreonaí a fhorfheidhmiú agus seasamh le cearta agus leigheasanna i gconarthaí tomhaltóirí chun seirbhísí neamh-dhigiteacha a sholáthar agus i ndáil le Treoracha an AE maidir le hearraí a dhíol agus maidir le forfheidhmiú agus nuachóiriú níos fearr rialacha an Aontais Eorpaigh maidir le cosaint tomhaltóirí.

Sa Treoir maidir leis an gCód um Chumarsáid Leictreonach Eorpach rinneadh athbhreithniú ar chreat rialála iomlán an Aontais don earnáil teileachumarsáide agus dá bhrí sin leathnaíodh feidhmeanna agus cuspóirí ComReg leis an Acht um Rialáil Cumarsáide agus leis an nGníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023 agus le Rialacháin an Aontais Eorpaigh (Cód um Chumarsáid Leictreonach Eorpach) 2022. I mí an Mheithimh 2023, cuireadh tús leis an dá phíosa nua chun reachtaíocht na hÉireann a thrasú a thabhairt cothrom le dáta go háirithe na réimsí seo a leanas:

- Na cearta úsáideora deiridh atá ag tomhaltóirí seirbhísí cumarsáide leictreonaí san Aontas Eorpach
- Córas na Seirbhísí Uilíochá is infheidhme maidir le cumarsáid leictreonach
- Na rialacha lena rialáítear sannadh agus úsáid speictrim raidió
- An córas lena rialáítear rochtain ar oibleagáidí bonneagair ar oibrítheoirí a meastar go bhfuil Cumhacht Shuntasach sa Mhargadh acu
- Raon feidhme an chreata rialála a leathnú chun imreoirí margaidh nua a chur san áireamh
- An chumhacht smachtbhannaí airgeadais riaracháin agus cumhachtaí imscrúdaithe nuashonraithe agus breithniú a fhorchur mar mheicníocht chun sárúithe a chinneadh agus leigheasanna a fhorchur amhail aisíocaíochtaí tomhaltóirí, cúiteamh, ceanglas deireadh a chur le sárú agus/nó sárú a leigheas
- Cumhachtaí comhlíonta agus forfheidhmithe maidir le cur chun feidhme Beart Slándála Cumarsáide Leictreonaí

Faoi na hAchtanna um Rialáil Cumarsáide 2002 go 2023, tá raon feidhmeanna agus cuspóirí ag ComReg maidir le soláthar líonraí cumarsáide leictreonaí, seirbhísí cumarsáide leictreonaí, agus post.

#### Áirítear orthu seo:

- A chinntiú go gcomhlíonann oibritheoirí oibleagáidí
- Iomaíocht a chur chun cinn
- Rannchuidiú le forbairt an mhargaidh inmheánaigh
- Leasanna na saoránach sa Chomhphobal Eorpach a chur chun cinn
- Rochtain fhorleathan ar líonraí fíor-ardacmhainne agus glacadh líonraí fíor-ardacmhainne a chur chun cinn, idir líonraí fosaithe agus líonraí gan sreang
- Bainistíocht agus úsáid éifeachtúil an speictrim radaimhnicíochta agus na n-uimhreacha ón scéim uimhrithe náisiúnta a chinntiú
- Forbairt na hearnála poist a chur chun cinn agus seirbhís uilíoch a bheith ar fáil
- Leasanna úsáideoirí deiridh seirbhísí ardráta a chosaint

**Sa Tuarascáil Bhliantúil seo clúdaítear ár bpríomhghníomhaíochtaí ón 1 Iúil 2023 go dtí an 30 Meitheamh 2024.**

## 2.

# Athbhreithniú an Chathaoirligh

### Réamhrá

I rith na bliana a chlúdaítear sa Tuarascáil Bhliantúil seo, lean ComReg ar aghaidh ag tacú le comórtas agus le hinfheistíocht i líonraí cumarsáide leictreonacha ardluais chun rochtain fhorleathan ar nascacht agus ar chumarsáid ar ardchaighdeán a sheachadadh. Creideann ComReg gur cheart go mbeadh rochtain ag tomhaltóirí agus gnólachtaí sa tír ar sheirbhísí ardchaighdeáin cumarsáide leictreonaí a theastaíonn uainn inár saol laethúil, chun tacú le gníomhaíochtaí oibre, oideachais agus sóisialta.

Tá na hearnálacha atá á rialú ag ComReg ag athrú an t-am ar fad agus, dá bhrí sin, beidh ár sainordú ag athrú freisin. I rith na bliana, bhí ComReg ag ullmhú do réimsí nua a bheidh á rialú aige cosúil le sláine líonra agus cibearshlándáil. Chun na dualgais nua sin a chomhlíonadh, bainfidh ComReg tairbhe as an gcumas agus as na hacmhainní atá aige faoi láthair ar an mbealach is fearr agus is féidir agus earcóidh sé daoine nua freisin a mbeidh saineolas acu sna réimsí sin atá tábhachtach dár n-eagraíocht.

Áirítear ar na feidhmeanna nua sin freagrachtaí rialála as an Treoir maidir le Slándáil na gCóras Gréasáin agus Faisnéise (NIS2) agus an treoir maidir le hAthléimneacht Eintiteas Criticiúil (CER). Déileálann NIS2 le nithe a bhaineann le cibearshlándáil. Faoin treoir sin, ní mór do Bhallstáit den AE a chinntiú go ndéanann eintitis riachtanacha bearta teicniúla, oibriúcháin agus eagraíochta oiriúnacha agus comhréireacha chun na rioscaí atá ann do shlándáil na gcóras gréasáin agus faisnéise a bhainistiú, agus chun an tionchar atá ag teagmhais ar fhaighteoirí a gcuid seirbhísí agus ar sheirbhísí eile a chosc nó a íoslaghdú.

Feabhsóidh agus treiseoidh an Treoir maidir le hAthléimneacht Eintiteas Criticiúil (CER) an athléimneacht fhisiciúil do rioscaí a bhféadfadh tionchar a bheith acu ar sheirbhísí riachtanacha a sholáthar cosúil leis an mbonneagar digiteach atá riachtanach chun feidhmiú ceart an gheilleagair agus na sochaí a chinntiú.

Is teicneolaíochtaí riachtanacha inár saol laethúil iad cumarsáid agus néal. Tá athléimneacht agus cibearshlándáil láidir riachtanach chun iontaoibh agus muinín a chinntiú i measc tomhaltóirí agus gnóthaí. Chomh maith leis sin, is ionann na hearnálacha sin agus cnámh droma an gheilleagair dhigitigh trí chéile ina bhfuil ról lárnach ag Éire. Ciallóidh na cumhachtaí nua seo go mbeidh earnálacha nua á rialú ag ComReg le páirtithe leasmhara nua, sa bhaile agus san Eoraip.

## Leathanbhanda

Is léir go bhfuil ról riachtanach ag infhaighteacht leathanbhanda tapa agus iontaofa inár ngeilleagar agus inár sochaí. Leanadh ar aghaidh le hinfheistíocht phríobháideach agus phoiblí i leathanbhanda i rith na tréimhse tuairiscithe seo.

Go deimhin, is é Cábla Snáthoptaice go hÁitreabh (FTTP) an teicneolaíocht leathanbhanda is coitianta a cheannaítear agus tá sé ar fáil ag 68% de gach áitreabh (arna thomhas trí Éirchóid) in Éirinn. Tá FTTP agus/nó Leathanbhanda Cábla ar fáil ag 81% de gach áitreabh (arna thomhas trí Éirchóid) in Éirinn. Chomh fada is a bhaineann le glacadh le FTTP, bhí seirbhís FTTP ghníomhach ag beagnach leath de gach áitreabh ina raibh FTTP ar fáil ag deireadh Ráithe 2 2024.

## Móibíleach

Ag deireadh na tréimhse tuairiscithe seo, bhí 9.9 milliún síntiús le haghaidh seirbhís cumarsáide móibíleacha agus síntiús Meaisín le Meaisín (M2M) in Éirinn. I Ráithe 2 2024, bhí na síntiúis M2M iomlána cothrom le 3.7 milliún, arb ionann é agus fás bliantúil atá ag tarlú ag ráta 16%.

Laghdaigh meánlíon na nóiméad guthghlaonna míosúla don síntiúsóir móibíleach in Éirinn go dtí 164 nóiméad sa mhí i mí Meithimh 2024. I mí Meithimh 2024 bhí an meánlíon tráchta don síntiúsóir móibíleach a bhí ag úsáid seirbhísí gutha agus sonraí cothrom le 17.9GB.

## Tomhaltóirí

Is é cur chuige straitéiseach foriomlán ComReg tomhaltóirí a chumhachtú agus a chosaint ionas gur féidir leo seirbhísí cumarsáide a roghnú agus a úsáid go muiníneach.

I rith na tréimhse idir an 1 Iúil 2023 agus an 30 Meitheamh 2024, chuir ComReg roinnt gníomhartha i gcrích chun a spriocanna tomhaltóra gaolmhara a sheachadadh chun dul chun tairbhe tomhaltóirí i rith chéimeanna aistear an tomhaltóra: Ag Féachaint, Ag Clárú, Ag Aistriú agus Ag Úsáid. Bhí gníomhartha ComReg mar atá mínithe thíos dírithe ar Rannpháirtíocht leis an bPobal, Cúram agus Cúiteamh Tomhaltóirí, Cearta Tomhaltóirí, agus Cosaint agus Comhlíonadh.

I rith na tréimhse idir an 1 Iúil 2023 agus an 30 Meitheamh 2024, rinne tomhaltóirí teagmháil linn maidir le thart ar 14,000 fadhb. Bhain thart ar 82% de na fadhbanna ar tarraingíodh aird orthu le cumarsáid leictreonach, agus bhain 1% eile le seirbhísí ardráta. Bhain na fadhbanna eile le nithe nár bhain le sainordú ComReg nó a bhí neamhaithnid.

As measc na bhfadhbanna ar fad ar tarraingíodh aird ComReg orthu i rith na tréimhse, gearáin ba ea 9% a géaraíodh thar ceann tomhaltóirí na Soláthraithe Seirbhíse ábhartha le haghaidh Seirbhísí Cumarsáide Leictreonacha (SCL) agus Seirbhísí Ardráta (SAR).

Bhain formhór na bhfadhbanna SAR ar tarraingíodh aird orthu laistigh de shainordú ComReg le billeáil, fadhbanna seirbhíse, ceisteanna conarthacha, agus aistriú / iniomparthacht uimhreach. Bhain formhór na bhfadhbanna SAR ar tarraingíodh aird orthu le staideanna ina ndiúltaíonn tomhaltóirí go ndearna siad teagmháil leis an SAR nó sa chás go ndíospóideann an tomhaltóir an táille SAR atá i gceist.

## Cumarsáid Chiapaireachta

Baineann Cumarsáid Chiapaireachta nó glaonna camscéime an bonn den mhuinín atá ag daoine as cumarsáid leictreonach, i gcás tomhaltóirí agus gnóthaí araon. Bhunaigh ComReg, tríd an obair atá á déanamh ag Tascfhórsa Tionscail na Cumarsáide Ciapaireachta raon beart chun glaonna camscéime a laghdú agus a mhaolú. Ina measc bhí liosta Ná Tionscain, uimhreacha cosanta, Aithint Líne an Ghlaiteora seasta agus móibíleach, agus bearta eile nach iad. Cabhróidh na hidirghabhálacha seo chun líon na nglanna agus téacsteachtaireachtaí camscéime a laghdú agus cabhróidh siad chun muinín a chothú sna seirbhísí sin. Chomh maith leis sin, d'oibrigh ComReg le rialtóirí eile san AE agus leo siúd sa Ríocht Aontaithe, in SAM, i gCeanada agus san Astráil chun faisnéis agus eispéireas maidir le conas déileáil leis an gceist chasta seo a roinnt.

## Iomaíocht

Dhírigh ComReg ar chur i bhfeidhm stuama an rialacháin nuair ba ghá. Chruthaigh agus chothabháil cinntí ComReg dreasacht iomaíoch d'oibritheoirí chun infheistíocht a dhéanamh i líonraí nua agus chun líonra atá bunaithe cheana a uasghrádú. I mí Eanáir 2024, d'fhoilsíomar ár gcinneadh chun athbhreithniú a dhéanamh ar iomaíocht i margaí leathanbhanda mórdhíola agus i margaí gaolmhara. Ag féachaint d'iomaíocht líonra mhéadaithe i gceantair áirithe sa tír, dhíríalaíomar roinnt margaí leathanbhanda mórdhíola, agus leanamar ar aghaidh leo siúd a rialáil sa chás go bhfuil an iomaíocht níos laige. I ndeireadh na dála, tugadh le fios go raibh cumhacht mhargaidh ag Eircom in dhá mhargadh - margadh bonneagair fhisiciúil náisiúnta (duchtanna agus cuailí) agus margadh leathanbhanda mórdhíola tráchtála. D'fhorchuireamar oibleagáidí chun rochtain ar an líonra mórdhíola a chur ar fáil d'oibritheoirí eile ag praghsanna rialaithe, i ndeireadh na dála chun iomaíocht mhiondíola a chinntiú chun tairbhe tomhaltóirí.

## Idirnáisiúnta

Le linn na bliana seo, lean ComReg de bheith rannpháirteach go gníomhach i gComhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach (BEREC), a fheidhmíonn mar ardán tábhachtach chun cur chun feidhme comhsheasmhach an chreata rialála don chumarsáid leictreonach san Aontas Eorpach a áirithiú agus lena gceadaítear malartú rialála idir údaráis rialála náisiúnta (ÚNRanna).

Lean aonaid gnóthaí idirnáisiúnta ComReg agus Ofcom (rialtóir cumarsáide na Ríochta Aontaithe) ar aghaidh ag obair go déthaobhach ar thopaicí comhleasa, i ndiaidh don Ríocht Aontaithe a ballraíocht san Aontas Eorpach a aistarraingt go foirmiúil agus BEREC a fhágáil ina dhiaidh sin.

## Conclúid

I rith na bliana, i mí Feabhra 2024, thosaigh Helen Dixon ag obair in ComReg mar Choimisinéir, rud a chiallaigh go raibh an líon iomlán, triúr Coimisinéirí, ag obair don Choimisiún. Sular thosaigh sí ag obair in ComReg, bhí Helen freagrach as an gCoimisiún um Chosaint Sonraí a stiúradh ó 2014.

Ó mhí Eanáir 2025, beidh mé i mbun cathaoirleachta ar ghrúpa cumarsáide leictreonaí an AE, BEREC, agus grúpaí rialtóirí cumarsáide leictreonaí an AE. Is onóir mhór dom glacadh le ról Chathaoirleach BEREC i gcomhair 2025, ó tharla earnáil na cumarsáide leictreonaí a bheith ag pointe athraithe chomh tábhachtach sin. Tá an Coimisiún Eorpach ag forbairt tograí chun reachtaíocht a oiriúnú chun réaltachtaí a athnuachan agus beidh príomhról ag BEREC chomh fada is a bhaineann le comhairle a chur ar fáil maidir leis an tslí is fearr chun an corpas dlí nua seo a mhúnlú.

De réir mar a bheidh ComReg ag glacadh le freagrachtaí nua, leanfaimid ar aghaidh ag cur lenár bhfoireann oibre. Tá sé mar aidhm againn foireann oibre ar ardchaighdeán a mhealladh, a oiliúint agus a choimeád. Creidimid go láidir go bhfuil na scileanna, an t-eispéireas agus na hinniúlachtaí cearta ag ár bhfoireann chun freastal ar riachtanais athraitheacha na heagraíochta.

Robert Mourik



**Robert Mourik**  
**Cathaoirleach ComReg**

### 3.

# Forléargas ar Chumarsáid

## Sciar den Mhargadh Líne Sheasta

Bunaithe ar shonraí oibritheora a cuireadh isteach trí cheistneoir na Tuarascála Ráithiúla, b'ionann Eircom Limited (ag trádáil mar Eir) agus 37.9% den mhargadh líne seasta iomlán i dtéarmaí ioncam foriomlán (miondíola agus mórdhíola) faoi mhí an Mheithimh 2024, laghdú ó 39.7% i Meitheamh 2023. B'ionann Oibritheoirí Eile agus an sciar eile den mhargadh.

## Margadh Leathanbhanda

Faoi dheireadh mhí an Mheithimh 2024, bhí beagán os cionn 2 mhiliún líne síntiús leathanbhanda ann. Ba mhéadú 2.6% é seo ar R2 2023. Mhéadaigh síntiús Cábla Snáthoptaice go háitreabh (FTTP) go 763,677 i R2 2024, méadú 32.9% ó R2 2023.

### Fíor 1: Síntiús Leathanbhanda de réir Cineál Síntiús

Cineál Líne	R2 2024	Athrú Ráithiúil R1'24 – R2'24	Athrú Bliantúil R2'23 – R2'24
Leathanbhanda Cábla	333,772	-2.17%	-7.20%
Leathanbhanda DSL	72,361	-9.29%	-28.13%
Leathanbhanda VDSL	402,879	-5.78%	-18.36%
Leathanbhanda FTTP	763,677	7.17%	32.85%
Leathanbhanda Satailíte	11,547	18.99%	121.38%
Leathanbhanda FWA	88,042	-2.86%	1.39%
<b>Leathanbhanda Seasta Iomlán</b>	<b>1,672,278</b>	<b>0.65%</b>	<b>3.18%</b>
Leathanbhanda Móibíleach	383,270	-0.47%	0.12%
<b>Leathanbhanda Iomlán</b>	<b>2,055,548</b>	<b>0.44%</b>	<b>2.60%</b>

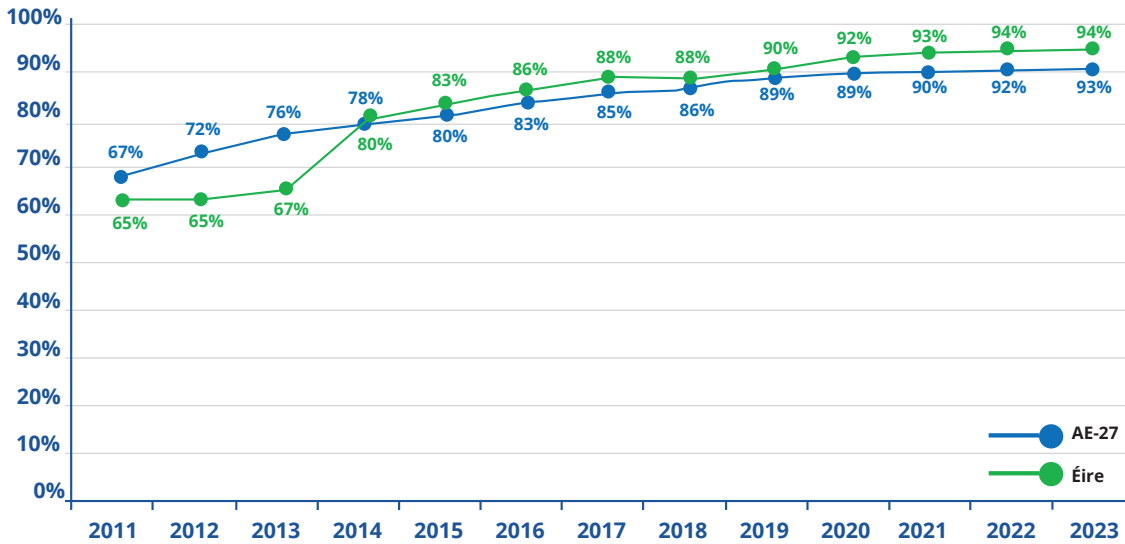
I R2 2024, bhí 27.9% de na línte síntiús leathanbhanda seasta miondíola ag Eir, agus Virgin Media ina dhiaidh sin a raibh 21.9% de línte aici. Bhí 20.1% ag Vodafone (gan leathanbhanda móibíleach san áireamh), 15.4% ag Sky Ireland, 2.8% ag Imagine, 2.5% ag Pure Telecom agus 2.2% ag Digiweb. B'ionann gach Oibritheoir Eile le chéile agus an sciar 7.2% eile de línte síntiús leathanbhanda seasta miondíola.

I R2 2024 d'úsáid meán-shíntiúsóir leathanbhanda seasta 423 GB sonraí in aghaidh na míosa, suas ó 372 GB i R2 2023. Maidir le luasanna íoslódála líne rannpháirtí, ag deireadh R2 2024, bhí seirbhísí ag 49.5% de na línte leathanbhanda go léir ag luasanna díolta cothrom le nó níos mó ná 500Mbps, le 13.2% ag luasanna cothrom le nó níos mó ná 1Gbps.

## Treá Leathanbhanda

Léirítear i bhFíor 2 seasamh na hÉireann i gcomparáid le meán an AE ó thaobh treá leathanbhanda seasta agus móibíleach do theaghlaigh. Bhí Éire (94%) os cionn mheán an AE (93%) i gcás treá leathanbhanda teaghlaigh (seasta agus móibíleach) in 2023.

### Fíor 2: Rátaí Treá Leathanbhanda Teaghlaigh, AE-27 agus Éire



## Teileafónaíocht Guth Seasta

Bhí 1.12 milliún líne síntiúis ghutha seasta i margadh na hÉireann i Meitheamh 2024, laghdú 10% ó Mheitheamh 2023. Ag deireadh mhí an Mheithimh 2024, b'ionann Eir agus 48.4% den mhargadh teileafónaíochta guth seasta agus Virgin Media ina dhiaidh sin ag 15.9%. I Ráithe 2 2024 laghdaigh trácht gutha a bhí ag teacht ó líonraí seasta go dtí 263 milliún nóiméad agus thionscain an meánsíntiúsóir cónaithe 40 nóiméad de ghlaonna gutha seasta agus thionscain an meánsíntiúsóir gnó 238 nóiméad de ghlaonna gutha seasta in aghaidh na míosa i Ráithe 2 2024.

## Seirbhísí Cumarsáide Móibíleacha

Ag deireadh Mheitheamh 2024, bhí 9.9 milliún síntiús le haghaidh seirbhísí cumarsáide móibíleacha lena n-áirítear síntiús leathanbhanda mhóibíleach agus Meaisín le Meaisín (M2M) in Éirinn. I Ráithe 2 2024, bhí na síntiús M2M iomlána cothrom le 3.7 milliún, arb ionann é agus fás bliantúil atá ag tarlú ag ráta 16%. Bhí an cion is mó de shíntiús leathanbhanda (lena n-áirítear leathanbhanda móibíleacha agus M2M) ag Three Ireland (Hutchison) Teoranta agus ag Three Ireland Services (Hutchison) Teoranta (ar a dtugtar Three i dteannta a chéile) - 47.2%.

Laghdaigh meánlíon na nóiméad guthghlaonna míosúla don síntiúsóir móibíleach in Éirinn go dtí 164 nóiméad sa mhí i mí Meithimh 2024. I mí Meithimh 2024 bhí an meánlíon tráchta don síntiúsóir móibíleach a bhí ag úsáid seirbhísí gutha agus sonraí cothrom le 17.9GB.

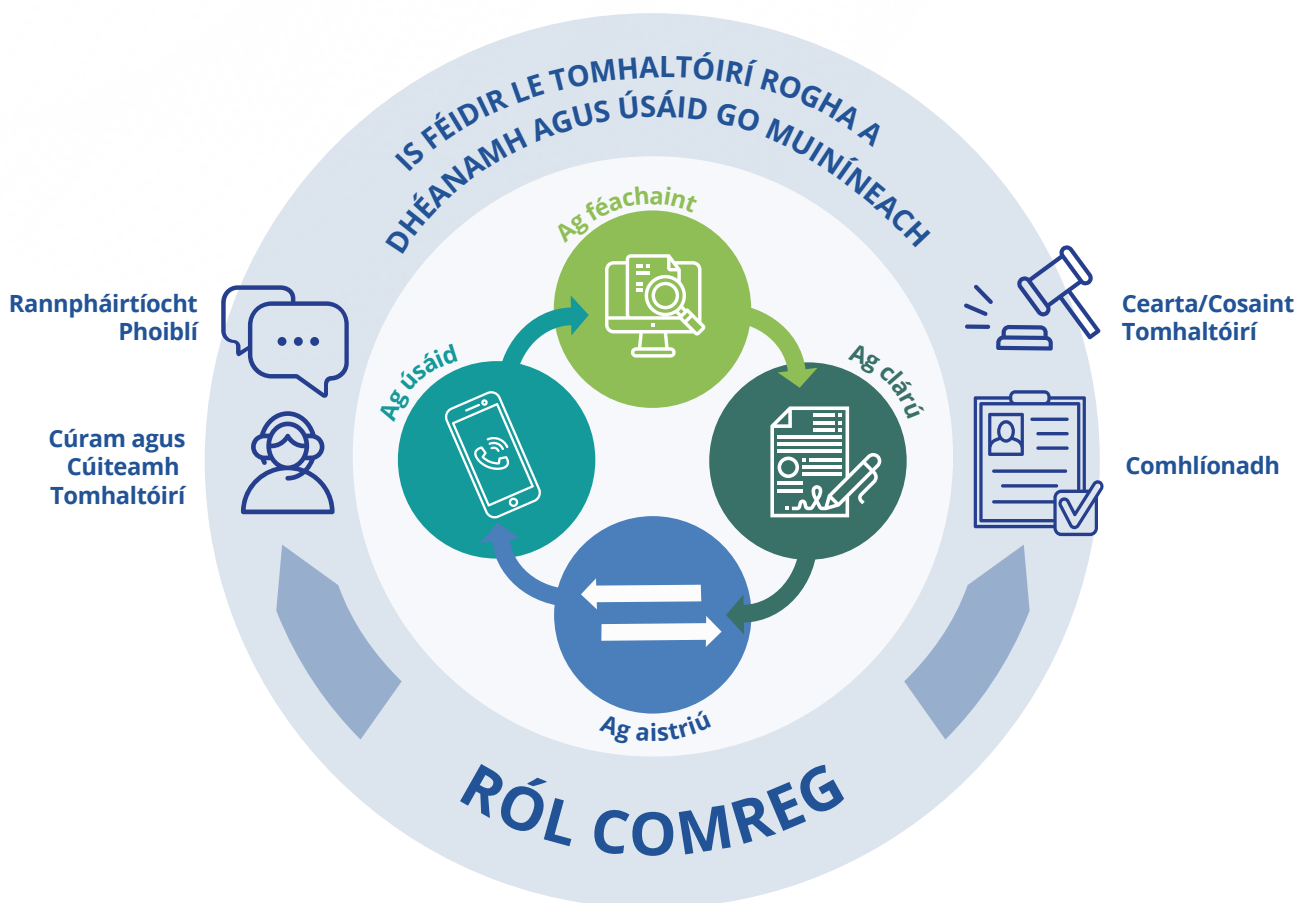
## 4.

# Tomhaltóirí

Is é cur chuige straitéiseach foriomlán ComReg tomhaltóirí a chosaint agus eolas a roinnt leo ionas gur féidir leo seirbhísí cumarsáide a roghnú agus a úsáid go muiníneach.

I rith na tréimhse idir an 1 Iúil 2023 agus an 30 Meitheamh 2024, chuir ComReg roinnt gníomhartha i gcrích chun a spriocanna tomhaltóra gaolmhara a sheachadadh chun dul chun tairbhe tomhaltóirí i rith chéimeanna aistear an tomhaltóra: Ag Féachaint, Ag Clárú, Ag Aistriú agus Ag Úsáid. Bhí gníomhartha ComReg atá léirithe thíos dírithe ar Rannpháirtíocht leis an bPobal, Cúram agus Cúiteamh Tomhaltóirí, Cearta Tomhaltóirí, agus Cosaint agus Comhlíonadh.

### Fíor 3: Ról ComReg agus Turas Tomhaltóirí



## Rannpháirtíocht Phoiblí

**Tacaítear le tomhaltóirí, lena n-áirítear úsáideoirí deiridh leochaileacha agus míchumasaithe, trí fhaisnéis shoiléir, chruinn agus cothrom le dáta a chur ar fáil i rith Aistear an Tomhaltóra.**

Tá sé mar aidhm ag ComReg tomhaltóirí a chumasú trína chinntiú go bhfuil faisnéis, comhairle agus acmhainní ar líne neamhspleácha ar fáil, agus ag an am céanna trí phróiseas láimhseála gearán éifeachtach a chur ar fáil. Déanann ComReg iarracht teacht ar thuiscint ar riachtanais athraitheacha tomhaltóirí trí dhul i mbun idirchaidrimh le páirtithe leasmhara trí úsáid a bhaint as cainéil éagsúla cosúil lenár bhFoireann Cúraim Tomhaltóirí, an clár Cumarsáide agus Rannpháirtíochta, an Painéal Comhairleach Tomhaltóirí, an Fóram um Chomhionannas Rochtana agus Rogha, eagraíochtaí páirtithe leasmhara tomhaltóra eile agus trí thaighde tomhaltais a dhéanamh.

## Faisnéis faoi Chearta Tomhaltóirí

Cuirtear tomhaltóirí ar an eolas trí fhaisnéis thráthúil, ábhartha, shoiléir agus inrochtana. Aithníonn ComReg gur gá tomhaltóirí, lena n-áirítear úsáideoirí deiridh leochaileacha agus úsáideoirí deiridh faoi mhíchumas, a chur ar an eolas go hiomchuí chun roghanna a dhéanamh maidir le cumarsáid leictreonach, agus chun cabhrú leo agus iad ag déileáil lena soláthraí seirbhíse. I ndáil leis sin, lean ComReg den rannán tomhaltóirí den **www.comreg.ie** a nuashonrú le faisnéis ábhartha maidir le seirbhísí cumarsáide a roghnú agus a úsáid. Le linn na tréimhse tugadh an chuid leathanaigh den láithreán gréasáin cothrom le dáta chun cearta agus reachtaíocht nua tomhaltóirí a chur san áireamh. Chruthaíomar dhá rannóg nua le heolas faoi sheirbhísí leathanbhanda<sup>1</sup> agus móibíleacha.<sup>2</sup>

D'fhoilsíomar míreanna rialta nuachta<sup>3</sup> do thomhaltóirí a chlúdaíonn raon topaicí lena n-áirítear glaonna camscéim, saincheisteanna agus comhairle tomhaltóirí, gníomhartha comhlíonta, uirlisí agus seirbhísí tomhaltóirí ComReg, comhairliúcháin agus tuarascálacha a bhaineann le tomhaltóirí.

## Acmhainní agus feidhmchláir ar líne chun cabhrú le tomhaltóirí

Soláthraíonn ComReg roinnt feidhmchlár agus acmhainní ar líne ar [comreg.ie](https://www.comreg.ie).

- I mí Márta 2024, sheolamar feidhmchlár nua dar teideal **Seiceálaí Leathanbhanda**<sup>4</sup> Soláthraíonn an feidhmchlár eolasach nua seo suíomh lárnach don úsáideoir chun eolas a fháil faoi infhaighteacht an líonra leathanbhanda sheasta trí úsáid a bhaint as Éirchód nó as seoladh. Tá an fhaisnéis bunaithe ar shonraí a chuir oibritheoirí líonra leathanbhanda sheasta ar fáil do ComReg. Déantar an seiceálaí a nuashonrú gach ráithe. Áirítear ar na hOibritheoirí Líonra atá liostaithe sa Seiceálaí Leathanbhanda faoi láthair Magnet Networks, NBI, Open Eir, Siro agus Virgin Media. Tá eolas le fáil sa Seiceálaí Leathanbhanda faoi Shnáithín [Cábla Snáthoptaice go háitreabh (FTTP)], Páirt-snáthoptaice [Cábla Snáthoptaice go Colbha (FTTC)] Cábala [cábala comhaiseach go háitreabh] agus seirbhísí Copair.

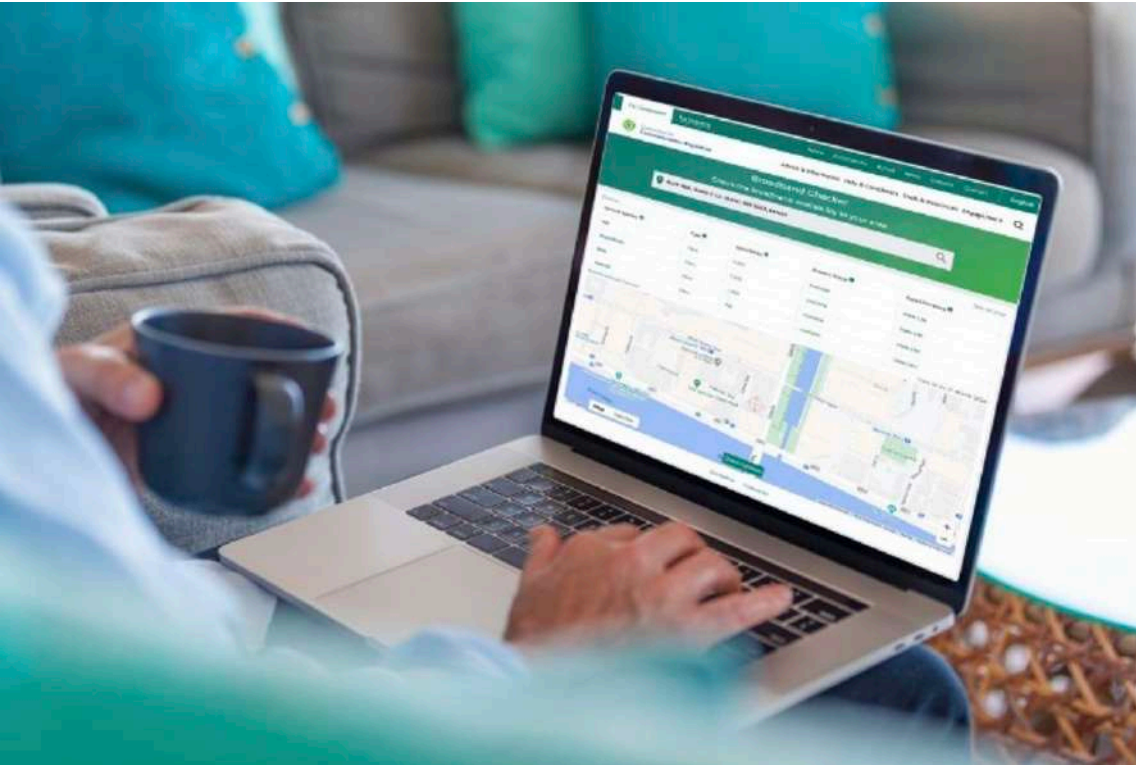
1. <https://www.comreg.ie/advice-information/broadband-and-home-phone/>

2. <https://www.comreg.ie/advice-information/mobile/>

3. [www.comreg.ie/category/consumer-news/](https://www.comreg.ie/category/consumer-news/)

4. <https://www.comreg.ie/broadbandchecker/>

## Fíor 4: Feidhmchlár Seiceálaí Leathanbhanda nua ComReg



- Taispeántar ar **Léarscáil an Chlúdaigh Mhóibíligh Lasmuigh**<sup>5</sup> ríomh ComReg ar chlúdach agus ar leibhéil chomhartha ghutháin phóca oibritheoirí ag suíomhanna ar fud na tíre. Ligeann an léarscáil d'úsáideoirí fón póca leibhéal an chumhdaigh mhóibíligh ina n-oibríonn siad nó ina gcónaíonn siad a fheiceáil agus cabhraíonn sé le tomhaltóirí agus roghanna á ndéanamh acu idir oibritheoirí bunaithe ar infhaighteacht tuartha clúdaigh ina gceantar. Ginimid an léarscáil trí úsáid a bhaint as sonraí atá curtha ar fáil ag na hoibritheoirí líonra mhóibíligh (OLManna). Cuimsítear sonraí maidir le soláthraithe seirbhíse a bhfuil a gcuid seirbhísí á n-óstáil ag oibritheoirí líonra mhóibíligh. Nuashonraímid an léarscáil sonraí trí huair sa bhliain. Tá an léarscáil leagtha amach i bhformáid dathchódaithe – tagraíonn dúdhonn do chlúdach an-mhaith agus tagraíonn béasa do chlúdach imeallach. Taispeántar ar an léarscáil neart an chomhartha do theicneolaíocht 2G (Guth), 3G (Sonraí agus Guth), 4G (Sonraí agus Guth) agus 5G (Sonraí). Chomh maith leis sin, tá feidhmchlár (Aip) ar fáil d'úsáideoirí gutháin phóca. Chomh maith leis sin, feabhsaíodh an feidhmchlár i rith na bliana trí fheabhsuithe úsáideora a chur i bhfeidhm.
- Soláthraíonn ComReg feidhmchlár **Comparáide** ar<sup>6</sup> [comreg.ie](http://comreg.ie) chun cabhrú le tomhaltóirí lena gcinntí ceannacháin, chun pleananna soláthraithe seirbhíse cumarsáide a chur i gcomparáid lena chéile do thairiscintí leathanbhanda, gutháin phóca agus braislithe. Cuireann soláthraithe faisnéis nuashonraithe ar fáil de réir mar a athraíonn a gcuid pleananna. I mbliana, bhí ComReg ag obair le soláthraithe chun forbairt a dhéanamh ar fheidhmchlár ComReg agus chun feidhmchlár úsáideora nua a chur ar fáil faoi dheireadh 2024.

5. [www.comreg.ie/coveragemap](http://www.comreg.ie/coveragemap)

6. [www.comreg.ie/compare](http://www.comreg.ie/compare)

- **Seiceálaí Seirbhíse**<sup>7</sup> - feidhmchlár atá le fáil ar [comreg.ie](http://comreg.ie) do thomhaltóirí a bhfuil ceisteanna acu faoi tháillí Seirbhísí Ardráta (SAR) a cuireadh i bhfeidhm ar a mbille nó a asbhaineadh óna gcreidmheas gutháin. Is féidir le tomhaltóirí na sonraí teagmhála agus na sonraí eile le haghaidh gach seirbhís ardráta a sheiceáil. Is féidir le tomhaltóirí ainm na seirbhíse nó uimhir chúig dhigit na seirbhíse ar gearradh táille orthu lena haghaidh a chur isteach agus cuirtear sonraí ar fáil dóibh maidir le huimhir agus le seoladh ríomhphoist líne chabhrach na seirbhíse do chustaiméirí.

## Faisnéis – Clár Rannpháirtíochta Tomhaltóirí

Mar chuid de straitéis chumarsáide agus rannpháirtíochta le tomhaltóirí ComReg don tréimhse, shainaithníomar príomhthosaíochtaí dár bhfeachtais faisnéise phoiblí:

- I mí Mheán Fómhair 2023, thug ComReg faoi fheachtas digiteach chun eolas a roinnt le tomhaltóirí faoin bhfaisnéis agus faoi na huirlisí atá ar fáil ar [comreg.ie](http://comreg.ie).
- I mí Meithimh 2024, sheol ComReg feachtas faisnéise chun eolas a roinnt le tomhaltóirí faoi theicneolaíocht mhóibíleach agus leathanbhanda, agus chun ComReg a chur chun cinn mar fhoinsé neamhspleách faisnéise agus comhairle.<sup>8</sup>

Reáchtáladh a leithéid sin de thionscnaimh ag an am céanna le seoladh an fheidhmchláir nua Seiceálaí Leathanbhanda agus nuashonraíodh suíomh gréasáin ComReg le faisnéis tomhaltóra ghaolmhar maidir le seirbhísí leathanbhanda<sup>9</sup> agus móibíleacha.<sup>10</sup> I rith na bliana d'oibrigh ComReg le pobail ag ceithre imeacht for-rochtana ar fud na hÉireann agus dháil sé bileoga eolais ar chlinicí dochtúra ar fud na tíre.

D'oibrigh ComReg le páirtithe leasmhara ar raon fadhbanna agus topaicí tomhaltóra i rith na bliana, lena n-áirítear Tascfhórsa Móibíleach agus Leathanbhanda an Rialtais, Aoisbhá Éireann, an Painéal Comhairleach Tomhaltóirí agus an Fóram um Chomhionannas Rochtana agus Rogha.<sup>11</sup>

## Fíor 5: Sampla den Bhileog a Scaipeadh ag Imeachtaí do Thomhaltóirí

**ComReg.ie**  
An Comhúinse Rialáil Cumarsáide  
Commission for Communications Regulation

**Information and Advice**  
For phone, broadband and postal services

**How we can help you with your service providers**

We try to make sure you are treated fairly by your service provider by:

- Telling you about your consumer rights so that you can make informed decisions about choosing or switching provider.
- Making sure you have affordable access to basic services such as a home phone and postal services.
- Making sure measures are in place for vulnerable and disabled consumers.
- Making sure that service providers provide a user-friendly complaints handling process.
- Helping to find an acceptable solution if you and your service provider can't directly solve your complaint.
- Monitoring service providers' practices and how they comply with consumer protection laws, and taking enforcement action, where required.

7. [www.comreg.ie/servicechecker](http://www.comreg.ie/servicechecker)

8. [www.comreg.ie/engagement/public-stakeholder-engagement/campaigns/](http://www.comreg.ie/engagement/public-stakeholder-engagement/campaigns/)

9. <https://www.comreg.ie/advice-information/broadband-and-home-phone/>

10. <https://www.comreg.ie/advice-information/mobile/>

11. [www.comreg.ie/engagement/panels-forums/](http://www.comreg.ie/engagement/panels-forums/)

## Fíor 6: Seastán ComReg ag Imeacht For-rochtana



### Cúram agus Cúiteamh Tomhaltóirí

Tá sáraí cúitimh éifeachtacha ar fáil do thomhaltóirí, lena n-áirítear rochtain ar phróisis thráthúla fiosrúcháin agus láimhseála gearáin

#### Láimhseáil Gearán

Tá ComReg ag leanúint ar aghaidh le seirbhís láimhseála gearán ar ardchaighdeán a chur ar fáil do thomhaltóirí. I rith na bliana, ghlac Foireann um Chúram Tomhaltóirí ComReg le thart ar 35,000 teagmháil ó thomhaltóirí. Is féidir le tomhaltóirí teagmháil a dhéanamh le Foireann um Chúram Custaiméirí ComReg trí na cainéil seo a leanas – guthán, ríomhphost, foirm gearán ar líne, litir, comhrá gréasáin, SMS agus Teanga Chomharthaíochta na hÉireann.<sup>12</sup>

Freagraíodh 99.6% de na glaonna a cuireadh ar Fhoireann um Chúram Tomhaltóirí ComReg laistigh de 20 soicind agus freagraíodh 100% de theagmhálacha scríofa laistigh de 24 uair an chloig.

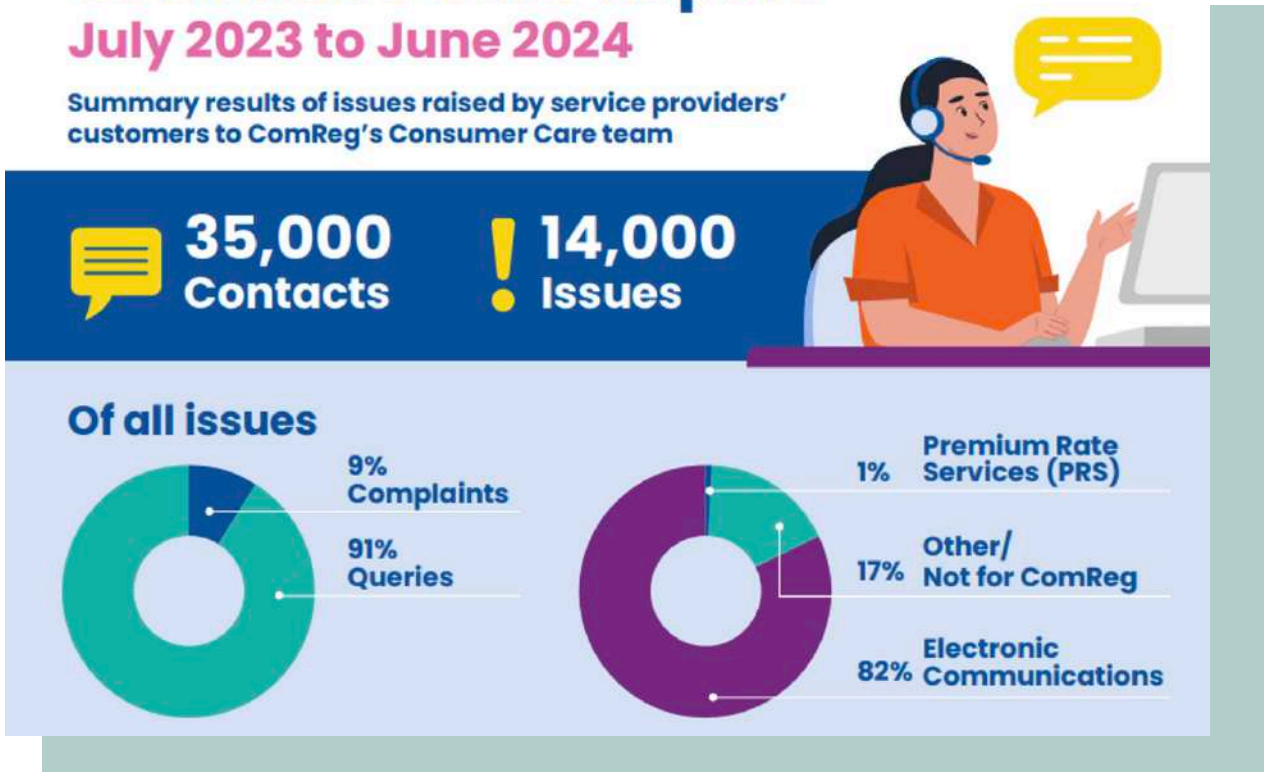
12. <https://www.comreg.ie/advice-information/consumer-care/>

## Fíor 7: Tuarascáil um Chúram Tomhaltóirí Iúil 2023 – Meitheamh 2024

# Consumer Care Report

## July 2023 to June 2024

Summary results of issues raised by service providers' customers to ComReg's Consumer Care team



Tá ComReg ag leanúint ar aghaidh le staitisticí ráithiúla faoin fhadhbanna a bhí ag tomhaltóirí a rinne teagmháil lenár bhFoireann um Chúram Tomhaltóirí. I rith na tréimhse idir an 1 Iúil 2023 agus an 30 Meitheamh 2024, rinne tomhaltóirí teagmháil linn maidir le thart ar 14,000 fadhb.

Bhain thart ar 82% de na fadhbanna ar fad ar tarraingíodh aird orthu le cumarsáid leictreonach, agus bhain thart ar 1% eile le seirbhísí ardráta. Bhain na fadhbanna eile le nithe nár bhain le sainordú ComReg nó a bhí neamhaithnid.<sup>13</sup>

As measc na bhfadhbanna ar fad ar tarraingíodh aird ComReg orthu i rith na tréimhse, gearáin ba ea 9% a géaraíodh thar ceann tomhaltóirí na Soláthraithe Seirbhíse ábhartha le haghaidh Seirbhísí Cumarsáide Leictreonacha (SCL) agus Seirbhísí Ardráta (SAR).

Bhain formhór na bhfadhbanna SCL ar tarraingíodh aird orthu laistigh de shainordú ComReg le billeáil, fadhbanna seirbhíse, ceisteanna conarthacha, agus aistriú / iniomparthacht uimhreach. Bhain formhór na bhfadhbanna PRS ar tarraingíodh aird orthu le staideanna ina ndíúltaíonn tomhaltóirí go ndearna siad teagmháil leis an PRS nó sa chás go ndíospóideann an tomhaltóir an táille PRS atá i gceist.

### Réiteach Díospóidí

Mar aon le seirbhís láimhseála gearán ComReg (Líne Tomhaltóirí ComReg), tá nósanna imeachta réitigh díospóidí foirmiúla bunaithe ag ComReg do ghearáin neamhréitithe a bhaineann le seirbhísí gutháin phóca, gutháin bhaile agus leathanbhanda.

13. Tuarascáil maidir le Staitisticí um Chúram Tomhaltóirí ComReg Ráithe 2 2024 ComReg 24/64 [www.comreg.ie/publications](http://www.comreg.ie/publications)

I ndiaidh comhairliúcháin phoiblí, d'fhoilsigh ComReg leagan leasaithe de “Nósanna Imeachta Réitigh Díospóidí Úsáideora Deiridh SCL” (ComReg 24/22a). Le cois na leasuithe a bhí ag teastáil mar gheall ar athruithe reachtacha, chuireamar san áireamh ár dtaithí go dtí seo ar fheidhmchlár na nósanna imeachta réitigh díospóidí SCL agus ar fhorbairtí sa réimse réitigh díospóidí go ginearálta, agus leagadh béim ar leith ar réiteach díospóidí earnálach.

Nuair a fhaigheann Soláthraithe SCL gearán ó úsáideoir deiridh maidir lena seirbhísí, ceanglaítear orthu eolas a roinnt leis an úsáideoir deiridh maidir leis na gceart chun “díospóid ábhartha”<sup>14</sup> a chur faoi bhráid ComReg chun críche réitigh.<sup>15</sup>

I rith na bliana atá á hathbhreithniú, réitigh ComReg 4 dhíospóid fhoirmiúil SCL eile agus dhéileáil sé le 10 bhfiosrúchán bhreise nár déileáladh leo trí réiteach díospóidí foirmiúil.

Chomh maith leis sin, tá ról réitigh díospóidí ag ComReg d'úsáideoirí seirbhíse poist nach bhfuil sásta leis na céimeanna atá curtha i gcrích ag soláthraí seirbhíse poist údaraithe chun a ngearán a réiteach.

I rith na bliana atá á hathbhreithniú, bhreithnigh ComReg 24 iarratas ar réiteach díospóidí a bhain le nithe poist agus astu sin réitíodh nó tugadh chun críche 19 ndíospóid agus diúltaíodh do 5 iarratas.

## Gearán a bheith á Thuairisciú ag Soláthraithe do ComReg

Ainneoin go réitíonn ComReg díospóidí a chuirtear faoina bhráid, déanann úsáideoirí deiridh gearáin le soláthraithe freisin nach gcuirtear faoi bhráid ComReg. Ceanglaíonn Alt 43(a) d'Acht 2023 ar sholáthraithe tuairisciú do ComReg maidir le gach gearán a chuireann úsáideoirí deiridh faoina bhráid thar thréimhsí 6 mhí.

Chun cabhrú le soláthraithe an oibleagáid nua seo maidir le tuairisciú gearán a chomhlíonadh, d'fhoilsigh ComReg “Treoir maidir le Tuairisciú Rialála Gearán – Ceanglais do Sholáthraithe” (ComReg 23/99) mar aon le foclóir sonraí agus teimpléad tuairiscithe gaolmhar (ComReg 23/99a).<sup>16</sup> Sonraítear na dátaí tuairiscithe, mar atá sonraithe sa Treoir Rialála, do gach bliain:

**(a)** 9 Meitheamh - gearáin curtha faoi bhráid soláthraithe ag a n-úsáideoirí deiridh sa tréimhse tuairiscithe idir an 1 Nollaig agus an 31 Bealtaine; agus

**(b)** 9 Nollaig - gearáin curtha faoi bhráid soláthraithe ag a n-úsáideoirí deiridh sa tréimhse tuairiscithe idir an 1 Meitheamh agus an 30 Samhain.

## Bearta Cosanta Tomhaltóirí

**Tá na cearta agus na cosaintí tomhaltóirí, lena n-áirítear do thomhaltóirí leochaileacha agus míchumasaithe, oiriúnach chun díobháil tomhaltóirí a mhaolú.**

Tá na cearta agus na cosaintí tomhaltóirí, lena n-áirítear do thomhaltóirí leochaileacha agus míchumasaithe, oiriúnach chun díobháil tomhaltóirí a mhaolú. Rinne ComReg

14. Sainithe in alt 40 d'Acht 2023.

15. Alt 45 d'Acht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023 (“Acht 2023”)

16. ComReg 23/99 agus ComReg 23/99a [www.comreg.ie/publications](http://www.comreg.ie/publications)

monatóireacht agus breithniú ar cibé acu an raibh nó nach raibh sé oiriúnach bearta a chur chun feidhme, a fheabhsú nó a fhorbairt chun díobhálacha tomhaltóirí SCL agus SAR a mhaolú.

Tá roinnt cosaintí tomhaltóra i bhfeidhm cheana féin lena n-áirítear bearta tacaíochta breise d'úsáideoirí deiridh míchumasaithe, bearta a bhaineann le praghsáil uimhreacha neamhgheografacha, fógraí maidir le hathruithe conartha, bearta maidir le caiteachas agus rialú costais, billeáil mhiondealaithe, meáin bhilleála<sup>17</sup> agus bac glaonna roghnach.

## Cúiteamh as aistriú agus fadhbanna a bhaineann le portáil uimhreacha

Tá Ballstáit faoi oibleagáid<sup>18,19</sup> rialacha a leagan síos maidir le cúiteamh a bheith á fháil ag úsáideoirí deiridh óna soláthraithe sa chás go dteipeann ar sholáthraí na hoibleagáidí seo a chomhlíonadh a bhaineann le haistriú agus le portáil uimhreacha agus i gcás moilleanna nó mí-úsáidí, próiseas portála agus aistrithe, agus coinní seirbhíse agus suiteála a chailítear.

Tá an chumhacht ag ComReg chun teip a shonrú chun oibleagáidí a chomhlíonadh faoi Rialachán 90 de Rialachán an Chóid mar “theip shonraithe” a cheanglaíonn cúiteamh a íoc le húsáideoir deiridh ábhartha.<sup>21</sup>

I mí Eanáir 2024, i ndiaidh comhairliúcháin phoiblí a dhéanamh i Meán Fómhair 2023,<sup>22</sup> d'fhoilsigh ComReg a Fhreagra ar an gComhairliúchán agus ar an gCinneadh.<sup>23</sup> Ciallaíonn cinneadh ComReg an méid seo a leanas:

- (1) ceanglaítear ar an soláthraí ábhartha cúiteamh a íoc leis an úsáideoir deiridh le haghaidh oibleagáidí maidir le haistriú agus le portáil gan a bheith á gcomhlíonadh (teip shonraithe); agus
- (2) ceanglaítear ar an soláthraí scéim chúitimh a ullmhú agus a fhoilsiú, faoin 2 Deireadh Fómhair 2024, ina leagtar amach nós imeachta trédhearcach chun cúiteamh a fháil agus an méid cúitimh atá le híoc.

## Rialáil Fánaíochta

Ón 15 Meitheamh 2017, gearrtar an táille mhiondíola bhaile ar chustaiméirí as a nguthán póca a úsáid nuair a bhíonn siad ag taisteal in aon tír san AE agus in LEE (an Íoslainn, Lichtinstéin agus an Iorua) – Fánaíocht ar Tháillí Baile (FTB) a thugtar air seo.<sup>24</sup> Amhail ón 1 Iúil 2022, cuireadh síneadh le RLAH trí Rialachán (AE) 2022/612<sup>25</sup>

17. Cinneadh ComReg D08/13 [www.comreg.ie/publications](http://www.comreg.ie/publications) Bhí an cinneadh sin mar bhonn leis an mbealach ba cheart do sholáthraithe atá údaraithe chun líonraí agus seirbhísí cumarsáide leictreonaí a sholáthar billí a eisiúint do thomhaltóirí. Chaighdeánaigh na bearta na rialacha a bhaineann le billeáil atá infheidhme maidir le soláthraithe chun a chinntiú go raibh siad comhsheasmhach agus trédhearcach ar fud an tionscail.

18. Alt 106(8) den Chód

19. Is é Alt 39 d'Acht 2023 an sásra lena dtugtar éifeacht dó seo sa Stát.

20. Le fáil i Rialachán 90 de Rialachán an Chóid tá cearta agus oibleagáidí áirithe chun úsáideoirí deiridh a chosaint nuair a bhíonn uimhreacha á bportáil acu agus/nó nuair a bhíonn siad ag aistriú idir soláthraithe seirbhísí rochtana idirlín (“SRI”)

21. Is é Alt 39 d'Acht 2023 an sásra lena dtugtar éifeacht dó seo sa Stát.

22. ComReg 23/92 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

23. ComReg 24/01, D01/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

24. Tugadh isteach chéad Rialachán Fánaíochta an AE i mí Lúnasa 2007 chun teorainn a chur le costas na fánaíochta gutháin phóca san AE agus tá roinnt Rialachán foilsithe ó 2007 a dhéileáil go sonrach le fánaíocht mhóibíleach. Bhunaigh Rialachán 2015/2120 ó Pharlaimint na hEorpa agus ón gComhairle, an 25 Samhain 2015, Fánaíocht ar Tháillí Baile (RLAH), éifeachtach ón 15 Meitheamh 2017.

25. Rialachán (AE) 2022/612: EUR-Lex – 32022R0612 – EN – EUR-Lex (europa.eu)

(na rialacha nua) go dtí an 30 Meitheamh 2032. D'fhoilsigh ComReg Fógra Faisnéise<sup>26</sup> ina dtarraingítear aird, ar mhaithe le tomhaltóirí, mar chuid de na rialacha nua, go mbaineann úsáideoirí gutháin phóca ar fud an AE tairbhe as fánaíocht saor in aisce, Fánaíocht ar Tháillí Baile, i gcomhair deich mbliana eile (2022-2032). Bunaíodh bearta breise agus é mar aidhm trédhearcacht a mhéadú do chustaiméirí fánaíochta agus, cabhrú lena chinntiú nach mbíonn táillí gan choinne á dtabhú ag custaiméirí fánaíochta (bille an-ard gan choinne).

Ón 15 Bealtaine 2019, tá teorainn curtha leis an gcostas a íocann tomhaltóirí Éireannacha as glaonna a dhéanamh nó as téacsteachtaireachtaí SMS a sheoladh as Éirinn chuig uimhir sheasta nó uimhir fóin phóca i mBallstát eile den AE.<sup>27</sup> Ní ghearrfar níos mó ná €0.19 (+CBL) ar thomhaltóirí AE agus Éireannacha do gach nóiméad de ghlaonna a dhéantar (lena n-áirítear aon táille ceangail) agus €0.06 (+CBL) do gach SMS a sheoltar as Éirinn chuig aon uimhir sheasta nó uimhir fóin phóca i mBallstát den AE, ar cheart dó eispéireas an tomhaltóra a fheabhsú. Lean ComReg ar aghaidh ag obair le BEREC chun críche monatóireacht a dhéanamh ar an margadh agus ar fhorbairtí praghais do chumarsáid rialaithe laistigh den AE agus ag tuairisciú do Choimisiún an AE maidir leis an tréimhse seo.

Soláthraíonn na bearta sin buntáistí d'eispéireas fánaíochta feabhsaithe, lena n-áirítear:

- Faisnéis agus roghanna – ba cheart faisnéis a roinnt leat maidir le táillí, aon teorainn sonraí úsáide córa a d'fhéadfadh a bheith i bhfeidhm agus conas rochtain a fháil ar an uimhir éigeandála 112 saor in aisce.
- Seirbhísí Breisluacha le trédhearcacht mhéadaithe – ba cheart go mbeadh tú ar an eolas faoi na cineálacha seirbhísí a bhféadfadh costais bhreise a bheith ag baint leo a d'fhéadfadh a bheith saor in aisce nó ar chostas níos ísle nuair a bhíonn tú ag glooch ón mbaile, cosúil le huimhreacha seirbhísí do chustaiméirí nó deasca cabhrach.
- Foláirimh agus costais bhreise a sheachaint – ba cheart fógra a sheoladh chugat nuair a shroicheadh tú teorainn úsáide córa.
- Líonraí neamh-thrastíre – ba cheart faisnéis a chur ar fáil duit maidir le táillí breise a bhaineann le seirbhísí fánaíochta a úsáid ar líonraí ar a dtugtar líonraí neamh-thrastíre cosúil le líonra satailíte a chuirtear ar fáil ar aerárthach nó ar bhád.
- Teagmháil a dhéanamh le seirbhísí éigeandála thar lear – faoi mhí Meithimh 2023 ba cheart duit teachtaireacht a fháil chun d'aird a tharraingt ar an tsaoráid éigeandála 112 agus ar na roghanna malartacha eile atá ar fáil.
- Caihdeán na seirbhíse sa bhaile agus thar lear – ba cheart go mbeadh tú in ann seirbhísí móibíleacha a úsáid ar an mbealach céanna is a úsáideann tú iad sa bhaile, más féidir a leithéid a dhéanamh go teicniúil.

I rith na tréimhse, rinne ComReg monatóireacht ar an tslí a raibh an rialachán seo á chomhlíonadh agus lean sé ar aghaidh ag obair le comhghleacaithe in BEREC (Comhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach) i ndáil le sonraí maidir le fánaíocht idirnáisiúnta a bhailiú. Rinneadh amhlaidh chun críche tuairiscithe ar éabhlóid patrún praghsála agus tomhaltais sna Ballstáit do sheirbhísí baile agus fánaíochta agus chun Tuarascáil BEREC 2023 don Choimisiún Eorpach a chur i dtoll a chéile. Tá tuarascáil ComReg ar Rialachán Fánaíochta an AE a bheith á Chur Chun Feidhme ag Cuideachtaí Móibíleacha Éireannacha (1 Deireadh Fómhair 2022 – 30 Meán Fómhair 2023) le fáil ag an nasc atá curtha ar fáil.<sup>28</sup>

26. ComReg 22/68 [www.comreg.ie/publications](http://www.comreg.ie/publications)

27. Tá an méid sin ag teacht le Rialachán (AE) 2018/1971.

28. ComReg 24/60 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Rialacha maidir leis an Idirlíon Oscailte

Faoi Rialacha an AE maidir leis an Idirlíon Oscailte, i Rialachán (EU) 2015/2120, tá tomhaltóirí i dteideal faisnéis agus ábhar a dháileadh agus rochtain a fháil ar a leithéid, feidhmchláir agus seirbhísí a úsáid agus a chur ar fáil, agus trealamh teirminéil dá rogha a úsáid, beag beann ar shuíomh an úsáideora deiridh nó an tsoláthraí nó suíomh na faisnéise, an ábhair, an fheidhmchláir nó na seirbhíse.

Cosnaíonn an Rialachán cearta tomhaltóirí agus tacaíonn sé le hidirlíon atá oscailte agus nuálach. Lean ComReg ar aghaidh le monatóireacht a dhéanamh ar oscailteacht an idirlín trí fhorbairt seirbhísí agus teicneolaíochtaí, lena n-áirítear forbairtí a bhaineann le seirbhísí nialas-rátaithe. Is éard atá i gceist le nialas-rátú nuair a chuireann ISP praghas nialais i bhfeidhm i ndáil leis an trácht sonraí a bhaineann le feidhmchlár ar leith nó le haicme feidhmchlár.

## Bearta d'Úsáideoirí deiridh faoi mhíchumas

Ba cheart go mbeadh rochtain go héasca agus go comhionann ag gach duine ar sheirbhísí SCL agus ar fhaisnéis ghaolmhar. Bhunaigh ComReg bearta sonracha chun freastal ar riachtanais tomhaltóirí faoi mhíchumas in 2014 agus in 2015 chun a chinntiú go mbeidís in ann SCL a roghnú agus a úsáid go muiníneach. Go hachomair, is éard atá i gceist leis na bearta seo<sup>29</sup> seirbhísí agus faisnéis shonrach atá ar fáil do dhaoine faoi mhíchumas:

- Nós imeachta inrochtana chun gearáin a dhéanamh
- Eolaire fiosrúchán inrochtana
- Saoráid bhreisiithe inrochtana d'úsáideoirí gutháin phóca réamhíochta
- Billeáil inrochtana
- Saoráid inrochtana chun comhoiriúnacht trealamh theirminéil a thástáil nó beartas fillte oiriúnach
- Saoráid do shíntiúsóirí faoi mhíchumas chun ceanglais a chlárú
- Seirbhís athsheachadóra téacs (SAT) a chur ar fáil
- Faisnéis inrochtana
- Ceanglas maidir le ráiteas inrochtaineachta

Táthar ag leanúint ar aghaidh le hathbhreithniú ComReg ar na bearta seo chun a chinntiú go bhfuil rochtain agus rogha SCL cosúil ag daoine faoi mhíchumas agus ag formhór na ndaoine eile.

Mar chuid den athbhreithniú sin, d'fhoilsigh ComReg Gairm ar Ionchur<sup>30</sup> ar an 4 Meán Fómhair 2023 mar aon le doiciméad achomair ina ndearnadh achoimre ar na topaicí ar fad a clúdaíodh sa Ghairm ar Ionchur. Chomh maith leis sin, bhí físeán i dTeanga Chomharthaíochta na hÉireann, le fotheidil agus guthú déanta ar an doiciméad achomair ar fáil freisin.<sup>31</sup> Mar chuid den Ghairm ar Ionchur cuireadh barúlacha ar fáil, ar bhonn táscach, maidir le feidhmiú na mbeart reatha nó na seirbhísí sonracha agus an tacaíocht shonrach atá ar fáil d'úsáideoirí deiridh faoi mhíchumas nuair a bhíonn rochtain á fáil acu ar SCL agus nuair a bhíonn SCL in úsáid acu. Bhí an Ghairm ar Ionchur bunaithe ar rannpháirtíocht leis an tionscal, le grúpaí úsáideoirí agus le rialtóirí eile. Lorg ComReg ionchur ó úsáideoirí deiridh maidir lena dtaithe ar na seirbhísí

29. [www.comreg.ie/advice-information/accessibility-requirements/](http://www.comreg.ie/advice-information/accessibility-requirements/)

30. ComReg 23/80 [www.comreg.ie/publications](http://www.comreg.ie/publications)

31. Féach ar Cheanglais Inrochtaineachta Soláthraí Seirbhíse <https://www.comreg.ie/advice-information/accessibility-requirements/>

sonracha sin agus ar an tacaíocht atá ar fáil dóibh (i.e., Bearta) nuair a bhíonn SCL á roghnú agus in úsáid agus, oibriú lena soláthraí seirbhíse, i rith aistear an tomhaltóra. Tá breithniú á dhéanamh againn ar aighneachtaí ó pháirtithe leasmhara agus tá machnamh á dhéanamh againn ar na chéad chéimeanna eile.

Cinntíonn Seirbhís Athsheachadóra Téacs na hÉireann (SATÉ) gur féidir le daoine atá bodhar, faoi allaire nó a bhfuil deacrachtaí labhartha acu, glaonna a chur agus a fháil go neamhspleách. D'fhoilsigh ComReg mír nuachta do thomhaltóirí lena n-áirítear staitisticí maidir le glacadh agus le húsáid SATÉ sa tréimhse seo<sup>32</sup> mar aon le grafaic eolais<sup>33</sup> ina raibh forléargas ar an tuarascáil don tréimhse idir Iúil – Nollaig 2023 ar ComReg.ie.

I rith na tréimhse, leanamar ar aghaidh ag obair ar bhonn rialta le páirtithe leasmhara agus le grúpaí ionadaíoch eile cosúil leis an Údarás Náisiúnta Míchumais maidir le húsáideoirí deiridh a bhfuil ceanglais mhíchumais acu a bhaineann le hinrochtaineacht agus le comhionannas rochtana agus rogha. Reáchtáil ComReg cruinnithe de chuid a Fhóiraim ar Sheirbhísí Cumarsáide Leictreonaí do Dhaoine faoi Mhíchumas in 2023<sup>34</sup> chun scrúdú a dhéanamh ar thopaicí agus ar fhadhbanna sonracha a bhaineann le hinrochtaineacht.

Tá Treoir maidir le hinrochtaineacht na hEorpa trasuite i ndlí na hÉireann ag Ionstraim Reachtúil Uimh. 636/2023.<sup>35</sup> Faoin Ionstraim Reachtúil sin, is é ComReg an tÚdarás Comhlíonta do sheirbhísí cumarsáide leictreonaí (seachas seirbhísí tarchuir le haghaidh meaisín le meaisín) agus an tSeirbhís Freagartha Glaonna Éigeandála. Tagann forálacha áirithe i bhfeidhm ar an 28 Meitheamh 2025.

## Seirbhísí Ardráta

I rith na tréimhse seo, lean ComReg ar aghaidh le monatóireacht a dhéanamh ar fhorbairtí i margaí Seirbhísí Ardráta (SAR), lena n-áirítear seirbhísí nua billeála iompróra dhíriú (DCB), chun a chinntiú nach bhfuil síntiús á ghlacadh ag tomhaltóirí mar thoradh ar a gcéad rannpháirtíocht le SAR. Mar a cheanglaíonn Cód Cleachtas SAR ComReg,<sup>36</sup> ní mór faisnéis chúil a chur faoi bhráid tomhaltóirí faoin tseirbhís síntiúis, lena n-áirítear maidir le praghsáil, sula ndeimhníonn siad a síntiús agus fad is atá SAR in úsáid acu. Ceanglaíonn Rialacháin CCL go luaitear ar bhíllí miondealaithe aitheantas an tsoláthraí agus tréimhse na seirbhísí a ngearrtar uimhreacha ardráta lena n-aghaidh (mura ndearna an tomhaltóir iarratas gan an fhaisnéis a lua). Lena chois sin, forálann Rialacháin CCL go bhféadfadh tomhaltóir bac a chur ar ghlaonna amach nó ar SMS nó MMS ardráta nó ar chineálacha eile feidhmchlár saor in aisce. Tá beart bunaithe ag ComReg cheana féin chun cead a thabhairt do thomhaltóirí cosc a chur ar rochtain ar SMS nó ar MMS ardráta chun an fhéidearthacht a bhaineann le bille an-ard gan choinne a laghdú. D'fhéadfadh ComReg athbhreithniú a dhéanamh má tá cosaintí breise a bhaineann le billeáil tríú páirtí oiriúnach, de bhua cheanglais na reachtaíochta náisiúnta.

32. ComReg 23/66 agus ComReg 24/18 [www.comreg.ie/publications](http://www.comreg.ie/publications)

33. Féach ar an tuarascáil maidir le húsáid Sheirbhís Athsheachadóra Téacs na hÉireann a foilsíodh <https://www.comreg.ie/irish-text-relay-service-usage-report-published/>

34. Tá an Fóram um Chomhionannas Rochtana agus Rogha á éascú ag ComReg chun fadhbanna SCL a phlé agus a chur chun cinn le páirtithe leasmhara ábhartha (grúpaí ionadaíochta daoine faoi mhíchumas, lucht tionscail agus saineolaithe speisialaithe eile).

35. Rialacháin an Aontais Eorpaigh (Ceanglais Inrochtaineachta maidir le Táirgí agus Seirbhísí), 2023

36. Cinneadh ComReg D03/18, ComReg 18/09 [www.comreg.ie/publications](http://www.comreg.ie/publications)

## Cairt Custaiméirí

Go ginearálta, tá ganntanas trédhearcachta ag baint le caighdeán na seirbhísí do chustaiméirí. Ciallaíonn sé sin go bhféadfadh deacrachtaí a bheith ag custaiméirí an leibhéal seirbhísí do chustaiméirí is féidir leo a bheith ag súil leis óna soláthraí féin a oibriú amach nó comparáid a dhéanamh idir seirbhísí do chustaiméirí ó sholáthraithe seirbhíse, mar shampla nuair a bhíonn custaiméir ag aistriú chuig soláthraí difriúil. Forálann reachtaíocht a bhunaigh an Rialtas, an tAcht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023, i measc rudaí eile, gur féidir le ComReg iarracht a dhéanamh ceanglais rialála nua a bhunú chun déileáil le fadhbanna a thagann chun cinn, ionas go bhfuil úsáideoirí deiridh á gcosaint.

Tá machnamh déanta ag ComReg ar Chairt Custaiméirí a bhunú i rith na tréimhse seo. Chiallóidh Cairt Custaiméirí go mbeadh eolas agus tuiscint níos fearr ag custaiméirí ar an leibhéal seirbhísí do chustaiméirí is féidir leo a bheith ag súil leis óna soláthraí Seirbhísí Rochtana Idirlín (SRI) agus ó Sheirbhísí Cumarsáide Idirphearsanta (SCI). Chomh maith leis sin, bheadh sé níos éasca do chustaiméirí comparáid a dhéanamh idir an leibhéal seirbhísí do chustaiméirí thar sholáthraithe difriúla. I mí an Mhárta 2023, d'eisigh ComReg comhairliúchán poiblí inar déileáladh le sonraíocht bheartaithe ceanglas ar sholáthraithe seirbhísí idirlín agus gutháin, chun Cairt Custaiméirí a fhoilsiú agus a choinneáil cothrom le dáta.<sup>37</sup> Chuir ComReg síneadh leis an spriocdháta chun glacadh le haighneachtaí, agus chiallaigh sé sin go mbeadh críoch á cur leis an tréimhse chomhairliúcháin ar an 2 Meitheamh 2023.<sup>38</sup> I bhfianaise an mheasúnaithe a rinne ComReg ar na freagraí a fuarthas ar an gcomhairliúchán, mar a léiríodh i bPlean Gníomhaíochta Bliantúil ComReg, rachaidh ComReg i mbun tuilleadh comhairliúcháin maidir leis na tograí a leagadh amach sa chomhairliúchán bunaidh.

## Bunachar Sonraí an Eolaire Náisiúnta

Is taifead é Bunachar Sonraí an Eolaire Náisiúnta ("BSEN") ar gach síntiúsóir de sheirbhísí cumarsáide gutha in Éirinn, lena n-áirítear iad siúd a bhfuil uimhreacha seasta, pearsanta agus fóin phóca acu nár dhiúltaigh a bheith páirteach sa taifead sin.<sup>39</sup> Is í príomhfheidhm BSEN tiomsú agus rochtain ar fhaisnéis d'eolairí fóin agus ar sheirbhísí eolaí gutháin a éascú. Chomh maith leis sin, tá eolas le fáil in BSEN faoi shainrogha síntiúsóirí chomh fada is a bhaineann le cumarsáid mhargaíochta gan iarraidh a fháil.<sup>40</sup>

I ndiaidh próisis léirithe spéise<sup>41</sup> agus comhairliúchán poiblí maidir lena thograí, chinn ComReg ón 1 Iúil 2024 gurb é PXS B.V. an duine cuí chun an BSEN a bhainistiú agus a chothabháil de réir na Sonraíochta Oibriúcháin<sup>42</sup> do thréimhse 3 bliana, mura leasaíonn ComReg é sin ar shlí eile. Is féidir le ComReg, dá lánrogha, síneadh a chur le tréimhse na treorach do thréimhse bhreise suas le 2 bhliain, agus faoi réir athbhreithniú a bheith á dhéanamh ag ComReg ar bheart BSEN atá foilsithe ag ComReg. Cabhróidh an Cinneadh sin chun a chinntiú go mbeidh teidlíochtaí agus cosaintí faoi na Rialacháin á gcomhlíonadh agus go mbeidh tionchar dearfach aige ar an tionscal de bhrí go gcabhróidh oibriú an BSEN chun freastal ar a n-oibleagáidí gaolmhara.

37. ComReg 23/14 [www.comreg.ie/publications](http://www.comreg.ie/publications)

38. ComReg 23/48 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

39. Coimeádtar an BSEN de réir Rialachán 95 (3) de Rialachán an Chóid Chumarsáide Leictreonaí Eorpáí 2022 ("Rialachán CCLE") agus Rialachán 14 de Rialachán ón gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Príobháideachas agus Cumarsáid Leictreonach), 2011 (arna leasú) ("na Rialacháin r-Phríobháideachais").

40. ComReg 24/12 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

41. ComReg 24/32 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

42. Ar fáil ar shuíomh gréasáin PXS BSEN – BSEN – PXS – Bunachar Sonraí an Eolaire Náisiúnta

## Seirbhís Freagartha Glaonna Éigeandála

Tá freagracht reachtúil ar ComReg as monatóireacht a dhéanamh ar chaighdeán sholáthraí na Seirbhíse Freagartha Glaonna Éigeandála (SFGÉ) agus as athbhreithniú a dhéanamh ar an Táille Láimhseála Glaonna (TLG) a d'fhéadfadh an soláthraí ECAS a ghearradh.

I mí Eanáir 2024, chinn ComReg, i ndiaidh athbhreithniú a dhéanamh ar na costais tabhaithe ag an soláthraí SFGÉ, an TLG uasta a shocrú ag €3.12 don ghlaon ón 12 Feabhra 2024. Sa bhliain roimhe sin, idir an 12 Feabhra 2023 agus an 11 Feabhra 2024, chinn ComReg go bhfuil an TLG uasta cothrom le €3.78.

Ní ghearrtar táille ar an tomhaltóir le haghaidh glaonna ar an uimhir 999 nó 112 de bhrí gurb é an líonra teileachumarsáide reatha a íocann an costas sin.

I rith na tréimhse, d'fhoilsigh ComReg dhá fhógra faisnéise maidir le líon na nglaoanna ar SFGÉ.

Ceanglaítear ar ComReg<sup>43</sup> critéir a leagan síos a bhaineann le cruinneas agus le hiontaofacht na faisnéise maidir le suíomh an glaoiteora a fhoráiltear leis na teachtaireachtaí éigeandála (112/999) le SFGÉ, agus ní mór do sholáthraithe seirbhíse na critéir sin a chomhlíonadh. Tá faisnéis le fáil Rialachán Tarmligthe freisin maidir leis na critéir chruinnis agus iontaofachta sin.<sup>44</sup> Chomh fada is a bhaineann le cruinneas, le haghaidh seirbhísí líne seasta, is éard atá i gceist seoladh fisiciúil an chríochphointe líonra agus le haghaidh cumarsáid mhóibíleach, tá an suíomh le cur in iúl laistigh de roinnt méadar. Sa dá chás, ní mór an critéar iontaofachta a léiriú mar chéatadán na nglaoanna tarchurtha chuig SFGÉ sa chás go bhfuil an critéar cruinnis á chomhlíonadh ag suíomh an ghlaoteora.

I Márta 2024, i ndiaidh comhairliúchán poiblí a réachtáil,<sup>45</sup> d'eisigh ComReg a fhreagra ar an gComhairliúchán agus Cinneadh maidir le critéir chruinnis agus iontaofachta d'Fhaisnéis maidir le Suíomh Glaoiteora Éigeandála.<sup>46</sup> Ciallaíonn an cinneadh sin gur cheart go mbainfeadh an fhaisnéis suímh seo a leanas le glaonna éigeandála:

- chomh fada is a bhaineann le cumarsáid éigeandála sheasta, ba cheart gurb ionann an fhaisnéis a bhaineann le seoladh fisiciúil an chríochphointe líonra (“CPL”) agus an tÉirchód nó comhordanáidí geografacha an tseolta, má tá a leithéid ar fáil, agus an seoladh suiteála mura bhfuil.
- I gcás líonra mhóibíligh, ní mór an tAitheantas Cille a chur ar fáil i ngach cás agus ní mór go mbeadh na sonraí líonra tacaíochta cruinn agus nuashonraithe go rialta. Lena chois sin, ceanglaítear nach mór do na soláthraithe seirbhísí móibíleacha a chinntiú go bhfuil a líonraí cumraithe chun Ardchóras Móibíleach Aimsiúcháin (“AML”) a chumasú agus, in am trátha, Formáid Sonraí Faisnéise Láithreachta – Oibiacht Suímh (“PIDF-LO”).

43. Rialachán 93(7)(d) de Rialacháin an Chóid – I.R. Uimh.

44. Rialachán Tarmligthe ón gCoimisiún (AE) 2023/444 an 16 Nollaig 2022, (an “Rialachán Tarmligthe”).

45. ComReg 23/117 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

46. ComReg 24/17, D06/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Seirbhís Uilíoch do Chumarsáid Leictreonach

**Tá rochtain inacmhainne ag gach úsáideoir deiridh ar sheirbhísí leathanbanda agus cumarsáide gutha ag suíomh seasta.**

Gné lárnach dár gcuid oibre maidir le cosaint tomhaltóirí is ea a chinntiú go bhfuil seirbhís cumarsáide leictreonaí uilíoch ar fáil.

### Rochtain ag Suíomh Seasta

Chuaigh an t-ainmniú OSU ar EIR do rochtain ag suíomh seasta in éag ar an 30 Meitheamh 2023. Níl aon ainmniú i bhfeidhm faoi láthair i ndáil le seirbhísí cumarsáide gutha seasta.

Tá na doiciméid chomhairliúcháin phoiblí seo a leanas eisithe ag ComReg:

- Ceanglais Seirbhíse Uilíche: Naisc ghutha amháin agus seirbhísí cumarsáide gutha a chur ar fáil ag suíomh seasta (GSS OSU)<sup>47</sup>
- Soláthar Seirbhíse Uilíche de naisc ghutha amháin agus de sheirbhísí cumarsáide gutha ag suíomh seasta – Freagra ar Chomhairliúchán, Tuilleadh Comhairliúcháin agus Dréachtchinneadh<sup>48</sup>

Ar an 12 Nollaig 2023, d'eisigh ComReg Cinneadh D10/23<sup>49</sup> lena mbunaítear nach féidir seirbhísí cumarsáide gutha seasta a chinntiú sa Stát. Scríobh ComReg chuig an tAire ag lorg a thuairime maidir le cibé acu an féidir nó nach féidir le huirlisí beartais phoiblí poitéinsiúla eile rochtain a chinntiú ar sheirbhísí cumarsáide gutha sa Stát nó in aon chuid den Stát.

Ar an 25 Meitheamh 2024, d'eisigh RCAC Comhairliúchán maidir le<sup>50</sup> hinfhaighteacht seirbhísí cumarsáide gutha ag suíomh seasta (GSS) – uirlisí beartais phoiblí poitéinsiúla a bheith ann cheana. Glacadh le haighneachtaí ar an gcomhairliúchán seo go dtí an 6 Lúnasa 2024.

Leanfaidh ComReg ar aghaidh lena chuid oibre sa réimse seo i ndiaidh thuairim an Aire a fháil maidir le cibé acu an féidir nó nach féidir le huirlisí beartais phoiblí poitéinsiúla eile rochtain a chinntiú ar sheirbhísí cumarsáide gutha sa Stát nó in aon chuid den Stát.

47. ComReg 23/02 [www.comreg.ie/publications](http://www.comreg.ie/publications)

48. ComReg 23/55 [www.comreg.ie/publications](http://www.comreg.ie/publications)

49. ComReg 23/115 [www.comreg.ie/publications](http://www.comreg.ie/publications)

50. gov - Comhairliúchán maidir le hinfhaighteacht seirbhísí cumarsáide gutha ag suíomh seasta (GSS) - uirlisí beartais phoiblí poitéinsiúla a bheith ann cheana ([www.gov.ie](http://www.gov.ie))

## Forbairt na dTaraifí miondíola

Gaolmhar le hinacmhainneacht seirbhísí uilíocha, ceanglaítear ar ComReg monatóireacht a dhéanamh ar fhorbairt agus ar leibhéal praghsanna miondíola seirbhísí oiriúnacha leathanbhanda agus cumarsáide gutha agus tuairisciú don Aire Comhshaoil, Aeráide agus Cumarsáide ar bhonn rialta maidir leis na nithe seo agus nuair a iarrann an tAire a leithéid a dhéanamh.<sup>51</sup>

D'fhoilsigh ComReg a chéad tuarascáil i mí na Nollag 2023.<sup>52</sup>

## Caighdeán Seirbhíse (QoS) na Seirbhíse Uilíche

Glacann ComReg leis gur gné thábhachtach de rochtain ag suíomh seasta é QoS. Dá réir sin, tá ComReg den tuairim go bhfuil sé tábhachtach go ndéanfaí monatóireacht ar fheidhmíocht QoS. Déanfaidh ComReg monatóireacht ar fheidhmíocht QoS ar bhonn leanúnach agus d'fhéadfadh sé idirghabháil a dhéanamh más cuí.

D'fhoilsigh ComReg Fógraí Faisnéise Ráithiúla ComReg ina léirítear feidhmíocht ESO Eir do gach tréimhse ráithiúil agus bhliantúil.<sup>53</sup>

## Iarratais Mhaoinithe OSU

Leagtar amach i Ráiteas Straitéise ComReg 2023-2025<sup>54</sup> cinntí maidir le hiarratais mhaoinithe OSU ComReg 2010-2015; dúshlán dlí Eircom ina dhiaidh sin; atreorú Chúirt Bhreithiúnais an Aontais Eorpaigh (CBAE) déanta ag Ard-Chúirt na hÉireann; breithiúnas CBAE agus orduithe ó Ard-Chúirt na hÉireann ina dhiaidh sin.

Sa chomhthéacs seo, chuir ComReg tús lena athbhreithniú, de réir an ordaithe ón Ard-Chúirt, ar na measúiníthe ar an ualach éagothrom (2010-2015) ar bhonn an ghlanchoistais ghaolmhair arna chinneadh bunaithe ar na Cinntí.<sup>55</sup>

Rinne ComReg athbhreithniú ar an measúnú ar an ualach éagothrom a bhain le Cinneadh ComReg D05/19 (i.e. 2010-2011). Chuaigh ComReg i mbun comhairle maidir lena réamhthuairimí, agus ina dhiaidh sin, rinne ComReg cinneadh maidir leis an measúnú ar an ualach éagothrom i gcomhair 2010-2011 (D17/24).<sup>56</sup> Chinn ComReg nárbh ionann glanchostas sholáthar an OSU in 2010-2011 agus ualach éagothrom ar Eircom. Ní dhearnadh an cinneadh a achomharc.

Tá sé beartaithe ag ComReg athbhreithniú a dhéanamh ar gach bliain ina dhiaidh sin ina ndearna Eircom iarratas agus ina ndearnadh cinneadh maidir le glanchostas.

Níl aon iarratas ar mhaoiniú OSU faighte ag ComReg don tréimhse airgeadais 2022-2023.

51. Rialachán 71(1) de Rialacháin ón Aontas Eorpach (Cód Cumarsáide Leictreonaí), 2022 ("na Rialacháin") - I.R. Uimh. 444/2022 - Rialacháin ón Aontas Eorpach (Cód Cumarsáide Leictreonaí), 2022, <https://www.irishstatutebook.ie/eli/2022/si/444/>

52. ComReg 23/110 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

53. ComReg 23/94 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

54. Microsoft Word - Ráiteas Straitéise ECS (comreg.ie)

55. ComReg D05/19; D06/119; D08/19; D08/19; D09/19 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

56. ComReg 24/43R [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Comhlíonadh agus Forfheidhmiú

Tá na soláthraithe seirbhíse ag tabhairt aird ar chearta tomhaltóirí i rith a n-aistir.

### Treoir Rialála maidir le cearta úsáideora deiridh Chód Cumarsáide Leictreonaí na hEorpa (an Cód)

Bhunaigh an Cód cearta úsáideora deiridh nua i ndáil leis an gceart chun faisnéis réamhchonarthach íosta áirithe a fháil agus an Achoimre Conartha nua sula nglactar páirt i gconarthaí, sula n-aistrítear rochtain idirlín agus sula mbaintear tairbhe as tairiscintí cuachta. Glactar leis mar phíosa lárnach reachtaíochta chun sochaí Gigighiotáin na hEorpa a chomhlíonadh agus chun rannpháirtíocht iomlán gach saoránach den AE a chinntiú sa gheilleagar agus sa tsochaí dhigiteach.

Chun cabhrú le tuiscint soláthraithe seirbhíse ar an raon ceart úsáideora deiridh d'fhoilsiomar Treoir Rialála maidir le Cearta Úsáideora Deiridh an Chóid.

Eisíodh an Treoir seo ar dtús agus ina dhiaidh sin nuashonraigh ComReg í i mí na Nollag 2020 i bhfianaise an Chóid. I mí Lúnasa 2023, i ndiaidh tús a bheith curtha le, ar an 9 Meitheamh 2023, Rialacháin CCL agus Acht 2023, rinne ComReg tuilleadh nuashonraithe ar an Treoir seo. Nuashonraíodh an Treoir seo chun léargas a thabhairt ar an soiléiriú tríd an reachtaíocht trasuite náisiúnta maidir le ról ComReg agus na ceanglais dlí bhreise do sholáthraithe.

Tá ComReg airdeallach ar an tábhacht a bhaineann lena chinntiú go dtacaítear le cultúr comhlíonta ionas go seasann a soláthraí seirbhíse le cearta tomhaltóirí. Tá comhlíonadh agus forfheidhmiú éifeachtach tábhachtach sa chomhthéacs seo.

Maidir le cearta tomhaltóirí, déanann ComReg monatóireacht ar an tslí a bhfuil oibleagáidí ábhartha á gcomhlíonadh ag soláthraithe SAR agus SCL, lena n-áirítear Cód Cleachtais SAR, na Rialacháin Seirbhíse Uilíche<sup>57</sup> agus Cinntí Gaolmhara ComReg. Tháinig forálacha áirithe de Rialacháin an Chóid in ionad na Rialachán Seirbhíse Uilíche<sup>58</sup> laistigh den tréimhse. Chomh maith leis sin, déanann ComReg monatóireacht ar an tslí a bhfuil na Rialacháin Fánaíochta á gcomhlíonadh,<sup>59</sup> a nuashonraíodh laistigh den tréimhse freisin,<sup>60</sup> agus reachtaíocht ceart tomhaltóirí chun críche maoirseachta a bhfuil comhaontú maidir le comhar ag ComReg leis an gCoimisiún um Iomaíocht agus Cosaint Tomhaltóirí (CCPC) ina leith. Rinneadh athchóiriú suntasach ar reachtaíocht maidir le Cearta Tomhaltóirí laistigh den tréimhse go príomha tríd an Acht um Chearta do Thomhaltóirí a bhunú.<sup>61</sup>

Maidir leis na Rialacháin Fánaíochta leasaithe, déanann ComReg monatóireacht ghníomhach ar an tslí a bhfuil an córas Fánaíochta ar Tháillí Baile á chur chun feidhme ag soláthraithe seirbhíse. Chomh maith leis sin, forfheidhmíonn ComReg Rialacháin maidir leis an Idirlíon Oscailte.<sup>62</sup>

57. Rialacháin ón gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) maidir le Seirbhís Uilíoch agus Cearta Úsáideora, 2011

58. I.R. Uimh. 444/2022 Rialacháin ón Aontas Eorpach (Cód Cumarsáide Leictreonaí), 2022

59. I.R. 228/2013 – Na Rialacháin Chumarsáide (Fánaíocht Teileafóin Shoghluaiste), 2013

Rialachán (AE) Uimh. 531/2012 ó Pharlaimint na hEorpa agus ón gComhairle, an 13 Meitheamh 2012 maidir le fánaíocht ar líonraí cumarsáide móibíleacha poiblí laistigh den Aontas.

60. I.R. Uimh. 315/2022 – Na Rialacháin Chumarsáide (Fánaíocht Teileafóin Shoghluaiste), 2022

61. I.R. Uimh. 37/2022 Acht um Chearta do Thomhaltóirí, 2022

62. Rialachán (AE) 2015/2120 ó Pharlaimint na hEorpa agus ón gComhairle an 25 Samhain 2015

Áiríodh ar ár gcuid oibre a bhain leis an Idirlíon Oscailte:

- Monatóireacht leantach ar an margadh<sup>63</sup> SRI agus tionscnamh rúnsiopadóireachta a chur i gcrích.
- Foilsiú thuarascáil bhliantúil ComReg maidir le cur chun feidhme Rialacháin an AE maidir le Rochtain ar an Idirlíon Oscailte in Éirinn.<sup>64</sup>

## Cásanna & Torthaí Comhlíonta Tomhaltóirí

I mí Iúil 2023, thuairiscigh ComReg go raibh tús curtha aige le himscrúdú ar chomhlíonadh 48 lena oibleagáidí faoin alt 41, alt 42, alt 43 agus alt 46 den Acht um Chosaint do Thomhaltóirí, 2007 (arna leasú) (“Acht 2007”) a bhaineann le cleachtais tráchtála atá éagothrom nó míthreorach. I mí Bealtaine 2023, bhí fógra athraithe conartha eisithe ag 48 do chustaiméirí inar fógraíodh an méid seo a leanas, *“Ón 5 Iúil 2023 tá ár mballraíocht fhoriomlán agus ár dtimthriall athnuachana breise á n-athrú againn. Seachas táillí a ghearradh ar bhonn míosúil, gearrfar táillí gach 4 seachtaine.”* Sular eisíodh an fógra seo, chuir 48 in iúl ar a shuíomh gréasáin agus sna meáin go raibh a phraghsanna “don saol” nó “go deo”. Chomh maith leis sin, shonraigh 48 freisin go raibh a bhallraíocht bunaithe ar an mí féilire seachas ar gach tréimhse 48 lá agus go raibh níos mó laethanta ag custaiméirí le 48 ná a bhí le soláthraithe seirbhíse eile. Dá bhrí sin, bhí imní ar ComReg go mbeadh 48 ag athrú an tslí ina bhfuil an praghas á ríomh agus praghas féin ina dhiaidh sin. Trí neamhaird a thabhairt ar a ghealltanais san ábhar poiblíochta, bhí cúis ag ComReg a chreidiúint nach mbeadh a oibleagáidí á chomhlíonadh ag 48 faoi Acht 2007 maidir le cleachtais tráchtála éagothroma nó mhíthreoracha dá leanfadh sé ar aghaidh leis an athrú conartha a bhí beartaithe. De bhua Alt 73 d’Acht 2007, sa chás go raibh cúis ag ComReg a chreidiúint go raibh trádálaí i mbun gnímh nó cleachtais thoirmisce a dhéanamh nó páirt a ghlacadh ina leithéid, nó go raibh sé ar tí a leithéid a dhéanamh, nó go raibh a leithéid déanta aige, féadfaidh sé glacadh le gealltanais i scríbhinn ón trádálaí sin ina bhfuil téarmaí agus coinníollacha atá, de réir chinneadh ComReg, oiriúnach sna himthosca. Ghlac ComReg le gealltanais ó 48. I measc ghealltanais 48 bhí, i ndáil le seirbhísí a thairgtear de réir téarmaí a cuireadh in iúl a bhí “don saol” nó “go deo”, bhí an cinneadh nach leanfadh sé ar aghaidh leis an athrú conartha bhunaidh chun fad an timthrialla bhilleála a laghdú agus go mbeadh alt 41, alt 42, alt 43 agus alt 46 d’Acht 2007 á chomhlíonadh aige.

Chomh maith leis sin, i mí Iúil 2023, thuairiscigh ComReg, i mí Dheireadh Fómhair 2022, gur thug sé fógra do Three Ireland (Hutchison) Teoranta (“Three”) maidir le toradh neamhchomhlíonta lena oibleagáidí faoi Chód Cleachtais (“an Cód Cleachtais”) na seirbhísí ardráta (“SAR”) agus coinníollacha a cheadúnas SAR. Bhain an fógra le forálacha Alt 3.2 den Chód Cleachtais agus rinneadh é de bhua Alt 9(1) d’Acht um Rialáil Cumarsáide (Seirbhísí Ardráta agus Bonneagar Cumarsáide Leictreonaí), 2010, a cheanglaíonn an méid seo a leanas *“Ní mór do sholáthraithe SAR gach iarracht réasúnach a dhéanamh chun a chinntiú go bhfuil SAR atá á chur ar fáil acu ar chaighdeán teicniúil leordhóthanach ionas nach mbeidh sé mar bhonn le díobháil don úsáideoir deiridh agus chun a chinntiú go mbeidh ceanglais an Chóid á gcomhlíonadh.”* Bhain an fógra le fadhb inar ghearr Three €2.50 ar chustaiméirí le haghaidh SMS SAR nuair ba cheart do Three táille luach €2.00 a ghearradh. Dheimhnigh Three do ComReg go raibh creidiúintí curtha i bhfeidhm do 25,500 custaiméir ar gearradh táillí orthu sa bhreis ar chostas iarbhír SMS SAR, agus bhí na creidiúintí

63. Soláthraithe seirbhísí rochtana idirlín

64. ComReg 24/51 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

iomlána cothrom le €140,600. Chomh maith leis sin, dheimhnigh Three go raibh bearta breise curtha chun feidhme aige chun an neamhchomhlíonadh a réiteach. I bhfianaise na mbearta a bhí déanta ag Three chun an neamhchomhlíonadh a réiteach, ní raibh sé beartaithe ag ComReg aon ghníomh breise a dhéanamh i ndáil leis an gceist seo.

I mí Feabhra 2024, thuairiscigh ComReg i mí Lúnasa 2022 gur sheol sé fógra chuig Three Ireland (Hutchison) Teoranta agus Three Ireland Services (Hutchison) Teoranta (“Three Ireland” le chéile) maidir le toradh neamhchomhlíontach a bhain le hoibleagáidí faoi Rialacháin ón gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Seirbhís Uilíoch agus Cearta Úsáideoirí), 2011 (“na Rialacháin maidir le Seirbhís Uilíoch”). Rinneadh an fógra neamhchomhlíonta de réir Rialachán 31 de na Rialacháin Seirbhíse Uilíche agus bhain sé le teip Three Ireland Rialachán 14(1) agus Rialachán 14(2)(d) de na Rialacháin Seirbhíse Uilíche a chomhlíonadh de bhrí nár sonraíodh sa chonradh a cuireadh ar fáil dá chustaiméirí, ar bhealach a bhí inrochtana go héasca, sonraí na bpraghsanna agus na dtaraifí a bhí oiriúnach dá bplean. D’fhreagair Three Ireland don fhógra i mí Mheán Fómhair 2022 agus mhol sé bearta leighis sonracha chun a chinntiú go bhfuil an fhaisnéis phraghsála agus taraife inrochtana do chustaiméirí ar chonradh an chustaiméara agus ar leathanach gréasáin praghsála Three Ireland. Ina dhiaidh sin, dheimhnigh Three Ireland, i gcomhfhreagras le ComReg, go raibh na bearta leighis comhaontaithe curtha i gcrích aige agus dheimhnigh ComReg ina dhiaidh sin go raibh clabhsúr curtha leis an imscrúdú.

I mí Aibreáin 2024, thuairiscigh ComReg, ar an 15 Aibreán 2024, gur éist Cúirt Dúiche Bhaile Átha Cliath le 10 n-ionchúiseamh tugtha ag ComReg i gcoinne Eircom Limited (“Eircom”) a bhain le teipeanna Eircom oibleagáidí a chomhlíonadh a bhain lena phróiseas láimhseála gearán. Bhain na hionchúisimh le nithe éagsúla. I ngach cás theip ar Eircom admháil gearán a sholáthar, ar cuimsíodh inti uimhir thagartha ghearán, do chustaiméirí laistigh de 2 lá oibre, agus i gcásanna eile tugadh tuilleadh teipeanna fós faoi deara, Freagra Gearán a sholáthar laistigh den amfráma uasta de 10 lá oibre nó eolas a roinnt le custaiméirí maidir le seoladh ríomhphoist chun leanúint ar aghaidh lena ngearán le cois aon fhoirm theagmhála eile má bhí an gearán fós gan réiteach i ndiaidh 10 lá oibre. Rinneadh na hionchúisimh faoi Rialachán 27 ón gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Seirbhís Uilíoch agus Cearta Úsáideoirí), 2011 (“Rialachán 2011”). De bhua Rialachán 27(1), ceanglaítear ar gach Soláthraí Seirbhíse cód cleachtas a chur chun feidhme chun díospóidí neamhréitithe a réiteach, lena n-áirítear gearán. I mí Meithimh 2017, de bhua Rialachán 27(2) de Rialachán 2011, ina bhforáiltear gur féidir le ComReg ceanglais a shonrú atá le comhlíonadh chun críche comhlíonadh Rialachán 27(1) a chinntiú, d’fhoilsigh ComReg Cinneadh D04/17 maidir le ‘Cód Cleachtas chun Gearán Cumarsáide Leictreonaí a Láimhseáil’ (“ComReg D04/17”).<sup>65</sup>

I ndiaidh athbhreithniú a dhéanamh ar theagmhálaithe custaiméara ábhartha, chuir ComReg tús le himscrúdú. Ag deireadh an imscrúdaithe seo d’ionchúisigh ComReg Eircom trí thoghairmeacha Cúirte Dúiche a eisiúint a bhaineann le sárúithe ar Rialachán 27 de Rialachán 2011 agus alt 4.3.1(i), alt (ii) agus alt (iv) de ComReg D04/17, a cheanglaíonn nach mór do ghnóthais an méid seo a leanas a chinntiú: (i) eisítear Admháil Gearán, lena n-áirítear uimhir thagartha ghearán, do chustaiméirí laistigh d’amfráma uasta de dhá lá oibre; (b) cuirtear Freagra ar an nGearán ar fáil do chustaiméir laistigh d’amfráma uasta de 10 lá oibre; agus, (c) sa chás nach mbíonn gearán réitithe i ndiaidh 10 lá oibre, cuireann an fhoireann ghéaraithe seoladh ríomhphoist ar fáil don chustaiméir ionas

65. ComReg17/62 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

gur féidir leanúint ar aghaidh leis an ngearán sa bhreis ar aon fhoirm theagmhála eile. Phléadáil Eircom ciontach as 12 chúiseamh a bhain le 10 dtoghairm os comhair na cúirte. D'fhorchuir an Breitheamh Anthony Halpin ciontuithe coiriúla a bhain le 10 gcúiseamh agus chuir sé san áireamh an 2 chúiseamh eile agus d'ordaigh sé do Eircom fineálacha luach €7,500 ar fad a íoc. Chomh maith leis sin, chabhraigh Eircom le costais ComReg, mar a comhaontaíodh idir na páirtithe.

## 5.

# Rialáil Poist

Is é ComReg an t-údarás rialála don earnáil poist in Éirinn. Tá ár ról maidir le rialáil poist bunaithe ar Threoir Eorpach atá trasuite i ndlí Éireannach. Is iad feidhmeanna reachtúla ComReg an méid seo a leanas a chinntiú:

- Seirbhís poist uilíoch a sholáthar a fhreastalaíonn ar riachtanais réasúnacha úsáideoirí na seirbhíse poist.
- Oibleagáidí atá forchurtha ortha a bheith á gcomhlíonadh ag soláthraithe seirbhíse poist.

Is iad feidhmeanna reachtúla ComReg an méid seo a leanas a chinntiú:

- Tacú le forbairt na hearnála poist a chur chun cinn agus go háirithe, seirbhís poist uilíoch a bheith ar fáil laistigh de, chuig agus ón Stát ar phraghas inacmhainne chun tairbhe na n-úsáideoirí ar fad.
- Leasanna úsáideoirí seirbhíse poist a chur chun cinn.
- Tacú le forbairt an iomaíochais agus na nuálaíochta sa mhargadh chun seirbhís poist a sholáthar.

### An tseirbhís poist uilíoch a rialú

Baineann ról ComReg i ndáil le cúrsaí poist go príomha leis an tseirbhís poist uilíoch a rialú, tacar seirbhísí poist atá ag déileáil le hiomaíocht theoranta. Mura bhfuil iomaíocht éifeachtach ann, cinntíonn rialáil na seirbhíse poist uilíoch go mbeidh seirbhísí poist sonracha á gcur ar fáil do gach duine, ag praghas inacmhainne agus ag leibhéal cáilíochta leordhóthanach. Is foirm chosanta d'úsáideoirí seirbhíse poist í an tseirbhís poist uilíoch, go háirithe d'úsáideoirí leochaileacha agus iad siúd atá faoi mhíbhuntáiste digiteach.

Ciallaíonn an tseirbhís poist uilíoch, arna ceangal ag dlí na hÉireann, ar gach lá oibre go ndéantar sórtáil amháin agus seachadadh amháin chuig baile nó áitreabh gach duine sa Stát. In Éirinn, is éard atá i gceist go príomha leis an tseirbhís poist uilíoch litreacha a sheachadadh chuig daoine aonair agus gnóthaí. Ní bhíonn an tseirbhís poist uilíoch ag déileáil le mórán beartán, de bhrí go bhfuil seachadadh beartán á dhéanamh ar bhonn tráchtála den chuid is mó ag oibrítheoirí seachadta beartán difriúil in Éirinn.

Tá An Post ainmnithe mar sholáthraí na seirbhíse poist uilíoch (“SPU”) chun an tseirbhís poist uilíoch ar fad a chur ar fáil don Stát ar fad go dtí an 1 Lúnasa 2029, mura leasaíonn ComReg a leithéid ar shlí eile.

### Díospóidí tomhaltóirí a réiteach d'úsáideoirí seirbhíse poist

Chomh maith leis sin, tá ról réitigh díospóidí ag ComReg d'úsáideoirí seirbhíse poist nach bhfuil sásta leis na céimeanna atá curtha i gcrích ag soláthraí seirbhíse poist údaraithe chun a ngearán a réiteach.

I rith na bliana atá á hathbhreithniú, bhreithnigh ComReg 24 iarratas ar réiteach díospóidí a bhain le nithe poist agus astu sin réitíodh nó tugadh chun críche 19 ndíospóid agus diúltaíodh do 5 iarratas.

## Rialáil chaighdeán SPU do sheirbhísí poist uilíocha

Ceanglaítear de réir an dlí ar ComReg caighdeáin cháilíochta seirbhíse a bhunú don tseirbhís poist uilíoch. Chomh maith leis sin, ceanglaítear ar ComReg monatóireacht a dhéanamh ar chomhlíonadh SPU, An Post, agus ar chomhlíonadh le caighdeáin cháilíochta seirbhíse agus tuarascáil bhliantúil a fhoilsiú maidir le torthaí a chuid monatóireachta.

I rith bhliain féilire iomlán 2023, sheachaid An Post, mar an SPU, 87% de phost na seirbhíse poist uilíoch tosaíochta ar fud an Stáit ar an gcéad lá oibre eile i ndiaidh an lae postála. B'ionann toradh 2023 agus méadú beag, 2%, ar thoradh 2022. Ach tá an fheidhmíocht 7% faoi bhun an chaighdeáin rialála atá cothrom le 94%.

### Sonraí maidir le beartáin

D'fhoilsigh ComReg sonraí comhiomlána maidir le beartáin a bhailíonn sé faoin Rialachán Eorpach maidir le Beartáin Thrasteorann.

I measc na mbuaicphointí bhí:

- Bhí an t-ioncam beartáin iomlán i gcomhair 2022 cothrom le €875m. Ach laghdaigh an t-ioncam den chéad uair, tugadh laghdú ioncaim de -9% (-€87m) faoi deara in 2022 i gcomparáid le 2021;
- Bhí líon iomlán na mbeartán cothrom le 139 milliún. Ach laghdaigh an líon den chéad uair, tugadh laghdú de -14% (-23m) faoi deara ar an líon in 2022 i gcomparáid le 2021.

### Suirbhé poist

In 2023, choimisiúnaigh ComReg suirbhé ar úsáideoirí na seirbhíse poist baile. Fianaise ba ea torthaí an tsuirbhé go bhfuil tábhacht fós ag baint leis an bpost:

# 3/4

Thug breis is triúr as gach ceathrar úsáideoirí le fios gur dóigh leo go bhfuil seachadadh laethúil litreacha agus beartán tábhachtach;

# 3/4

Thug breis is triúr as gach ceathrar úsáideoirí le fios gur dóigh leo go bhfuil seachadadh litreacha an lá dár gcionn tábhachtach;

# 4/5

Thug breis is ceathrar as gach cúigear úsáideoirí le fios gur dóigh leo go bhfuil seachadadh beartán an lá dár gcionn tábhachtach;

# 9/10

Bhí naonúir as gach deichniúr úsáideoirí den tuairim gur cheart go mbeadh praghas litreacha agus beartán inacmhainne.

## Straitéis poist 2024 - 2026

Ag deireadh 2023, i ndiaidh comhairliúcháin phoiblí a réachtáil, leag ComReg amach a straitéis poist don tréimhse idir 2024 – 2026. Seo a leanas ár straitéis ina bhfuil trí sprioc agus dhá chuspóir le haghaidh gach ceann de na spriocanna sin:

### Fíor 8: Straitéis Poist ComReg don tréimhse idir 2024 – 2026

1.

#### Mórspríoc 1:

Seirbhís poist uilíoch a chinntiú



**Cuspóir 1:** Measúnú a dhéanamh ar riachtanais réasúnacha úsáideoirí seirbhíse poist

**Cuspóir 2:** Comhlíonadh ceanglas seirbhíse poist uilíoch a mhonatóiriú

2.

#### Mórspríoc 2:

Leasanna seirbhíse poist a chur chun cinn agus a chosaint



**Cuspóir 3:** Cumhachtaigh úsáideoirí seirbhíse poist trína chinntiú go bhfuil faisnéis chruinn agus oiriúnach ar fáil

**Cuspóir 4:** Úsáideoirí seirbhíse poist a chosaint trína chinntiú go bhfuil nósanna imeachta gearán agus cúitimh ar fáil

3.

#### Mórspríoc 3:

Tacú le forbairt na hearnála poist



**Cuspóir 5:** Tacú le forbairt na hearnála poist trí thaighde, sonraí agus faisnéis a chur ar fáil

**Cuspóir 6:** Forbairt na hearnála poist a éascú trína sainordú dlí a sheachadadh

## 6.

# Creat Margaidh

## Bainistiú Acmhainn an Speictrim Raidió

Is meán í acmhainn an speictrim raidió, nó an speictream, trínar féidir faisnéis a tharchur gan sreang thar achar idir cúpla méadar agus na mílte ciliméadar.

Is acmhainn nádúrtha an-luachmhar atá inti atá mar bhonn leis na seirbhísí cumarsáide gan sreang ar fad atá le fáil sa Stát, a chlúdaíonn gach gníomhaíocht eacnamaíoch, shóisialta agus cumarsáide. Ina measc seo tá seirbhísí a úsáidtear go coitianta, cosúil le cumarsáid gan sreang mhóibíleach/sheasta agus leathanbhanda, craoladh raidió agus teilifíse, agus oibriú sábháiltear aeriompair agus iompair mhuirí.

Chomh maith leis sin, tá ról riachtanach ag speictream raidió in oibriú laethúil seirbhísí éigeandála agus fórsaí cosanta agus tá sé riachtanach freisin do sheirbhísí eile lena n-áirítear feidhmchláir eolaíochta thábhachtacha cosúil le réamhaisnéis na haimsire agus monatóireacht a dhéanamh ar thimpeallacht an Domhain. Braitheann go leor seirbhísí cumarsáide ar nascacht gan sreang mar chuid den chnámh droma a nascann stáisiúin bhunáite mhóibíleacha, a sholáthraíonn fothaí do tharchuradóirí craolta agus naisc theiliméadrachta a cheadaíonn monatóireacht a dhéanamh ar threalamh cianda m.sh. monatóireacht a dhéanamh ar leibhéal uisce ag dambaí agus ag taiscumair. Is acmhainn nádúrtha fhinideach atá ann, áfach, lena mbaineann úsáidí agus úsáideoirí iomaíocha, agus dá bhrí sin, ní mór iad a bhainistiú go stuama.

Is é ComReg an comhlacht reachtúil atá freagrach as an acmhainn speictrim raidió in Éirinn a rialú agus a bhainistiú. Tríd an bhfeidhm seo a fheidhmiú, is é cuspóir ComReg maidir le bainistíocht speictrim bainistíocht agus úsáid éifeachtúil an speictrim raidió a chinntiú, lena n-áirítear aird a thabhairt ar ráitis bheartais rialtais ábhartha agus ar fhorbairtí idirnáisiúnta.

Chun cabhrú le ComReg an speictream raidió a bhainistiú, leagann ComReg amach agus nuashonraíonn sé a phlean go rialta chun an speictream raidió a bhainistiú. I rith na tréimhse tuairiscithe seo, lean ComReg ar aghaidh ag obair ar mhíreanna oibre mar atá sonraithe ina Straitéis maidir le Bainistíocht an Speictrim Raidió don tréimhse idir 2022 agus 2024.<sup>66</sup> Déantar cur síos sa straitéis seo ar phlean oibre agus ar thosaíochtaí ComReg don tréimhse ag féachaint dá ról mar bhainisteoir speictrim na hÉireann fad is atá sé ag cur le Ráiteas Straitéise Cumarsáide Leictreonaí ComReg.

Áirítear ar bhainistiú acmhainn an speictrim raidió:

- Leithdháileadh bandaí speictrim, a bhfuil oibleagáidí ar ComReg a fhoilsiú agus athbhreithniú rialta a dhéanamh ar a Phlean Radaimhnicíochta (Plean) d'Éirinn.<sup>67</sup>
- Sannadh minicíochtaí speictrim raidió a thagraíonn do ghníomhaíochtaí ComReg a eisíonn, agus a údaraíonn úsáid a bhaint as, agus cearta úsáide, radaimhnicíochtaí.

66. Speictream Raidió <https://www.comreg.ie/about/strategy/radio/>

67. Plean Radaimhnicíochta d'Éirinn <https://www.comreg.ie/industry/radio-spectrum/radio-frequency-plan-for-ireland/>

- Ceadúnú ó lá go lá – thart ar 3,500 ceadúnas nua Teileagrafaíochta Gan Sreang a eisiúint gach bliain d'oibritheoirí éagsúla, comhlachtaí poiblí, cuideachtaí príobháideacha agus daoine aonair.
- Sláine speictrim raidió na hÉireann a chothabháil trí ghníomhaíochtaí monatóireachta, comhlíonta agus forfheidhmithe.
- Éire a chur chun cinn mar shuíomh idéalach d'fhorbairt speictrim trí úsáid a bhaint as Tástáil agus Triail na hÉireann.<sup>68</sup>

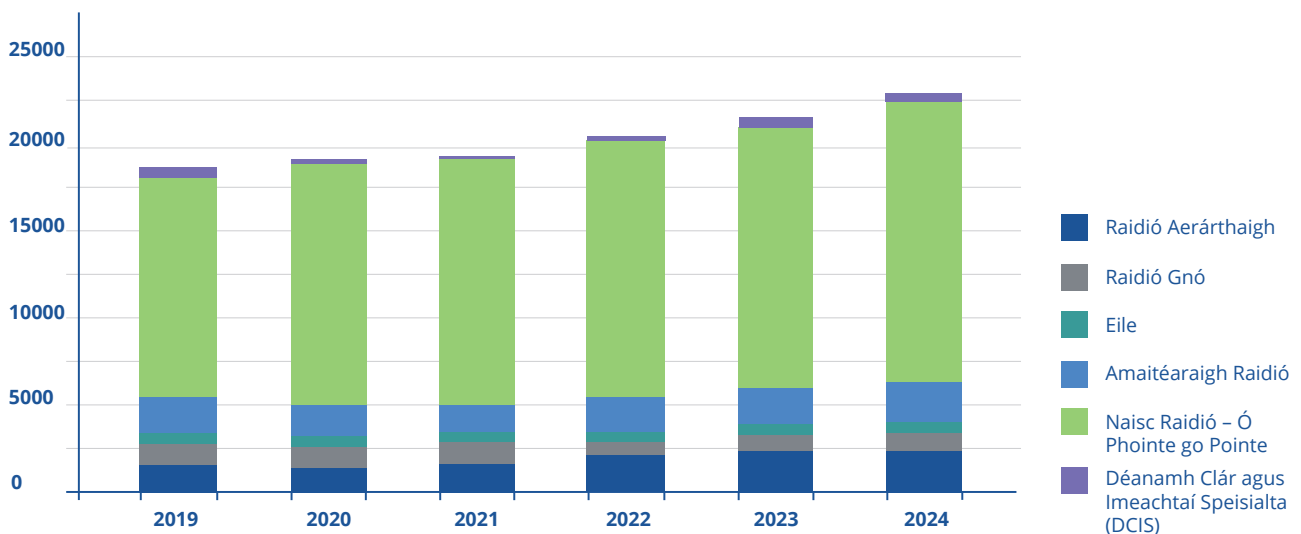
## Oibríochtaí Ceadúnaithe

Tá údarú ó ComReg ag teastáil chun trealamh raidió a shealbhú agus a úsáid in Éirinn. D'fhéadfadh an t-údarú sin a bheith le fáil i bhfoirm ceadúnais nó díolúine ceadúnais. Féadfar ceadúnais a eisiúint de réir na reachtaíochta seo a leanas:

- An tAcht Radio-Theleagrafaíochta, 1926 (arna leasú); agus
- An tAcht Craolacháin, 2009

Amhail ar an 30 Meitheamh 2024, bhí líon na gceadúnas cothrom le 22,337 arb ionann é sin agus méadú 25% sna cúig bliana ón 30 Meitheamh 2019 (Féach Fíor 9).

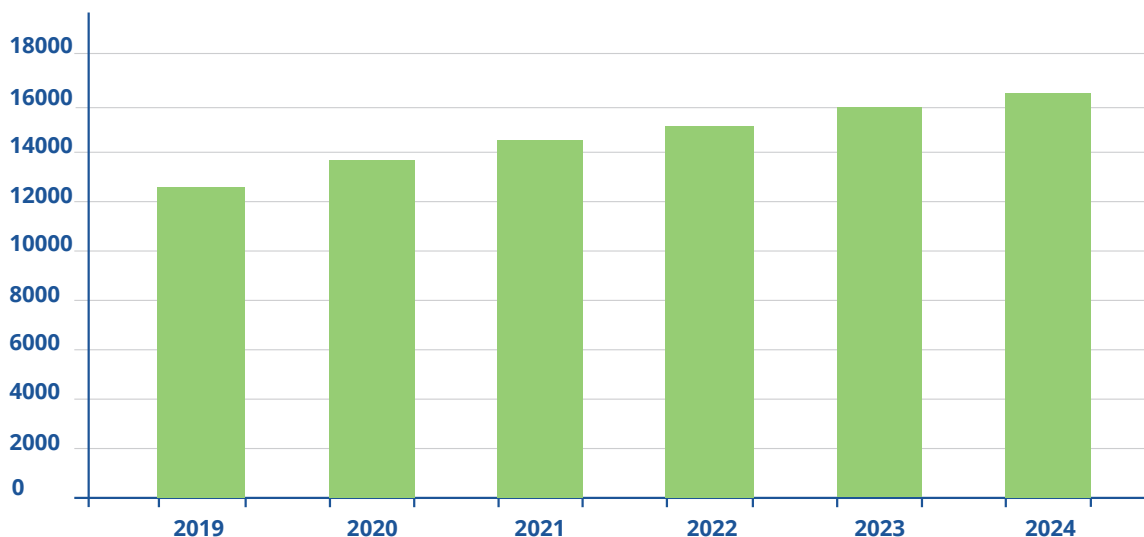
### Fíor 9: Líon na gCeadúnas Beo 2019 – 2024



Ainneoin go n-eisítear ceadúnais le haghaidh raon leathan cúiseanna, tá níos mó éilimh ar cheadúnais speictrim raidió áirithe. Tá méadú 30% tagtha ar cheadúnais nasc raidió seasta i ndáil le líon na nasc raidió seasta in Éirinn le 5 bliana anuas. Amhail ar an 30 Meitheamh 2024, bhí 16,459 ceadúnas nasc raidió seasta ann, sin thart ar 74% de gach ceadúnas beo. Bíonn nasc raidió seasta in úsáid ag oibritheoirí seasta agus móibíleacha, craoltóirí agus saoráidí den chuid is mó chun acmhainn agus líonraí tarchurtha a chur ar fáil, agus chun iomarcaíocht agus cúltaca a chur ar fáil do líonraí eile.

68. Test & Trial Ireland <https://www.comreg.ie/industry/radio-spectrum/test-trial/>

## Fíor 10: Líon na gCeadúnas Naisc Raidió Seasta Beo 2019 – 2024



Tá tóir fós ar cheadúnais do raidió gnó, do raidió aerárthaigh agus do stáisiúin amaitéara. Amhail ar an 30 Meitheamh 2024, bhí 4,963 ceadúnas beo le haghaidh na gcineálacha ceadúnais sin ann, sin thart ar 22% de gach ceadúnas beo. Mhéadaigh líon na gceadúnas raidió aerárthaigh a deonaíodh 6% i rith na tréimhse idir 2019 agus 2024. I bhfianaise thionchar shrianta Covid, laghdaigh na ceadúnais Déanta Clár agus Imeachtaí Speisialta (DCIS) go suntasach idir 2019 agus 2021, ó 533 ceadúnas go dtí 124 ceadúnas. Idir 2021 agus 2023, áfach, mhéadaigh líon na gceadúnas DCIS deonaithe arís, agus bhí 328 ceadúnas eisithe faoi mhí Meithimh 2023. I mí Meithimh 2024, bhí 383 ceadúnas DCIS deonaithe. Mhéadaigh líon na stáisiúin amaitéarach raidió go dtí 2,216 i mí Meithimh 2024, sin méadú de 15% i gcomparáid le Meitheamh 2019.

Clúdaíonn na ceadúnais raidió fágtha cineálacha ceadúnais éagsúla lena n-áirítear ceadúnais úsáide liobrálaithe (a éascaíonn seirbhísí móibíleacha a chur ar fáil), raidió móibíleach truncáilte, seirbhísí aerthráchta agus ceadúnais seirbhísí muirí talún (a éascaíonn oibriú sábháilte aeriompair agus muiriompair).

### Faireachas Margaidh Táirgí

Is é ComReg an t-údarás faireachais margaidh (“ÚFM”) ainmnithe agus an t-údarás inniúil in Éirinn faoi na Treoracha EMC<sup>69</sup> agus RE,<sup>70</sup> arna trasú go dlí náisiúnta,<sup>71</sup> laistigh den Stát.

I rith na tréimhse atá á hathbhreithniú, chuir ComReg a dhualgais i gcrích mar ÚFM trí hAonad Sábháilteachta Táirgí (“AST”) lena n-áirítear:

- (a) Seiceálacha comhlíonta ar tháirgí atá á n-onnmhairiú ag an bpointe iontrála sa Stát, trí chomhar le Lucht Custaim;<sup>72</sup>

69. Rialachán (AE) 2015/2120 ó Pharlaimint na hEorpa agus ón gComhairle an 26 Feabhra 2014 maidir le comhchuíbhiú dhlíthe na mBallstát a bhaineann le comhoiriúnacht leictreamaighnéadach.

70. Treoir 2014/53/AE ó Pharlaimint na hEorpa agus ón gComhairle an 16 Aibreán 2014 maidir le comhchuíbhiú dhlíthe na mBallstát a bhaineann le trealamh raidió a chur ar fáil ar an margadh.

71. Rialacháin ón gComhphobal Eorpach (Comhoiriúnacht Leictreamaighnéadach), 2016 agus 2017 (I.R. Uimh. 145 de 2016 agus I.R. Uimh. 69 de 2017, arna leasú le I.R. Uimh. 316 de 2023), agus Rialacháin ón Aontas Eorpach (Trealamh Raidió), 2017, arna leasú (I.R. Uimh. 248 de 2017 arna leasú le I.R. Uimh. 30 de 2024).

72. Rannán Custaim na gCoimisinéirí Ioncaim

- (b) Cuairteanna ar áitreabh oibritheoirí eacnamaíocha<sup>73</sup> á ndéanamh ag oifigigh údaraithe chun seiceálacha a dhéanamh ar shamplaí de threalamh raidió a chuirtear ar fáil ar an margadh sa Stát; agus
- (c) Faireachas margaidh ar líne de threalamh raidió atá le díol le húsáideoirí deiridh in Éirinn trí ardáin ríomhthráchtála.

Chomh maith leis sin, d'oibrigh ComReg le húdaráis faireachais margaidh eile ar fud an AE chun comhchuibhiú a fheabhsú.

I mí Lúnasa 2023, thionscain ComReg a chéad feachtas cumarsáide maidir le sábháilteacht táirgí. Is é cuspóir an fheachtais sin agus cuspóirí feachtais a reáchtálfar amach anseo cabhrú le hoibritheoirí eacnamaíocha teacht ar an tuiscint is fearr agus is féidir ar a gcuid oibleagáidí maidir leis an trealamh raidió a chuireann siad ar an margadh, agus conas is féidir le rannpháirtíocht réamhghníomhach le ComReg cabhrú leis sin, agus freisin chun oideachas a chur ar agus chun eolas a roinnt le húsáideoirí Deiridh.

In 2024, d'fhoilsigh ComReg tuarascáil ina bhfuil sonraí maidir lena ghníomhaíochtaí faireachais margaidh.<sup>74</sup>

## Imscrúduithe ar Thrasnaíocht Radaimhnicíochta (TRM)

Is éard atá i gceist le Trasnaíocht Radaimhnicíochta ("TRM") comharthaí radaimhnicíochta a chuireann isteach ar sheirbhísí cumarsáide leictreonaí, go hiomlán, go páirteach nó go sealadach. D'fhéadfadh TRM cur isteach ar aon sheirbhís cumarsáide raidió lena n-áirítear ach gan a bheith teoranta do sheirbhísí éigeandála, rialú aerthráchta, seirbhísí gutháin phóca, raidió gnó, naisc mhicreathoinne agus seirbhísí craolta.

Tarlaíonn TRM nuair a tharchuireann gléas cumarsáide gan sreang amháin ag nó gar don mhinicíocht chéanna le gléas eile nó mar gheall ar réimsí leictreamaighnéadacha ginte ag gléasanna leictreonacha éagsúla, cosúil le soilse agus ríomhairí. D'fhéadfadh TRM tarlú go neamhbheartaithe: mar shampla, d'fhéadfadh sé tarlú mar gheall ar chórais raidió atá suiteáilte go mícheart nó ar bhealach míchúramach nó mar gheall ar threalamh leictreach nó leictreonach atá lochtach nó neamhchomhlíontach.

Tá gach gearán TRM a fhaigheann ComReg aicmithe i dtrí chatagóir, Cineál A (freagairt láithreach), Cineál B (freagra laistigh de 5 lá oibre) agus Cineál C (fiosrúcháin a réitítear trí fhaisnéis a sholáthar), ag brath ar dhéine nó ar thionchar na trasnaíochta díobhálaí.<sup>75</sup>

Don tréimhse idir 2022 agus 2023, fuair ComReg náid tuarascáil (0) de Chineál A, 27 de Chineál B agus 15 de Chineál C mar a léirítear i bhFíor 11 thíos.<sup>76</sup> Thuairiscigh aonad Speictrim agus Faisnéise (SII) ComReg 100% de d'fhreagra PTF do thuarascálacha de Chineál B i rith na tréimhse seo. Ba le treiseoirí gutháin phóca a bhain 52% de na foinsí trasnaíochta, mar atá mínithe thíos.

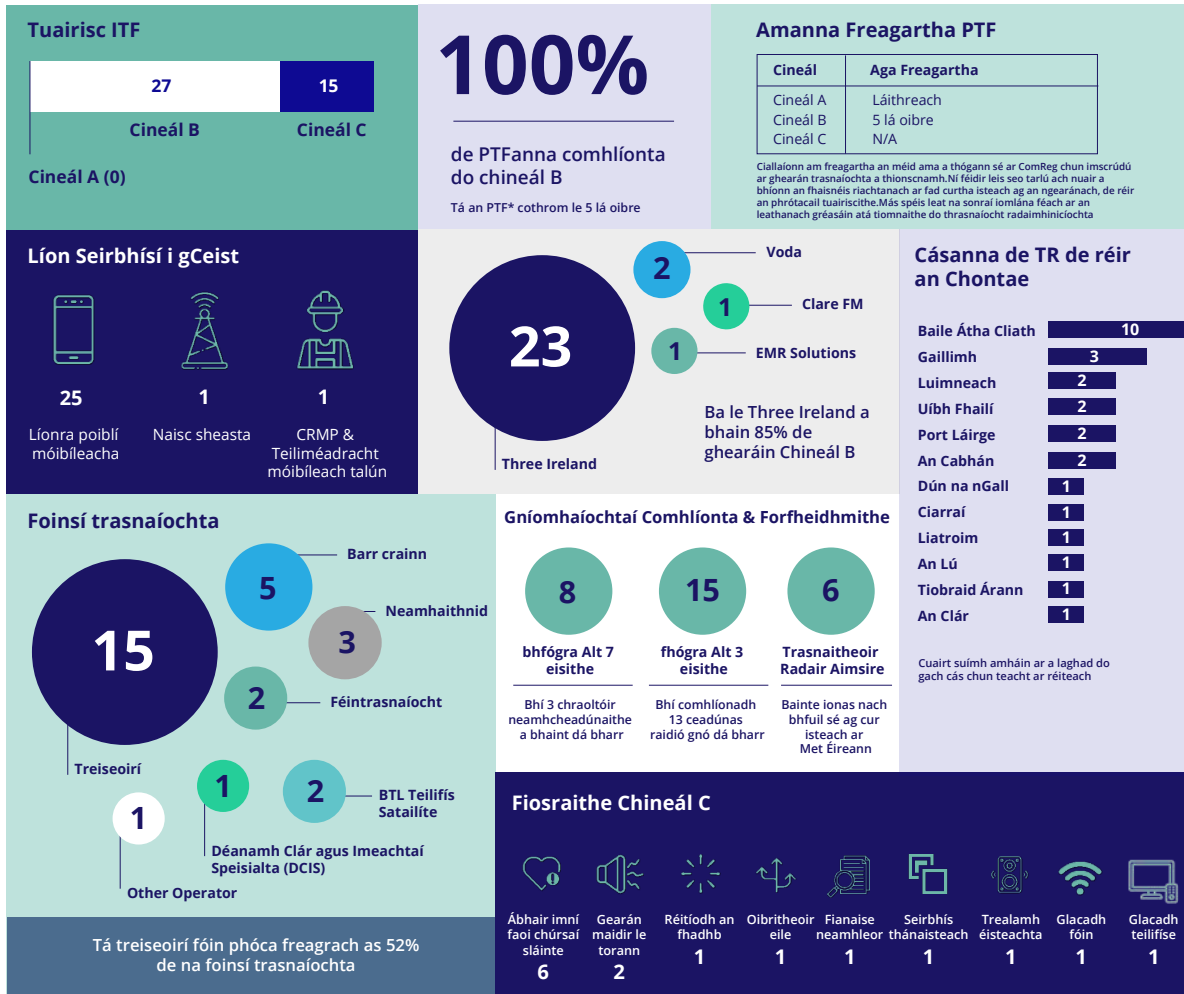
73. Monaróirí (nó a n-ionadaí údaraithe), onnmhaiseoirí agus dáileoirí

74. ComReg 24/29 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

75. <https://www.comreg.ie/industry/radio-spectrum/spectrum-compliance/radio-interference/>

76. <https://www.comreg.ie/industry/radio-spectrum/spectrum-compliance/>

## Fíor 11: Grafaic Eolais Staitisticí Faisnéise agus Imscrúduithe Speictrim Bhliantúil 2022 – 2023



## Trasnaíocht LALR 5GHz ar Radar Meitéareolaíoch

In Éirinn, tá Met Éireann freagrach as dhá radar meitéareolaíoch sa bhanda minicíochta 5 470 – 5 570 GHz (Baile Átha Cliath agus Sionainn) a úsáidtear chun críche réamhaisnéise na haimsire.

Is fadhb Eorpach í trasnaíocht dhíobhálach a tharlaíonn mar gheall ar radar meitéareolaíoch mar gheall ar LALanna Raidió (“LALR”) neamhchomhlíontacha<sup>77</sup> atá ag oibriú sa bhanda 5 GHza bhfuil CEPT agus AdCo<sup>78</sup> RED ag déileáil léi. Go ginearálta, tugtar an neamhchomhlíonadh sin faoi deara nuair a dhíchumasaíonn oibrítheoirí LALR an mód RMD agus RCT<sup>79</sup> den trealamh LALR chun cur ar a gcumas rochtain a fháil ar chainéil oibriúcháin bhreise nó chun cumhacht a mhéadú agus ar an tslí sin, raon oibriúcháin an trealaimh a mhéadú. Dá bhrí sin, is féidir le radar meitéareolaíoch an

77. Is córas rochtana raidió é LAL Raidió (LALR) a úsáidtear chun rochtain gan sreanga a sholáthar idir gléasanna ríomhaire. Úsáidtear LALR den chuid is mó mar chóras rochtana gan sreang don Idirlíon. D’fhéadfadh gur pointe rochtana sa bhaile a bheadh ann, ionas go bhfuil rochtain gan sreang ar fáil le nasc idirlín leathanbhanda. Chomh maith leis sin, d’fhéadfadh gur pointe rochtana ag ball te a bheadh ann, cosúil le toglann nó caifé in aerfort.

78. Déantar comhar Eorpach maidir le faireachas margaidh trí ghrúpaí neamhfhoirmiúla d’údarais faireachais margaidh, ar a dtugtar Grúpaí Comhair Riaracháin (AdCo).

79. Foráiltear in IEEE Std 802.11h sásraí do roghnú minicíochta dinimiciúla (RMD) agus rialú cumhachta tarchurtha (RCT) a úsáidtear chun ceanglais rialála a shásamh d’oibriú sa bhanda 5 GHz.

trealamh LALR a bhrath nuair a bhíonn sé ciliméadair fhada uaidh. D'fhéadfadh sé sin a bheith mar bhonn le róchumhachtú an chomhartha LALR ionas nach féidir leis na coinníollacha aimsire a bhrath.

Chun tionchar na trasnaíochta díobhálaí ó LALRanna a mhaolú, ní mór do Met Éireann scagadh a dhéanamh ar a radar. D'fhéadfadh sé sin, áfach, íogaireacht an radair a laghdú agus, dá bhrí sin, beachtas chumas réamhaisnéisithe an radair.

I rith na tréimhse idir 2022 agus 2024, lean ComReg ar aghaidh ag obair le Met Éireann, agus ag déileáil leis na fadhbanna trasnaíochta díobhálaí a eascraíonn as trealamh TLAN neamhchomhlíontach a mbíonn tionchar díobhálach aige ar radar ag Aerfort na Sionainne agus ag Aerfort Bhaile Átha Cliath. Sa chomhthéacs sin, rinneadh roinnt feabhsuithe ar an modheolaíocht bhunaidh a forbraíodh i rith thréimhse oibre 2020-2021 maidir le brath agus bain LALRanna neamhchomhlíontacha.

I measc na bhfeabhsuithe tá scanadh rialta sceidealaithe atá á ndéanamh ag Met Éireann chun gléasanna LALR a bhíonn mar bhonn le cur isteach a bhrath. Cuirtear faisnéis maidir le gléasanna a bhraitheann an scanadh seo arís agus arís eile ar fáil do ComReg, a cheadaíonn do ComReg a acmhainní a úsáid chun díriú ar na gléasanna sin is dócha is cúis leis an gcion.

## Radaíocht Neamhianúcháin

Is ábhar tábhachtach é astaíochtaí Radaíochta Neamhianúcháin (“RNI”) ó láithreáin tarchuradóra. In 2019, leathnaíodh feidhmeanna na Gníomhaireachta um Chaomhnú Comhshaoil (“GCC”) chun neamhchosaint phoiblí ar radaíocht neamhianúcháin a chlúdach sa speictream leictreamaighnéadach,<sup>80</sup> agus is é an tÚdarás Sláinte agus Sábháilteachta (“ÚSS”) an comhlacht atá freagrach as neamhchosaint cheirde ar RNI.<sup>81</sup>

Chun tacú leis an obair atá á déanamh ag ÚSS, ceanglaíonn ComReg, mar choinníoll d'Údarú Ginearálta, mar aon le ceadúnais Radaiteileagrafaíochta éagsúla,<sup>82</sup> nach mór d'oibríteoirí stáisiún tarchurtha a chinntiú go gcomhlíonann a suiteálacha na teorainneacha astaíochta RNI atá sonraithe sna treoirlínte is déanaí atá foilsithe ag an gCoimisiún Idirnáisiúnta um Chosaint ar Radaíocht Neamhianúcháin (“ICNIRP”)<sup>83</sup>

In 2003, chuir ComReg tús lena Chlár Tomhais Radaíochta Neamhianúcháin,<sup>84</sup> ina n-áirítear iniúchadh bliantúil ar oibríteoirí lena gcoinníollacha Údaraithe Ginearálta/Radaiteileagrafaíocht i ndáil le RNI. Áirítear ar gach iniúchadh bliantúil suirbhé a dhéanamh ar líon samplach (thart ar 80) láithreán agus cineálacha tarchuradóra (lena n-áirítear teileafónaíocht mhóibíleach 2G, 3G, 4G agus 5G, craoladh raidió agus teilifíse, leathanbhanda gan sreang srl.) ar fud na tíre. Go dtí seo, tá breis is 1,900 suirbhé láithreáin aonair déanta agus tá astaíochtaí tomhaiste ag gach láithreán a ndearna suirbhé air, agus gan eisceacht, tugadh faoi deara go raibh siad go maith faoin bhun na dtéorainneacha ICNIRP do neamhchosaint phoiblí ghinearálta do RNI.

80. <https://www.epa.ie/our-services/monitoring--assessment/radiation/>

81. [https://www.hsa.ie/eng/topics/physical\\_agents/electromagnetic\\_fields/](https://www.hsa.ie/eng/topics/physical_agents/electromagnetic_fields/)

82. Féach ar Choinníoll 8 de na Coinníollacha a bhaineann le Líonraí agus Seirbhísí Cumarsáide Leictreonaí a chur ar fáil – Doiciméad ComReg 03/81R6 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

83. Is comhlacht é ICNIRP de shaineolaithe eolaíoch neamhspleácha agus tá sé aitheanta go foirmiúil mar eagraíocht neamhrialtasach comhoibritheach oifigiúil ag an Eagraíocht Dhomhanda Sláinte. Tá tuilleadh faisnéise le fáil ag: [www.icnirp.org](http://www.icnirp.org)

84. <https://www.comreg.ie/industry/radio-spectrum/site-viewer/non-ionising-radiation-information/>

Tá torthaí gach suirbhé láithreáin atá curtha i gcrích ag ComReg achoimrithe agus foilsithe go ráithiúil i dTuarascálacha RNI ComReg. Is féidir féachaint ar chóipeanna de thuarascálacha suirbhé láithreáin aonair ar Siteviewer,<sup>85</sup> saoráid léarscáile ar líne a chuireann ComReg ar fáil, a cheadaíonn don phobal féachaint ar shonraí stáisiún bunáite gutháin phóca ar fud na hÉireann.

## Leasú coinníollacha teicniúla i gceadúnais leathanbhanda gan sreang móibíleach.

I rith thréimhse an athbhreithnithe, leasaigh ComReg na coinníollacha teicniúla a bhain le dhá chineál ceadúnais leathanbhanda móibíleacha agus gan sreanga,

- na ceadúnais MBSA2 don bhanda 2.3 GHz; agus
- na ceadúnais MBSA1 don bhanda 800 MHz, don bhanda 900 MHz agus don bhanda 1800 MHz.

Éascaíonn na leasuithe sin na forbairtí a rinneadh le déanaí le haghaidh na mbandaí sin ag leibhéal teicniúil agus rialála agus i measc rudaí eile, forálann siad d'implonú Theicneolaíocht Raidió Nua 5G (5G), úsáid a bhaint as stáisiúin bhunáite Córas Aeróg Gníomhach (CAG), agus forbairt agus comhtháthú teicneolaíochtaí 5G agus Idirlíon na nEarraí (IoT).

## Test & Trial Ireland

### Fíor 12: Lógó Test & Trial Ireland



Soláthraíonn suíomh geografach na hÉireann ar imeall thiar na hEorpa agus a dlús daonra íseal buntáiste nádúrtha tábhachtach trí fhluirse choibhneasta speictrim raidió inúsáidte. Is seirbhís í Test & Trial Ireland ar féidir le fiontraithe, le taighdeoirí agus le forbróirí a úsáid chun teicneolaíochtaí gan sreang a thástáil nó a thriail i mbandaí minicíochta éagsúla, lena n-áirítear codanna de na bandaí móibíleacha agus craolta. I rith na bliana atá á hathbhreithniú, d'éisigh ComReg 26 ceadúnas Tástála nó Trialach a d'éascaigh, mar shampla, tástálacha ar líonra cumarsáide den chéad ghlúin eile (cosúil le 5G) i gColáiste na Tríonóide, Baile Átha Cliath.<sup>86</sup> Tá tuilleadh sonraí le fáil ó Test & Trial Ireland, [www.testandtrial.ie](http://www.testandtrial.ie), lena n-áirítear físeán gearr ina bhfuiltear ag tacú leis an tionscnamh seo.<sup>87</sup>

85. <https://siteviewer.comreg.ie/#explore>

86. Bronnann ComReg Ceadúnas Tástála atá oiriúnach le haghaidh 5G ar thaighdeoirí teileachumarsáide TCD <https://www.comreg.ie/comreg-awards-test-licence-suitable-for-5g-to-tcd-telecoms-researchers/>;

Cumasóidh an chéad cheadúnas tástála 5G bronnta ag ComReg taighde ar líonraí cumarsáide don chéad ghlúin eile [https://www.tcd.ie/news\\_events/articles/first-5g-test-licence-awarded-by-comreg-will-enable-next-gen-communications-networks-research/](https://www.tcd.ie/news_events/articles/first-5g-test-licence-awarded-by-comreg-will-enable-next-gen-communications-networks-research/)

87. [www.testandtrial.ie](http://www.testandtrial.ie)

## Slándáil na líonraí cumarsáide leictreonaí

### Security of electronic communications networks

I ndiaidh glacadh le Moladh Choimisiún an Aontais Eorpaigh maidir le Cibearshlándáil líonraí 5G (2019) 2335 final (Mol. 2335),<sup>65</sup> ar an 26 Márta 2019, tá ComReg ag obair i ndlúthchomhar leis an Lárionad Náisiúnta Cibearshlándála (LNCS) chun cabhrú leis na táirgí insoláthartha atá ag eascairt as Mol. 2335.

Tá Beart 7 den Straitéis Náisiúnta Cibearshlándála (2019 go dtí 2024), ina leagtar amach conas a bhunóidh an rialtas tacar nua ceanglas slándála don earnáil teileachumarsáide, ábhartha sa chomhthéacs seo freisin.

Chabhraigh ComReg le LNCS agus chuir sé ionchur ar fáil freisin do mheithleacha ábhartha Ghníomhaireacht an Aontais Eorpaigh um Chibearshlándáil (ENISA) agus Chomhlacht na Rialtóirí Eorpacha um Chumarsáid Leictreonach (BEREC) agus do dhoiciméid aschuir eile i ndáil leis an gceist seo.

Mar thoradh ar na gníomhaíochtaí sin agus ar ghníomhaíochtaí eile foilsíodh an tuarascáil maidir le measúnú riosca comhordaithe an AE um chibearshlándáil sna líonraí den Chúigiú Glúin (5G)<sup>88</sup> agus Bosca Uirlisí Eorpach maidir le slándáil líonraí 5G<sup>89</sup> (ar an mBosca Uirlisí) ar an 29 Eanáir 2020.

### Rialacháin maidir le Bearta Slándála Cumarsáide Leictreonaí

Is bearta iad Rialacháin na mBearta Slándála Cumarsáide Leictreonaí is féidir leis an Aire a dhéanamh i ndáil leis na cineálacha bearta slándála atá le cur i gcrích ag Soláthraithe líonraí agus seirbhísí cumarsáide leictreonaí. Chabhraigh ComReg le LNCS le forbairt na mbearta slándála seo, lena n-áirítear trí roinnt ceardlann a réachtáil le páirtithe leasmhara tionscail.

D'fhoilsigh RCAC comhairliúchán teicniúil le páirtithe leasmhara<sup>90</sup> i mí Meithimh 2024 chun tuairimí páirtithe leasmhara na rialachán seo a bhailiú, go háirithe páirtithe a bhfuil tionchar díreach ag na rialacháin sin orthu, cosúil le Soláthraithe líonraí agus seirbhísí cumarsáide leictreonaí.

Tugann an tAcht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 202, na hoibleagáidí agus na cumhachtaí reachtúla do ComReg chun feidhmiú mar údarás inniúil do mhaoriseacht agus d'fhorfheidhmiú bearta slándála le haghaidh LCL/SCL. Táthar ag súil gurb éard a bheidh sna bearta slándála seo na bearta atá le fáil i Rialacháin Bearta Slándála na Cumarsáide Leictreonaí mar atá foilsithe ag RCAC. Déanfaidh ComReg maoirseacht agus forfheidhmiú ar chur chun feidhme Rialacháin na mBearta Slándála Cumarsáide Leictreonaí i measc Sholáthraithe LCL/SCL ar bhealach oibiachtúil, trédhearcach, neamh-idirdhealaitheach agus comhréireach. Dá réir sin, tá siad ag obair ar chlár oibre leanúnach chun cur ar chumas ComReg céimeanna réasúnacha a dhéanamh chun a chinntiú go gcomhlíonann Soláthraithe leis na hoibleagáidí atá orthu faoi Chuid 2 den Acht lena n-áirítear Rialacháin na mBearta Slándála Cumarsáide Leictreonaí.

88. Measúnú riosca comhordaithe ar fud na AE ar shlándáil líonraí 5G | Todhchaí dhigiteach na hEorpa a mhúnlú

89. Bosca uirlisí an AE maidir le slándáil 5G | Todhchaí dhigiteach na hEorpa a mhúnlú

90. Comhairliúchán Teicniúil le Páirtithe Leasmhara maidir le Dréachrialacháin Chumarsáide Leictreonaí (Bearta Slándála), 2024 <https://www.gov.ie/en/consultation/35043-technical-stakeholder-consultation-on-the-draft-electronic-communications-security-measures-regulations-2024/>

## An Treoir maidir le Slándáil Líonra agus Faisnéise (“NIS2”)

I mí na Nollag 2023, rinneadh cinneadh comh-aireachta ComReg a ainmniú mar Údarás Inniúil do NIS2 le haghaidh na n-earnálacha seo a leanas; Bonneagar Digiteach, Soláthraithe Digiteacha, Bainistiú Seirbhíse TFC (Gnólacht le Gnólacht) agus Spás. Beidh tionchar suntasach ag na feidhmeanna agus ag na hoibleagáidí NIS2 nua seo, dá bhrí sin, tá tús curtha le clár oibre suntasach lena n-áirítear pleanáil, athrú eagraíochta, rannpháirtíocht náisiúnta agus idirnáisiúnta.

### Oibriúcháin Líonra

#### Tuairisciú Teagmhais Líonra; Uainiú agus Tairseacha

Roimhe seo leagadh amach cur chuige ComReg maidir le teagmhais slándála tuairiscithe a bhainistiú agus maidir lena fhreagraí do na teagmhais seo a chomhordú, ina Thuairisciú agus ina Threoir maidir le Tuairisciú Teagmhais agus Íoschaighdeáin Slándála, Doiciméad ComReg 14/02<sup>91</sup> (“Doiciméad 14/02”).

Chuir ComReg tús lena athbhreithniú ar Dhoiciméad 14/02 in 2022 agus chuaigh sé i mbun comhairle maidir lena thograí in 2023 – *“Tairseacha Tuairiscithe Teagmhais Líonra, Comhairliúchán chun athbhreithniú a dhéanamh ar agus chun Doiciméad ComReg a athsholáthar 14/02 (Tuairisciú agus Treoir maidir le Tuairisciú Teagmhais agus Íoschaighdeáin Slándála)”*.<sup>92</sup> Nuashonraigh an doiciméad comhairliúcháin seo, lena n-áirítear an Dréacht-Ionstraim Chinnidh, na treoirlínte mar gheall ar athruithe teicneolaíochta, an creat reachtach nua i ndiaidh Chód Cumarsáide Leictreonaí na hEorpa (“CCLE”) – arna thrasú ag Acht 2023,<sup>93</sup> agus athruithe tugtha isteach i<sup>94</sup> dTreoirlínte Teicniúla<sup>95</sup> nuashonraithe ENISA (na “Treoirlínte Athbhreithnithe”).

Cuireadh críoch leis an gcomhairliúchán ar an 25 Bealtaine 2023 agus i ndiaidh breithniú a dhéanamh ar na freagraí ar fad a fuarthas ó naonúr páirtithe leasmhara, d’ullmhaigh agus d’fhoilsigh ComReg an Freagra ar an gComhairliúchán (Doiciméad ComReg Uimh. 24/23) agus a Ionstraim Chinnidh (D08/24). I ndiaidh Dhoiciméad ComReg 24/23 agus a Ionstraim Chinnidh D08/24 a fhoilsiú, nuashonraigh ComReg a thairseach tuairiscithe teagmhais trí fheidhmiúlacht nua a chur leis ar mhaithe le comhsheasmhacht leis na hathruithe a cuireadh i bhfeidhm ar an gcreat chun teagmhais slándála a thuairisciú. Dá bharr sin, agus breithniú á dhéanamh ar na hathruithe tairsí, chuir ComReg Doiciméad 24/41 in ionad a threorach úsáideoirí dá thairseach tuairiscithe teagmhais (Doiciméad 19/98<sup>96</sup>), an treoir d’úsáideoirí do Thairseach ComReg chun teagmhais slándála a thuairisciú.<sup>23</sup>

Os a choinne sin, ciallaíonn an Ionstraim Chinnidh,<sup>97</sup> atá i bhfeidhm anois, go bhfuil na tairseacha agus na hamscálaí do thuairisciú teagmhais slándála ar bhonn reachtúil.

91. ComReg 14/02 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

92. ComReg 23/36 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

93. An tAcht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023

94. An Ghníomhaireacht Eorpach um Chibearshlándáil (“ENISA”).

95. Treoirlíne Theicniúil maidir le Tuairisciú Teagmhais faoi CCLE <https://www.enisa.europa.eu/publications/enisa-technical-guideline-on-incident-reporting-under-the-eecc>

96. ComReg 19/98 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

97. ComReg 24/23 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Teagmhais Líonra in 2023

### Tráchttaireacht Ghinearálta ar Thuarascáil ENISA d'Éirinn 2023

Tá gach teagmhas slándála<sup>98</sup> a thuairiscíonn ComReg do ENISA, bunaithe ar fhógraí déanta tríd an tairseach tuairiscithe teagmhais.<sup>99</sup> Éascaíonn an tairseach nuashonruithe teagmhais<sup>100</sup> fad is atáthar ag leanúint ar aghaidh ag obair ar an gceist. Nuair a bhíonn an teagmhas curtha i gcrích, agus nuair a bhíonn anailís déanta ar an mbunchúis, is féidir leis an soláthraí ábhartha an tuarascáil teagmhais a chur i gcrích ansin.

Éascaíonn an fhaisnéis seo cumas ComReg chun monatóireacht ghníomhach a dhéanamh ar threochtaí, lena n-áirítear ach gan a bheith teoranta don chineál agus don tarlú teagmhais agus cuireann sí bonn eolais eile ar fáil don thuilleadh imscrúdaithe de réir mar is gá.

Taisceadh an tuarascáil achomair bhliantúil maidir le teagmhais slándála in Éirinn a cuireadh ar fáil do ENISA, le ENISA ar an 11 Feabhra 2023. Tá achoimre ar na mórtheagmhais a tharla i rith 2023 le fáil thíos.

### Forléargas ar theagmhais a tuairiscíodh do ENISA

Seo a leanas príomh-bhuaicphointí Thuarascáil Achomair Bhliantúil 2023 do ENISA (féach freisin fíor 13):

- Tríd is tríd, tuairiscíodh sé theagmhas dhéag do ComReg in 2023, i gcomparáid le dhá theagmhas dhéag in 2022, agus cailleadh 22,818,885 Uair Úsáideora ar fad;
- As measc na dteagmhais sin, bhain ceithre theagmhas leis an aimsir agus cuimsíodh ina measc: an tréimhse fhuar fhada a tharla ar an 09-10 Márta 2023; Stoirm Agnes; Stoirm Betty agus Stoirm Debby. Bhí an líon foriomlán Uaireanta Úsáideora a cailleadh mar gheall ar theagmhais slándála aimsire cothrom le 4,675,138. Bhí tionchar suntasach ag na stoirmeacha sin ar Líonraí agus Seirbhísí Cumarsáide Leictreonaí (“LCL” agus “SCL”) i rith 2023, i gcomparáid leis an tréimhse tuairiscithe roimhe sin in 2022, tréimhse nuair nár tharla aon stoirm. Is bealach é sin freisin chun an méadú ar líon na dteagmhais slándála intuairiscithe a mhíniú.
- Bhí teagmhas slándála amháin mailíseach agus san áireamh ann bhí ionsaí bogearraí éirice, i dtríú tír. Bhí tionchar aige sin ar Chórais Tacaíochta Gnó soláthraí i roinnt Ballstát (“BS”). Ní raibh aon tionchar ag infhaighteacht an líonra ábhartha le tabhairt faoi deara in Éirinn.

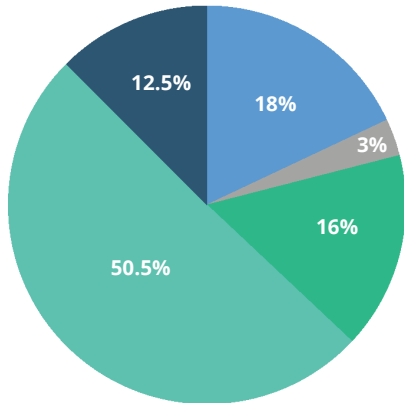
98. Teagmhais Líonra <https://www.comreg.ie/industry/electronic-communications/compliance-enforcement/network-incidents/>

99. ComReg eLicensing <https://www.elicensing.comreg.ie/login.aspx>

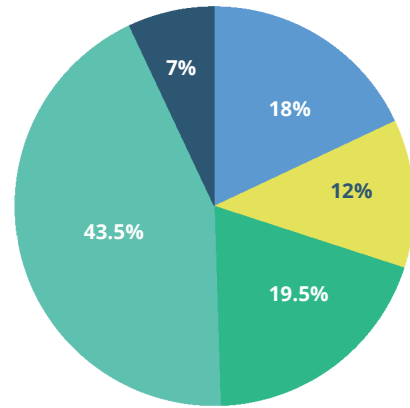
100. ComReg 24/41 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

### Fíor 13: Comparáid idir teagmhais slándála a tuairiscíodh do ComReg i gcomhair 2022-2023

**Príomhchúiseanna Teagmhais**  
Uaireanta Úsáideora Cailte (2022)

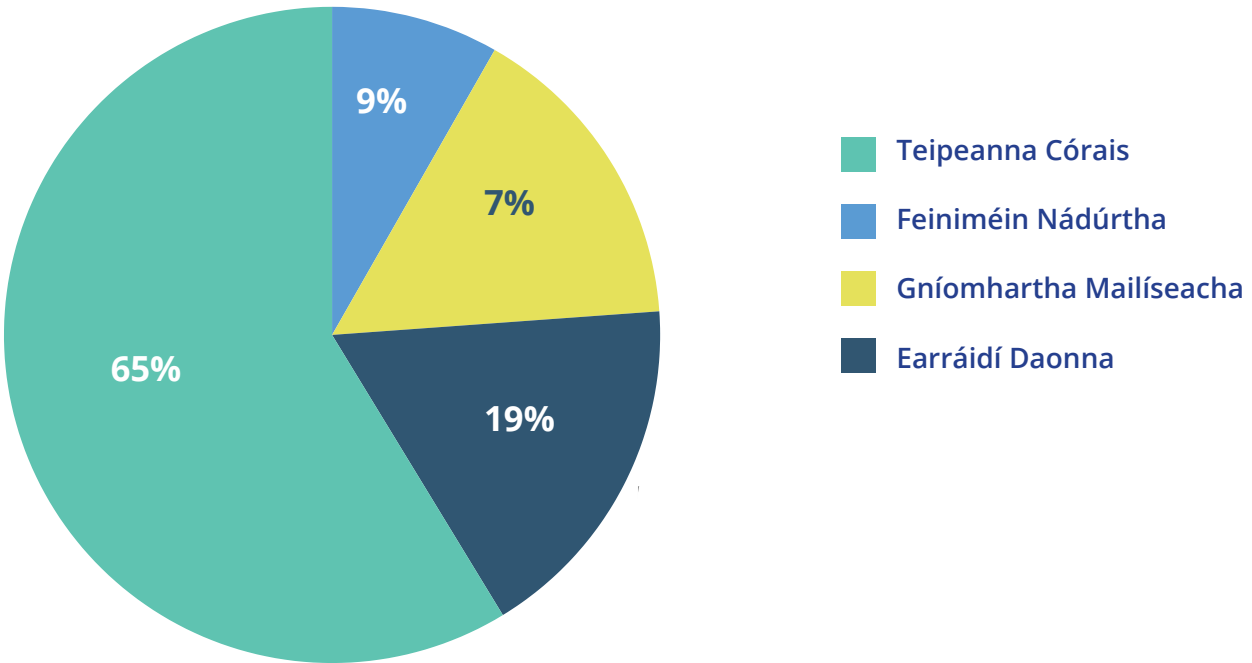


**Príomhchúiseanna Teagmhais**  
Uaireanta Úsáideora Cailte (2023)



Arís eile, bhain an phríomhchúis a bhí leis na teagmhais slándála shuntasacha a tharla i rith 2023, le bogearraí; idir bogearraí lochtacha nó fabhtanna bogearraí. Tugadh fadhbanna a bhaineann le bogearraí faoi deara go minic i rith na mblianta roimhe sin. Díol suntais is ea nach feiniméan a bhaineann go sonrach le hÉirinn atá ann; is léir ó fhigiúirí atá curtha ar fáil ag ENISA go bhfuil an meánfhiúir don chatagóir seo le deich mbliana anuas thar gach ballstát cothrom le 64% de gach teagmhas tuairiscithe mar atá léirithe thíos.

**Fíor 14: Nádúr na dTeagmhas Slándála ar Fud Gach BS, Meán 10 mBliaana 2013-2023 (Foinse: ENISA)**



Á chur sin san áireamh agus imeachtaí a tharla le déanaí ar an 19 Meitheamh 2024<sup>101</sup> (nach mbaineann leis na hearnálacha atá á rialáil aige); tá ComReg den tuairim go bhféadfaí maolú i gcoinne an chineáil teagmhas slándála seo tríd an méid seo a leanas a dhéanamh:

- Tástáil a fheabhsú, ar fud an tionscail, i measc díoltóirí agus soláthraithe, bogearraí agus crua-earraí;
- Baill foirne chuícháilithe a bheith i láthair, i rith babhtálacha nó uasghráduithe; agus
- Nósanna imeachta géaraithe agus rollta siar tráthúla níos soiléire.

Go ginearálta, tá sé tugtha faoi deara ag ComReg go mbíonn líonraí copair móibíleacha, raidió agus lasnairde níos leochailí do dhrochaimsir, (damáiste mar gheall ar an ngaoth, oighear agus báisteach throm); agus go ginearálta, tá gléasra seasta faoi thalamh níos leochailí do thuilte, a tharlaíonn mar gheall ar bhorradh stoirme agus ar bháisteach throm. Is féidir maolú go húsáideach i gcoinne a leithéid sin d'éifeachtaí díobhálacha trí úsáid a bhaint as trealamh agus as imfháluithe ag a bhfuil rátáil oiriúnach Cosanta Iontrála ("CI") agus cothabháil séalaí i ndiaidh oibreacha deisiúcháin a dhéanamh, i gcás iontrála uisce. Chomh fada is a bhaineann le damáiste meicniúil do cháblaí, is féidir úsáid a bhaint as prúnáil chuí fásra tarchrochta chun maolú i gcoinne a leithéid.

101. Fabht CrowdStrike i bpróiseas rialaithe cáilíochta mar bhonn le tuairteáil (rte.ie) <https://www.rte.ie/news/business/2024/0725/1461685-crowdstrikes-software-bug/>

Tá sé tugtha faoi deara ag ComReg freisin, go bhfuil costas eacnamaíoch ag baint le gach teagmhas slándála,<sup>102</sup> chomh fada is a bhaineann le cailteanas seirbhísí, a bhfuil tionchar acu ar tháirgiúlacht agus ar thráchtáil; mar aon le costas sochaíoch, lena n-áirítear teorainn a chur le roghanna cumarsáide do shaoránaigh an stáit. Ó tharla go bhfuilimid ag brath níos mó ar sheirbhísí cumarsáide d'úsáidí cosúil le cianobair, is ábhar imní é seo.

## Cumarsáid Chiapaireachta

Tá sochaí na hÉireann agus a geilleagar ag brath go mór ar theicneolaíocht teileachumarsáide. Is crá croí é cumarsáid chiapaireachta, ar a dtugtar glaonna agus téacsanna camscéimeanna freisin, atá mar bhonn le damáiste airgeadais agus eacnamaíoch suntasach d'íospartaigh i ngach earnáil de shochaí na hÉireann lena n-áirítear tomhaltóirí, gnóthaí agus comhlachtaí poiblí. Bíonn an céasadh sin mar bhonn freisin le strus agus le himní suntasach, go háirithe i gcás na ndaoine is leochailí a bhíonn ag brath go minic ar a nguthán mar a bpríomh-mhodh chun cumarsáid a dhéanamh le cairde agus le daoine muinteartha.

Níl aon mhuinín ag go leor tomhaltóirí Éireannacha as an uimhir a bhíonn le feiceáil ar a nguthán níos mó, nó Aitheantas Seoltóra (aitheantas) ar a dtéacsteachtaireacht. Tá léargas imníoch le fáil i suirbhé maidir le hlomptraíocht agus le Dearcthaí, a choimisiúnaigh ComReg, faoin meath atá tagtha ar mhuinín as glaonna agus téacsanna. Mar shampla:

Teastaíonn deimhniú éigin ó

**leath de na tomhaltóirí ar fad anois**

maidir le dlisteanacht ón nglaoiteoir nó ó sheoltóir téacs nó cuirfidh siad stop leis an malartú gutha nó téacs.

Níl muinín ag breis is

**40%**

de thomhaltóirí a úsáideann seirbhísí SMS<sup>103</sup> san fhoirm chumarsáide seo agus tá níos lú airde atá tabhairt acu uirthi de réir a chéile.

**1/4**

Ní thugann tomhaltóirí **amháin as gach ceathrar tomhaltóirí** aird ar bith ar theachtaireachtaí SMS a fhaigheann siad.

Fuair breis is

**90%**

d'aoisigh in Éirinn glao camscéime chuig a nguthán póca le bliain anuas.

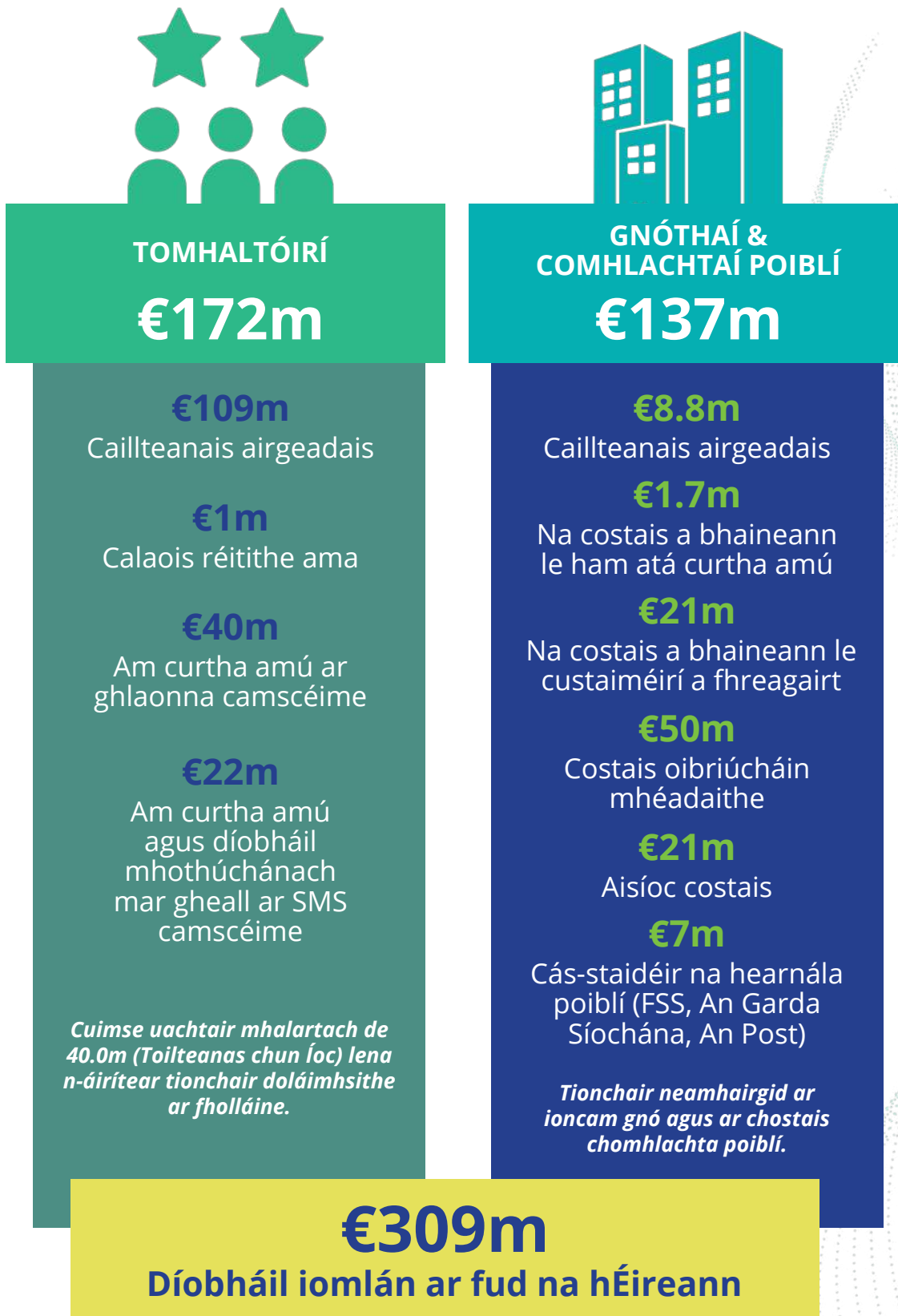
**Fuair 84% téacs camscéime de chineál éigin.**

102. Choimisiúnaigh ComReg na sainchomhairleoirí DotEcon chun tuarascáil bhunúsach a sholáthar maidir le Tionchair Eacnamaíocha agus Shochaíoch Teagmhas Líonra, féach Doiciméad Uimh. 23/59 ComReg chun tuilleadh eolais a fháil faoi thionchar eacnamaíoch teagmhas in Éirinn.

103. Áirítear ar a leithéid de sheirbhísí faisnéis/meabhrúcháin faoi choinní sláinte, baincéireacht agus bille fóntais.

Chomh maith leis sin, choimisiúnaigh ComReg Europe Economics chun meastachán a dhéanamh ar an méid díobhála a dhéanann cumarsáid chiapaireachta. Tríd is tríd, meastar, go coimeádach, go bhfuil an díobháil inchainníochtaithe iomlán do shocháí na hÉireann ag eascairt as cumarsáid chiapaireachta cothrom le **breis is €300 milliún sa bhliain** agus tá eolas maidir leis sin le fáil thíos.

### Fíor 15: Díobháil Bhliantúil Déanta ag Cumarsáid Chiapaireachta



## Tascfhórsa Tionscail agus Comhairliúchán Poiblí

Tá an cheist seo ag déanamh imní d'úsáideoirí deiridh teileachumarsáide, don tsochaí shibhialta agus do rialtais. Rinne ComReg iarracht oibriú leis an tionscal atá á rialú aige chun sraith idirghabhálacha chun an fhadhb laethúil seo a shainaithint agus a imlonnú. Chuige sin, bhunaigh ComReg tascfhórsa ar fud an tionscail ar a dtugtar Tascfhórsa Tionscail na Cumarsáide Ciapaireachta (TTCC).

Reáchtáladh an TTCC ó mhí Feabhra 2022 go dtí Bealtaine 2024 tráth ar reáchtáladh an cruinniú deiridh. Tionscnamh trastionscail deonach a bhí ann a raibh ComReg páirteach ann mar aon le 17 n-oibritheoirí a chlúdaigh 100% de thrácht móibíleach na hÉireann agus 90% de thrácht PSTN seasta.

Bhí TTCC dírithe go príomha ar mhuintir a chothú sa líonra cumarsáide trí idirghabhálacha praiticiúla, inoibrithe, líonrabhunaithe a fhorbairt chun éifeachtaí damáisteacha glaonna agus téacsanna camscéime ar thomhaltóirí agus ar shochaí na hÉireann a mhaolú.

Shainaithin TTCC roinnt idirghabhálacha praiticiúla agus glacadh leo mar chuid díobh sin a raibh bonn rialála leo de bhua comhairliúcháin phoiblí a raibh foilsíú ComReg 24/24<sup>104</sup> mar thoradh air i mí Aibreáin 2024 agus a bhí ag teacht leis na hlonstraimí Cinnidh (ICanna) seo a leanas:

- Ná Tionscain (NT) – D09/24
- Uimhreacha Cosanta (UC) – D10/24
- Blocáil glaonna ALG seasta – D11/24
- Blocáil glaonna ALG móibíleacha – D12/24
- Balla Dóiteáin Gutha – D13/24
- Clárlann Aitheantas Seoltóra SMS – D14/24
- Nuashonrú ar Choinníollacha Úsáide Uimhrithe ComReg – D15/24

Cuirfidh na hidirghabhálacha a bhfuil cur síos déanta orthu sna DInna seo teorainn le glaonna agus le téacsanna camscéime, agus feabhsóidh siad muintir as na seirbhísí sin, agus tá sé de bhuntáiste leo freisin go gcosnóidh siad leasanna tráchtála oibritheoirí trí bheith in ann seirbhísí agus líonraí a thairiscint a mbeidh muintir ag tomhaltóirí astu. Tá tacaíocht rialála riachtanach chun a chinntiú go bhfuil na hidirghabhálacha seo ar fad á gcomhlíonadh ag an tionscal iomlán.<sup>105</sup>

Tá spriocdháta sonracha luaite le gach DI d'implonnú oibritheora. D'fhonn cabhrú leis an tionscal chun na spriocdhátaí sin a chomhlíonadh bhunaigh ComReg an Fóram Tionscail maidir le Cumarsáid Chiapaireachta ("FTCC") i mí Meithimh 2024 agus é mar phríomhaidhm treoir a chur ar lucht tionscail, agus a chinntiú go gcuirtear na hlonstraimí Cinnidh chun feidhme go rathúil. Déanfaidh FTCC an méid seo a leanas go sonracha:

- Dul chun cinn trí gach DI;
- Teach ar chomhaontú maidir le cuspóirí;
- Pleananna tionscadail forfheidhmithe mionsonraithe a ullmhú;
- Iarrachtaí an tionscail táirgí insoláthartha a chur ar fáil a chomhordú;
- Maoirseacht a dhéanamh ar sheoladh na hidirghabhála; agus
- Monatóireacht a dhéanamh ar dhul chun cinn.

104. ComReg 24/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

105. Léiriú ALG – Sainaithint Líne Glao, an uimhir a chuirtear i láthair nó a thaispeántar don duine a fhaigheann an glao gutháin. D'fhéadfadh sé seo a bheith cosúil le ALG Líonra an pháirtí atá ag glao nó ní gá go mbeadh sé cosúil leis.

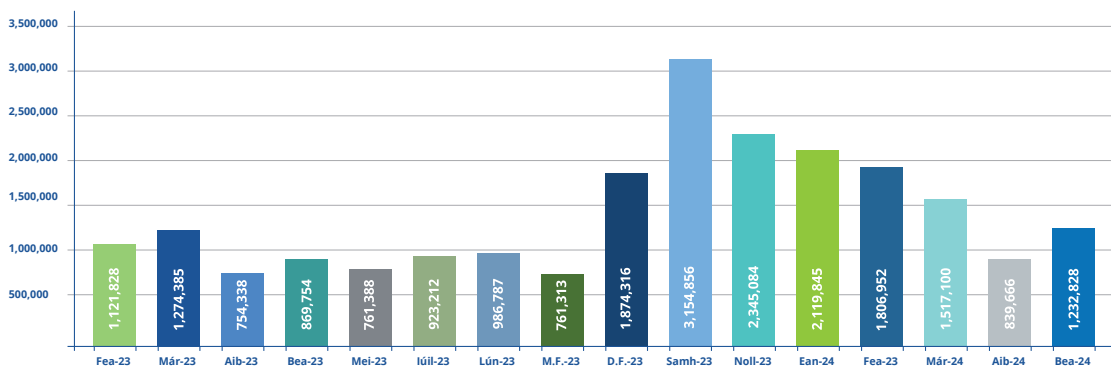
Chomh maith leis sin, breithneoidh FTCC nithe eile a bhaineann le glaonna agus le téacsanna camscéime chun déileáil le bearnaí nua nó fágtha a bhféadfadh caimiléirí tairbhe a bhaint astu, lena n-áirítear bearta a bhíonn mar thoradh ar an gcomhairliúchán Scagaire Camscéime SMS a fhoilseoidh ComReg i Ráithe 3, 2024.

## Méadracht

Níor bailíodh aon sonraí maidir le teagmhas camscéimeanna SMS agus Gutha in Éirinn sular bunaíodh TTCC; ní haon chúis ionaidh é sin de bhrí nár dearadh líonraí díreach chun trácht bréagach a bhrath.

Úsáidfean an mhéadracht mar mhodh chun eolas a bhailiú faoi éifeachtacht na n-idirghabhálacha faoi shainordú, cabhraíonn siad chun an fhadhb a scálú agus dlús a chur le feabhas leanúnach. Léirítear i bhFíor 16 líon míosúil na nglanna a mblocálann na hidirghabhálacha gutha a chur oibritheoirí tuairiscithe i bhfeidhm.

**Figure 16: Blocked scam calls as reported by some operators - Blocked Calls DNO/PN/F-CLI**



Tá tionchar dáiríre ag obair na n-oibritheoirí anois agus tá líon míosúil na nglanna camscéime a blocáladh méadaithe go suntasach de réir mar atá na hidirghabhálacha faoi shainordú á gcur chun feidhme ag níos mó oibritheoirí. Thuairiscigh oibritheoirí rannpháirteacha gur bhlocáil siad breis is 12 milliún glaonna camscéime in 2023. Mar ábhar tagartha, mheas Europe Economics i nDoiciméad 23/52a<sup>106</sup> ComReg gur ghlac tomhaltóirí Éireannacha le breis is 59 milliún glaonna in 2022.

106. ComReg 23/52a [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

## Faisnéis Bhreise

Tá an t-ábhar foilsithe ar fad (Fógraí Faisnéise, Freagraí comhairliúcháin srl.) le fáil ar leathanach tiomnaithe ComReg.<sup>107</sup> Tá roinnt samplaí den ábhar foilsithe sin le fáil i bhFíor 17.

### Fíor 17: Sampla d'ábhar foilsithe ag ComReg maidir le cumarsáid chiapaireachta



Is fadhb dhomhanda í Cumarsáid Chiapaireachta agus ní fadhb í a bhaineann go huathúil le hÉirinn. Tá go leor tíortha ag déileáil le méadú ar chamscéimeanna agus ar chalaosí atá bunaithe ar chumarsáid. Rinne ComReg idirchaidreamh díreach le ÚRNanna eile agus leanfaidh sé ar aghaidh lena leithéid a dhéanamh,<sup>108</sup> lena n-áirítear iad siúd sna Stáit Aontaithe, i gCeanada, san Astráil agus sa Ríocht Aontaithe, chun faisnéis agus eispéiris a roinnt agus chun eolas a fháil faoin tslí a bhfuil dlínsí eile ag déileáil leis an bhfadhb seo. Tá eolas maidir leis na ÚRNanna ar oibrigh ComReg leo le fáil i bhFíor 18 thíos. Bhí an clár rannpháirtíochta seo an-úsáideach chomh fada is a bhain le teacht ar thuiscint maidir le fadhbanna a bhíonn ag rialtóirí eile, mar aon le hidirghabhálacha poitéinsiúla eile a shainathint chun dul i ngleic leis na fadhbanna sin.

### Fíor 18: Rannpháirtíocht ComReg le ÚRNanna eile maidir le cumarsáid chiapaireachta



107. <https://www.comreg.ie/industry/electronic-communications/nuisance-communications/>

108. An tÚdarás Rialála Náisiúnta - Gníomhaireacht Rialtais a bhfuil sé de chúram uirthi reachtaíocht teileachumarsáide a chur chun feidhme agus monatóireacht a dhéanamh uirthi.

Leanfaidh cumarsáid chiapaireachta i gcibé foirm – cumarsáid faoi bhréagrioct, camscéimeanna, fioscaireacht, smioscaireacht, calaois, srl., ar aghaidh ag forbairt agus ag teacht chun cinn. Dá bharr sin, ní mór do ComReg agus don tionscal leanúint ar aghaidh leis na bagairtí seo atá ag forbairt go leanúnach a chomhlíonadh.

## Eispéireas Úsáideoirí Móibíleacha – Léarscáiliú an Chlúdaigh Mhóibíligh Lasmuigh

Cuireann ComReg ríomhanna innealtóireachta neamhspleácha i bhfeidhm ar na sonraí líonra a fhaightear ó oibrítheoirí líonra mhóibíligh (OLManna). Ansin calabraithear na ríomhanna seo trí úsáid a bhaint as tacar tomhas Toinne Leanúnaí (TL) fíorshaoil agus tástálacha tiomána spriocdhírthe, ag roinnt suíomhanna ar fud na hÉireann. I ndiaidh calabraithe, gintear na tuartha maidir leis an léarscáil chlúdaigh lasmuigh le haghaidh teicneolaíochtaí 2G/3G/4G agus 5G in uirlis phleanála raidió ComReg, Atoll, agus cuirtear ar fáil iad ar shuíomh gréasáin ComReg.<sup>109</sup> Ina theannta sin, tá an anailís ar na tuartha clúdaigh lasmuigh mar bhonn le bainistíocht leanúnach ComReg ar an speictream raidió.

Áirítear ComReg ar cheann de na chéad Údarás Rialála Náisiúnta (ÚRN) chun faisnéis maidir le clúdach 5G a chur ar fáil trína uirlisí léarscáilithe do thomhaltóirí.

## An Scéim Náisiúnta Uimhrithe Teileachumarsáide a Bhainistiú

Bainistíonn ComReg an Scéim Náisiúnta Uimhrithe Teileachumarsáide in Éirinn. Cuimsítear ansin uimhreacha geografacha, uimhreacha neamhgheografacha, uimhreacha fóin póca, uimhreacha seirbhísí ardráta, cóid ghearra agus cóid líonra. Tá uimhreacha agus cóid ghutháin riachtanach chun líonraí agus seirbhísí cumarsáide leictreonaí a sholáthar. Cumasaíonn siad cumarsáid ródaíthe éifeachtach náisiúnta agus idirnáisiúnta agus tacaíonn siad le feidhmiú cuí na gcóras billeála agus socraíochta. Bíonn uimhreacha in úsáid ag roinnt seirbhísí ar líne freisin chun úsáideoirí a shainaithint nó a fhíordheimhniú.

In intinn an tomhaltóra, soláthraíonn uimhreacha faisnéis don ghlaiteoir maidir leis an tseirbhís ar glaodh uirthi, praghas an ghlaio, agus, i gcásanna áirithe, suíomh an pháirtí ar glaodh air. Don pháirtí glaoite, soláthraíonn uimhreacha i bhfoirm Aitheantais Líne Ghlaiteora (ALG) faisnéis maidir le haitheantas an ghlaiteora.

Ní mór do ComReg a chinntiú go bhfuil uimhreacha á mbainistiú go héifeachtach agus á n-úsáid go héifeachtúil, agus nach mbaintear mí-úsáid astu ar shlí ar bith. Bainistíonn ComReg sannadh leanúnach uimhreacha d'oibrítheoirí agus ní mór dó infhaighteacht leanúnach uimhreacha a chinntiú d'iontrálaithe nua agus d'úsáideoirí deiridh. De réir a chéile, cuireann ComReg uimhreacha ar fáil do sholáthraithe seirbhíse néalchumarsáide do sheirbhísí nua agus nuálacha, chun deis a thabhairt d'iomáiocht bláthú. Comhthreomhar leis sin, ní mór dúinn a chinntiú go bhfuil tomhaltóirí á gcosaint, agus gur féidir le daoine muinín a bheith acu as uimhreacha agus as ALG.

De réir mar a tarraingíodh aird air sa rannóg thuas maidir le cumarsáid chiapaireachta, níl aon mhuinín ag tomhaltóirí Éireannacha in ALG níos mó, agus go deimhin tá siad éirithe as glaonna a fhreagairt ó uimhreacha anaithnide. Tríd is tríd, is amhlaidh atá de bhrí go raibh caimiléirí (as thar lear den chuid is mó ach ní go heisiach) ag

109. <https://coveragemap.comreg.ie/map>

'spúfáil' ALGanna Éireannacha chun dallamullóg a chur ar shaoránaigh Éireannacha ionas go gceapfaidh siad go bhfuil a gcuid glaonna ag teacht ó uimhreacha líne talún Éireannacha nó ó uimhreacha móibíleacha Éireannacha, de bhrí go bhfuil níos mó seans ann go bhfreagrófar a leithéid sin de ghlaonna. Uaireanta úsáideann caimiléirí uimhreacha faoi bhréagrioct freisin a úsáideann eagraíochtaí a bhfuil siad ag ligean orthu go bhfuil siad ag déanamh ionadaíocht orthu (m.sh. banc) ionas go mbeidh chreidiúnacht bhreise ag baint lena nglanna. Tá díobháil shuntasach shoचाíoच agus eacnamaíoch á déanamh ag an gcaillteanas muiníne sin agus ag na glaonna neamhfhreagartha agus ag na téacsanna nach dtugtar aird orthu dá barr. Tá cuid de na hidirghabhálacha atá sainordaithe ag ComReg i nDoiciméad 24/24 deartha chun déileáil le cumarsáid faoi bhréagrioct a bhaineann le ALG, ach teastaíonn bearta eile freisin chun cabhrú le muinín a athbhunú.

## Treoirínthe Cuir Aithne ar do Chustaiméir (KYC)

Chomh maith leis sin, d'fhéadfadh caimiléirí seirbhísí néalchumarsáide a úsáid chun rochtain a fháil ar uimhreacha Éireannacha dlisteanacha agus úsáid a bhaint de réir a chéile as SIManna Éireannacha neamhchláraithe chun glaonna camscéime a dhéanamh agus a fháil agus chun SMS camscéime a sheoladh.

Mar fhreagairt, i láthair na huaire tá ComReg ag dul i gcomhairle le treoirínthe maidir le próisis oibritheora dea-chleachtas Cuir Aithne ar do Chustaiméir (KYC) (féach Doiciméad 24/24c ComReg<sup>110</sup>), ina gcuimsítear treoirínthe d'oibritheoirí móibíleacha chun SIM a chlárú.

Leagtar amach sna tograí sin na seiceálacha íosta KYC a mholann ComReg d'oibritheoirí a dhéanamh nuair a bhíonn uimhreacha agus SIManna á gcur ar fáil acu d'oibritheoirí. Le cois na seiceálacha beartaithe roimh uimhreacha a chur ar fáil, molann ComReg freisin go bhfuil próisis bunaithe ag oibritheoirí chun monatóireacht a dhéanamh ar chomhlíonadh, chun measúnú a dhéanamh ar mhí-úsáid uimhreach agus chun freagairt do mhí-úsáid den chineál sin. Ainneoin go bhfuil na treoirínthe beartaithe lánroghnach, spreagtar oibritheoirí chun na próisis mholta a chur chun feidhme chun an riosca go mbeidh uimhreacha agus SIManna á gcur ar fáil do chaimiléirí á laghdú. I ndiaidh comhairliúcháin, foilseoidh ComReg treoirínthe KYC críochnaithe mar dhoiciméad tagartha aonair ar féidir é a nuashonrú de réir mar a bheidh dea-chleachtas KYC ag forbairt.

Díreoidh obair bhainistíochta uimhreach a dhéanfar amach anseo ar oibriú le hoibritheoirí chun a chinntiú go bhfuil a nósanna imeachta Cuir Aithne ar do Chustaiméir (KYC) oiriúnach chun cosc a chur ar uimhreacha agus ar SIManna a bheith á bhfáil ag caimiléirí, i bhfianaise an chrá croí leanúnach a bhaineann le cumarsáid chiapaireachta.

## Coinníollacha Úsáide Uimhrithe Nuashonraithe

Tá sonraí le fáil i gCoinníollacha Úsáide Uimhrithe ComReg maidir le rialacha úsáide uimhreacha agus critéir incháilitheachta do shealbhóirí uimhreach. Cosnaíonn na coinníollacha sin agus na critéir incháilitheachta tomhaltóirí agus tacaíonn siad le hiomaíocht trína chinntiú go bhfuil rochtain chomhionann ag oibritheoirí ar acmhainní uimhrithe.

110. ComReg 24/24c [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

Tá na Coinníollacha Úsáide Uimhrithe á nuashonrú go rialta chun na forbairtí margaidh agus reachtacha is déanaí a chur san áireamh. Cuireadh tús leis an athbhreithniú is déanaí i mí Meithimh 2023, mar chuid de chomhairliúchán ComReg maidir le Cumarsáid Chiapaireachta (Doiciméad 23/52<sup>111</sup>). Mar atá léirithe thuas, go minic baineann glaonna camscéime mí-úsáid as nó bíonn siad freagrach as 'spúfáil' ALG, ionas go mbeadh gá le hathbhreithniú agus le nuashonrú ar Choinníollacha Úsáide Uimhrithe i ndáil le ALG, ag tarraingt aird go háirithe ar an bpointe nach mór d'oibritheoirí a thionscnaíonn a nglanna in Éirinn, bailíocht ALGanna a úsáideann a gcustaiméirí a chinntiú.

Lena chois sin, agus mar fhreagairt don mhéadú ar chamscéimeanna atá bunaithe ar SMS a úsáideann Aitheantas Seoltóra SMS bréagach, mhol ComReg Aitheantas Seoltóra SMS a chur san áireamh mar chuid den Phlean Uimhrithe Náisiúnta agus Clár Cosanta Aitheantais Seoltóra SMS a fheidhmiú mar idirghabháil chun trácht SMS camscéime a chomhrac.

Tá an t-athbhreithniú agus an nuashonrú seo críochnaithe agus d'fhoilsigh ComReg Coinníollacha Uimhrithe leasaithe (ComReg Document 15/136R4<sup>112</sup>) i mí Aibreáin 2024. Sa bhreis air sin, tá ComReg anois i mbun Clár Cosanta Aitheantais Seoltóra SMS a fhorbairt agus cuirfidh sé tús le hAitheantas Seoltóra a chlárú ag tús 2025.

## Liostaí Uimhreacha Cosanta agus Ná Tionscain (NT)

I lár 2022, tháinig Tascfhórsa Tionscail na Cumarsáide Ciapaireachta (TTCC) ar chomhaontú maidir le sonraíochtaí le haghaidh idirghabhálacha tosaigh chun déileáil le glaonna camscéime a úsáideann ALGanna faoi bhréagrioct. Shainordaigh ComReg na hidirghabhálacha sin ina dhiaidh sin (Doiciméad 24/24).

Ceann de na hidirghabhálacha is ea liosta Ná Tionscain (NT) a bheith á chur chun feidhme ag oibritheoirí. Mar atá luaite thuas, go minic spúfálann calaoiseoirí uimhir ghnó dhlísteanach, mar shampla cuideachtaí Éireannacha a bhfuil muinín ag daoine astu cosúil le bainc agus le gníomhaireachtaí stáit, nuair a bhíonn glaoch á chur ar íospartaigh fhéideartha. Tagraíonn an liosta d'uimhreacha gutháin NT sannta d'eagraíochtaí nach n-úsáidtear do ghlaonna amach riamh. Dá bharr sin, tá aon ghlaó amach ó na huimhreacha sin spúfáilte agus, dá bhrí sin, ba cheart iad a bhlocáil. Tá ComReg ag leanúint ar aghaidh ag tacú leis an liosta NT ar a shuíomh gréasáin agus bainistíonn sé iarratais ó eagraíochtaí atá le cur leis an liosta agus dáileadh míosúil an liosta NT athbhreithnithe d'oibritheoirí. Chomh maith leis sin, bainistíonn ComReg tiomsú méadrachta blocála glaonna NT ó oibritheoirí.

An dara idirghabháil comhaontaithe ag TTCC agus arna sainordú freisin ag ComReg ina dhiaidh sin is ea liosta na nUimhreacha Cosanta (UC). Is éard atá i gceist le hUimhreacha Cosanta uimhreacha nach bhfuil sannta ag ComReg agus nach bhfuiltear ag súil a shannfar gan mhoill. Dá réir sin, d'fhéadfaí glacadh le glaonna atá ag ligean orthu atá ag teacht ó na huimhreacha sin mar ghlaonna camscéime agus, dá bhrí sin, ní mór d'oibritheoirí iad a bhlocáil.

Chomh maith leis sin, bainistíonn Foireann Uimhrithe ComReg forbairt agus dáileadh leanúnach an liosta UC d'oibritheoirí, a chuireann méadracht blocála glaonna ar fáil do ComReg ar bhonn míosúil don idirghabháil seo.

111. ComReg 24/52 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

112. ComReg 15/136R4 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

Tá na liostaí NT agus UC curtha chun feidhme ag gach móroibritheoir, agus ní mór do na hoibritheoirí eile iad a chur chun feidhme faoi Dheireadh Fómhair 2024, agus tá na hidirghabhálacha seo ag leanúint ar aghaidh ag cosaint tomhaltóirí a bhfuil na camscéimeanna áirithe seo spriocdhírthe orthu.

## Soláthar Thar an Líonra agus r-SIM a Chur Chun Cinn

Ceanglaítear ar ComReg<sup>113</sup> tacú le soláthar thar an líonra (OTA) chun aistriú soláthraí a éascú do thomhaltóirí gutháin phóca. Braitheann soláthar OTA ar theicneolaíocht SIM (r-SIM) ‘leabaithe’.

Cuirfidh clárú agus aistriú custaiméara OTA go hiomlán digiteach ar chumas tomhaltóirí aistriú idir oibritheoirí in imeacht cúpla nóiméad. I measc na mbuntáistí eile a bhaineann le OTA agus le r-SIM tá an cumas a thabhairt do thomhaltóirí próifílí áitiúla sealadacha a íoslódáil nuair a bhíonn siad ag fánaíocht thar lear. Tá tábhacht ar leith ag baint leis seo nuair a bhítear ag fánaíocht lasmuigh den AE, sa chás nach bhfuil oibleagáidí maidir le Fánaíocht ar Tháillí Baile (RLAH) i bhfeidhm, agus sa chás go mbíonn ar thomhaltóirí déileáil le billí móra nuair a fhilleann siad ar an mbaile. D’fhéadfadh roinnt próifílí áitiúla sealadacha a chinntiú gur féidir le tomhaltóirí tairbhe a bhaint as taraifí infheidhme áitiúla níos réasúnaí. Tá aird tarraingthe ar thuilleadh buntáistí a bhaineann le r-SIM i bhFíor 19.

### Fíor 19: Na Buntáistí a bhaineann le Soláthar r-SIM agus OTA



Bhí ComReg ag obair le OLManna agus le páirtithe leasmhara tionscail eile chun na gníomhartha a bhfuil cur síos déanta orthu i straitéis foilsithe ComReg a chur chun feidhme chun soláthar OTA a chur chun cinn (Doiciméad 22/48a). Tráth scríofa an doiciméid seo, bhí a bpróisis OTA féin seolta ag dhá oibritheoir as trí oibritheoir líonra mhóibíligh, agus tá siad sin á dtástáil ag Analysys Mason thar ceann ComReg. Táthar ag leanúint ar aghaidh leis an obair seo agus tá ComReg ag súil le tuarascáil Analysys Mason a fhoilsiú níos déanaí in 2024 i dteannta le Fógra Faisnéise.

Choimisiúnaigh ComReg na sainchomhairleoirí DotEcon agus Analysys Mason chun staidéar bunúsach a dhéanamh sa réimse seo agus tá sé sin foilsithe mar Dhoiciméad 23/59a ComReg.<sup>114</sup>

113. Rialachán 79(16) de I.R. Uimh. 444/2022 - Rialachán ón Aontas Eorpach (Cód Cumarsáide Leictreonaí), 2022.

114. ComReg 23/59a [www.comreg.ie/publications](http://www.comreg.ie/publications)

Tá seacht bpríomhthátal luaite le staidéar DotEcon agus Analysys Mason:

- D'fhéadfadh teagmhais líonra tarlú le haghaidh cúiseanna éagsúla.
- Níl a leithéid de rud ann agus gnáthbhristeacha agus d'fhéadfadh bristeacha éagsúla a bheith le tabhairt faoi deara ar fud an daonra.
- Ainneoin nach dtarlaíonn teagmhais líonra go minic, bíonn tionchar níos suntasaí ag a leithéid ar dhaoine thar a chéile.
- D'fhéadfadh údar a bheith le hinfheistíocht bhreise ach bheadh sé deacair díriú ar a leithéid.
- B'fhéidir go dteipfeadh ar úsáid a bhaint as seirbhís chúltaca teagmhais líonra a mhaolú nuair a thagann siad chun cinn.
- Tá srian ar oibrítheoirí chomh fada is a bhaineann leis an tslí is féidir leo teagmhais mhórscála a dheisiú.

Tá formhór na dtomhaltóirí den tuairim go bhfuil praghas, luas agus clúdach níos tábhachtaí ná iontaofacht nuair a bhíonn soláthraí á roghnú.

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113. Rialachán 79(16) de I.R. Uimh. 444/2022 - Rialacháin ón Aontas Eorpach (Cód Cumarsáide Leictreonaí), 2022.

# Anailís Margaidh agus Praghsáil

## Nascacht agus Rolladh Amach Líonraí An-Ardluais

Trasúíodh Treoir an Chóid Cumarsáide Leictreonaí ina leagtar amach an creat rialála coiteann Eorpach do rialú na cumarsáide leictreonaí, in Éirinn trí na Rialacháin ón Aontas Eorpach (Cód Cumarsáide Leictreonaí), 2022 (I.R. 444 de 2022) (“Rialacháin CCLE”). Bhunaigh na Rialacháin CCL, a tháinig i bhfeidhm i mí Meithimh 2023, an príomhchuspóir seo a leanas do ComReg - cur chun feidhme nascachta agus rochtain ar, agus glacadh le, líonraí an-ardluais, lena n-áirítear líonraí seasta, móibíleacha agus gan sreang, i measc na dtomhaltóirí agus na ngnóthaí uile sa Stát. Tá cuspóirí eile i bhfeidhm go leanúnach lena n-áirítear tacú le hiomaíocht i ndáil le soláthar líonraí cumarsáide leictreonaí agus saoráidí gaolmhara, lena n-áirítear iomaíocht atá bunaithe ar bhonneagar éifeachtach, agus seirbhísí cumarsáide leictreonaí agus seirbhísí gaolmhara a sholáthar. Bhí ról lárnach ag na cuspóirí sin i gcur chuige ComReg maidir le rialáil mhórdhíola.

Chun na cuspóirí sin a chomhlíonadh, coimeádann na Rialacháin CCLE mar phríomhuirlis rialála prionsabal an rialacháin neamhshiméadraigh a chiallaíonn go bhfuil oibrítheoir a aimsítear le cumhacht mhargaidh shuntasach (“CMS”) ar mhargadh ábhartha a léiríonn bacainní arda ar iontráil agus nach dtaispeánann aon chlaonadh d’iomaíocht éifeachtach ar bhonn cúig bliana, faoi réir oibleagáidí atá deartha chun iomaíochas a bunú, a chosaint agus a fheabhsú chun tairbhe úsáideoirí deiridh. Is treoirphrionsabal den chreat rialála coiteann atá ann go mbeadh oibleagáidí CMS á n-athbhreithniú ar bhonn rialta agus á bhforchur ag leibhéal mórdhíola, agus go bhfuil oibleagáidí á bhforchur díreach ag an leibhéal miondíola amháin sa chás nach leor oibleagáidí ag an leibhéal mórdhíola chun déileáil le fadhbanna iomaíochais ar mhargaí miondíola. Amhail ó mhí Meithimh 2024, bhí ceithre mhargadh faoi réir rialachán CMS in Éirinn (féach thíos). Níl aon mhargadh miondíola in Éirinn níos mó atá faoi réir rialachán CMS.

Chomh maith leis sin, bhunaigh na Rialacháin CCLE freisin, agus é mar aidhm iomaíocht éifeachtach a éascú agus a fheabhsú, coincheapa rialála nua lena n-áirítear go háirithe an fhéidearthacht na hoibleagáidí iomlána CMS nó cuid acu a ionadú le gealltanais dheonacha, rud a chiallaíonn go bhfuil ComReg ceangailteach, beag beann ar sheasamh CMS, chun rochtain a sholáthar ar shreangú agus ar cháblaí agus ar shaoráidí gaolmhara laistigh d’fhoirgnimh nó go pointe áirithe arna chinneadh ag ComReg. I mí Feabhra 2024, d’fhoilsigh ComReg dréacht-treoirlínte comhairliúcháin maidir le gealltanais dheonacha oibrítheora CMS ina leagtar amach na nósanna imeachta a bheadh i bhfeidhm i ndáil le tairiscint agus le hathbhreithniú ar ghealltanais i ndáil le coinníollacha do rochtain, do chomhinfeistíocht, nó don dá rud, atá infheidhme maidir le líonra oibrítheora CMS, lena n-áirítear gealltanais i gcomhthéacs deighilt dheonach a ghnó.<sup>115</sup> Dúnadh an comhairliúchán i mí an Mhárta 2024 agus, i ndiaidh na bhfreagraí a bhreithniú, d’eisigh ComReg treoirlínte deiridh i mí Mheán Fómhair 2024.<sup>116</sup> I mí Meithimh 2024, d’fhoilsigh ComReg gairm ar ionchur i ndáil le bearta chun breithniú a dhéanamh ar imlonnú líonra a éascú trí chomhroinnt bonneagair<sup>117</sup> ag féachaint

115. ComReg 24/08 [www.comreg.ie/publications](http://www.comreg.ie/publications)

116. ComReg 24/74 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

117. ComReg 24/47 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

do chumhachtaí ComReg faoi Rialacháin CCLE. Dúnadh an tréimhse chun glacadh le haighneachtaí i mí Mheán Fómhair 2024 agus táthar ag leanúint ar aghaidh le breithniú a dhéanamh ar na haighneachtaí a fuarthas.

## Mapáil agus Sonraí

Chomh maith leis sin, tugadh freagrachtaí agus cumhachtaí nua do ComReg faoi na Rialacháin CCLE i ndáil le suirbhéanna geografacha a dhéanamh ar imlonnú líonraí leathanbhanda. Úsáidtear na sonraí a fhaightear chun na críche sin chun bonn eolais a chur ar fáil do raon feidhmeanna rialála, lena n-áirítear anailísí margaidh a dhéanamh, oibleagáidí seirbhíse uilíche agus uirlisí cumarsáide a sholáthar do thomhaltóirí chun infhaighteacht leathanbhanda a sheiceáil. Chomh maith leis sin, ceanglaítear ar ComReg torthaí an tsuirbhé gheografaigh a chur ar fáil don Aire Cumarsáide. Ó tháinig an tAcht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023, i bhfeidhm, féadfaidh an tAire iarraidh ar ComReg comhairle a chur air nó uirthi maidir leis an margadh cumarsáide leictreonaí agus maidir le nithe a bhaineann le feidhmeanna an Choimisiúin, agus freisin chun faisnéis a chur ar fáil dó nó di a mheasann an tAire a d'fhéadfadh cabhrú leis nó léi chun beartas a fhorbairt a bhaineann le líonraí agus seirbhísí cumarsáide leictreonaí agus le saoráidí gaolmhara.

Chun críche a athbhreithnithe margaí agus feidhmeanna rialála eile, bailíonn ComReg faisnéis ó sholáthraithe seirbhíse trí úsáid a bhaint as a cumhachtaí bailithe faisnéise reachtúla. Bhí tionscadal aistrithe bailithe faisnéise ilbhliantúil ComReg mar bhonn le tuilleadh feabhsuithe ar chórais agus ar nósanna imeachta a chumasáionn bailiú éifeachtach agus éifeachtúil faisnéise gráinní lena n-áirítear, le bliain anuas, faisnéis bailithe i ndáil le faisnéis ioncaim agus táscairí eile le haghaidh seirbhísí líne agus leathanbhanda léasaithe. D'ainneoin cuid de na deacrachtaí a bhain le cruinneas sonraí na soláthraithe seirbhíse ba chúis leis an bhfaisnéis foilsithe a leasú, go ginearálta, bhí an leibhéal rannpháirtíochta sásúil.

## Rialáil CMS Margaí Mórdhíola

Sular forchuireadh oibleagáidí CMS-bhunaithe, ar dtús, ní mór do ComReg na margaí a d'fhéadfadh a bheith laistigh de raon feidhme an rialacháin a shainiú ag féachaint do Mholadh 2020 an Choimisiúin Eorpaigh maidir le margaí ábhartha atá soghabhálach i leith rialacháin ex ante. I ndiaidh an margadh ábhartha a shainiú, ní mór do ComReg measúnú a dhéanamh ar cibé acu atá nó nach bhfuil Cumhacht Mhargaidh Shuntasach (CMS) ag aon chuideachta faoin margadh sin, coincheap atá cosúil le ceannas faoi dhlí na hiomaíochta. Má tá CMS ag cuideachta, ní mór do ComReg leigheas (nó oibleagáid) amháin ar a laghad a fhorchur chun éifeacht dhóchúil na bhfadhbanna iomaíochta sainaitheanta a fheabhsú ag féachaint dá dtionchar ar iomaíocht agus ar thomhaltóirí. Mar shampla, d'fhéadfadh ComReg a cheangal ar oibritheoir CMS rochtain ar a líonra a oscailt d'iomaitheoirí ag an leibhéal mórdhíola, agus a chinntiú go mbeadh a leithéid de rochtain faoi réir rialuithe praghsanna. Ceanglaítear ar ComReg faoin dlí Eorpach fógra maidir lena dhréachtchinntí i ndáil lena anailís margaidh a fhógairt don Choimisiún Eorpach, agus féadfaidh an Coimisiún Eorpach a bharúil a roinnt maidir lena leithéid de dhréachtbhearta, agus i gcásanna áirithe, a gcur chun feidhme a bhlocáil. Déantar athbhreithniú ar mhargaí rialaithe ó am go ham faoin bpróiseas anailíse margaidh sin.

Amhail ó mhí Meithimh 2024, tá na margaí seo a leanas faoi réir rialachán CMS.

Margadh Rochtain an Bhonneagair Fhisiciúil (“RBF”);

Margadh Rochtain Áitiúil Mhórdhíola (“RÁM”);

Margadh Rochtain Ardchaighdeáin Mhórdhíola ((Ciorcaid ghnó ardoillte) (“RACM”); agus Na Margaí Tarchurtha Craolta Mórdhíola (“TCM”).

I rith na bliana, chuir ComReg críoch lena anailís ar thrí mhargadh agus d’eisigh sé cinntí maidir le rialáil mhargaí RBF agus RÁM. Dírialaíodh na Margaí Rochtana Lárnacha Mórdhíola (“RLM”) agus cuireadh deireadh le hoibleagáidí CMS i mí Eanáir 2024.

Amhail ag mí Meithimh 2024, bhíothas ag leanúint ar aghaidh le hathbhreithnithe ar mhargaí TCM agus ar mhargaí Tarchurtha Craolta Mórdhíola.

## Margadh Rochtain an Bhoneagair Fhisiciúil (RBF)

Baineann sé seo le bonneagar duchta agus cuaille sonrath teileachumarsáide a sholáthar is féidir le soláthraithe seirbhíse a úsáid chun tacú le líonraí snáthoptaice ardluais a rolladh amach, agus i ndeireadh na dála, soláthar raon seirbhísí mórdhíola agus miondíola iarteachtach a éascú, lena n-áirítear leathanbhanda ardluais. I mí Eanáir 2024, d’fhoilsigh ComReg Cinneadh D03/24<sup>118</sup> inar ainmníodh Eircom Teoranta ag trádáil mar Eir agus Open eir (“Eircom”) mar ghnó ag a raibh CMS sa mhargadh RBF ar bhonn náisiúnta agus forchuireadh oibleagáidí éagsúla. Nuair a bhí margadh ar leithligh le haghaidh RBF á sainiú den chéad uair, bhí ComReg airdeallach ar cé chomh hinmhianaithe is a bhí sé rialachán CMS a chur i bhfeidhm chomh fada suas sa slabhra breisluacha teileachumarsáide agus ab fhéidir agus, nuair a bheadh sé iomchuí, an gá atá le rialachán CMS i margaí iarteachtacha a laghdú nó deireadh a chur leis b’fhéidir. Go dtí an tráth sin, bhí rochtain ar dhuchtaí agus ar chuailí Eircom arna rialú ag cinneadh 2018 ComReg i ndáil le RÁM, Cinneadh D10/18.<sup>119</sup>

I gCinneadh D03/24, bhreithnigh ComReg impleachtaí aistriú bonneagar fisiciúil Eircom lasmuigh de lorg an Phlean Náisiúnta Leathanbhanda chuig Fibre Network Ireland Teoranta (FNI), cuideachta comhfhiontair a bhfuil 49.99% de na scaireanna inti faoi úinéireacht Eircom agus an chuideachta infheistíochta, Infravia Capital Partners, 50.01%. Tráth an idirbhirt, thug ComReg faoi deara go raibh Rialachán 15 de Rialacháin Rochtana 2011 (I.R. 334 de 2011) (a bhfuil Rialachán CCL 2022 curtha ina áit ó shin (I.R. 444 de 2022)) trucearta de bhrí gur cuimsíodh san idirbheart rún a bhí ag Eircom, mar oibrítheoir le CMS, *“...a shócmhainní líonra rochtana áitiúil nó cuid shuntasach de sin a aistriú chuig eintiteas dlíthiúil ar leithligh faoi úinéireacht dhifriúil, nó chun eintiteas gnó ar leithligh a bhunú le cur ar fáil do gach soláthraí miondíoltóra, lena n-áirítear rannáin mhiondíola, táirgí coibhíseacha le rochtain iomlán”* agus thug Eircom gealltanais maidir le comhlíonadh leanúnach le hoibleagáidí CMS do ComReg. I gCinneadh D03/24 chinn ComReg go raibh sé oiriúnach caitheamh leis an mbonneagar fisiciúil a bhí faoi úinéireacht FNI agus a bhí faoi úinéireacht Eircom mar líonra bonneagair fisiciúil amháin, a bhfuil a oibriú agus a bhainistiú faoi rialú Eircom go héifeachtach.

Ceanglaíonn Cinneadh D03/24 ar Eircom rochtain a sholáthar ar a dhuchtaí agus ar a chuailí go náisiúnta ar bhonn neamh-idirdhealaitheach ag praghsanna costasbhunaithe éifeachtúla. Athrú suntasach sa chur chuige i gcomparáid le Cinneadh D10/18 é an oibleagáid atá ar Eircom roinnt roghanna a sholáthar chun rochtain a fháil ar iarrthóirí

118. Cinneadh ComReg D03/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

119. Cinneadh ComReg D10/18 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

i ndáil le huainiú íocaíochtaí le haghaidh rochtain. Anois is féidir le hiarrthóirí rochtana íoc as cineálacha áirithe rochtain agus tairbhe a bhaint as laghdú ar chíosanna leanúnacha dá bharr. D'fhéadfadh sé sin a bheith cabhrach don chás infheistíochta i gcomhthéacs Eircom agus iarrthóirí rochtana. Chomh maith leis sin, thacaigh ComReg le roinnt bealaí nua chun rochtain a fháil ar líonra duchtaí Eircom, rud a bhí riachtanach i bhfianaise a thaithí ó rinneadh an cinneadh deiridh in 2018. Áiríodh ar na hoibleagáidí sin freisin faisnéis a sholáthar dá chustaiméirí mórdhíola faoina líonra duchtaí agus cuaillí, agus oibleagáidí chun SLanna a sholáthar. Ceanglaíonn cinneadh ar leithligh, Cinneadh D04/24, ar Eircom monatóireacht a dhéanamh ar a fheidhmíocht trí RBF a sholáthar trí thagairt a dhéanamh do shraith príomhtháscairí feidhmíochta (“PTFanna”) agus a leithéid a fhoilsiú. Cabhraíonn sé sin le ComReg, inter alia, a chinntiú go bhfuil rochtain á tairiscint ar bhonn neamh-idirdhealaitheach.

Tá na leigheasanna RBF nua seo deartha chun cur ar chumas iarrthóirí rochtana dréimire na hinfeistíochta a dhreapadh trí úsáid a bhaint as a líonra féin trí athúsáid a bhaint as an mbonneagar atá ar fáil do Eircom cheana féin. Is é an aidhm atá leis sin a chinntiú go mbeidh rolladh amach líonra níos éifeachtúla, rud a fheabhsóidh iomaíochas agus a chuirfidh dlús le luas agus le fairsinge imlonnú cábla snáthoptaice chuig an mbaile (FTTH) in Éirinn.

## Margadh Rochtain Áitiúil Mhórdhíola (RÁM)

Is margadh mórdhíola é an margadh RÁM trínár féidir le soláthraí seirbhíse miondíola (“SSM”) acmhainn leathanbhanda a fháil ar cíós ó oibríteoir líonra agus glacadh le freagracht as an trácht gaolmhar ag nó in aice leis an malartán áitiúil (i.e. go háitiúil). Cumasaíonn sé sin SSM, tríd an tseirbhís seo a nascadh lena líonra féin, seirbhís leathanbhanda, ceann go ceann, a thairiscint do thomhaltóirí, do ghnóthaí nó d'oibríteoirí eile. I mí Eanáir 2024, d'fhoilsigh ComReg Cinneadh D05/24 inar cinneadh gur lean Eircom ar aghaidh le CMS a bheith aige sa mhargadh seo agus a cheanglaíonn ar Eircom rochtain a chur ar fáil do sholáthraithe seirbhíse eile ar sheirbhísí leathanbhanda mórdhíola den chéad ghlúin eile ag praghsanna rialaithe.<sup>121</sup>

Áirítear ar na príomhoibleagáidí rochtain a sholáthar ar Rochtain Díchuachta Fhíorúil Mhórdhíola thar chumraíochtaí líonraí Cábla Snáthoptaice go Colbha agus Cábla Snáthoptaice chuig an mBaile ar bhonn neamh-idirdhealaitheach. Chomh maith leis sin, forchuireadh oibleagáidí tacaíochta éagsúla lena n-áirítear oibleagáid chun CLSanna a sholáthar d'iarrthóirí rochtana agus chun PTFanna áirithe a chur ar fáil do ComReg. Agus é airdeallach ar a oibleagáidí tacú le hiomaíochas fad is atá rolladh amach Líonraí An-Ardluais (LAAL) á spreagadh, dhear ComReg leigheasanna praghais chun na cuspóirí sin a chomhlíonadh. Dá réir sin, cuireadh méid áirithe solúbthachta praghais ar fáil do sheirbhísí FTTH díreach chun cosc a chur ar Eircom ó phraghsanna a shocrú chomh híseal sin go mbeadh infheistíocht iomaíoch (bonnphraghas) á foriamh agus ag an am céanna a chinntiú nach raibh praghsanna á socrú chomh hard sin nach bhféadfadh SSManna dul in iomaíocht i margaí miondíola (cúngach corrlaigh).<sup>122</sup> Cuireadh deireadh le toirmeasc ar lascaíní méideanna mórdhíola a forchuireadh in 2018<sup>123</sup> rud a thug cead do Eircom lascaíní agus promóisin mórdhíola a thairiscint faoi réir aon scéim dá leithéid a bheith á ceadú ag ComReg roimh ré.

120. Cinneadh ComReg D04/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/)

121. ComReg 24/07, Cinneadh D05/24, [www.comreg.ie/publications](http://www.comreg.ie/publications)

122. Chuir an rialú praghsanna a forchuireadh i gCinneadh D11/21 ComReg trínár ghlac ComReg leis an tSamhail Líonra Rochtana chun praghsanna mórdhíola áirithe a shocrú. D'achomharc Eircom Cinneadh ANM chuig an Ard-Chúirt (Eircom v ComReg, Ard-Chúirt, Uimh. Taifid 2022/12 MCA. Éisteadh an t-achomharc i mí Iúil 2022 agus táthar ag feitheamh ar bhreithiúnas.

123. ComReg 18/95, Cinneadh D11/18, [www.comreg.ie/publications](http://www.comreg.ie/publications)

I rith na bliana, bhreithnigh ComReg roinnt tograí do scéimeanna lascaine mórdhíola dá leithéid a bheith á dtairiscint ag Eircom.

Ar an 26 Deireadh Fómhair 2023, d'eisigh ComReg treoir a cheangal ar Eircom gan dhá lascaine mórdhíola a thairiscint le haghaidh táirgí leathanbhanda mórdhíola rialaithe i bhfianaise an toirmisc a bhí i bhfeidhm an t-am sin agus ar an nádúr frithiomaíoch a bhain leo dar leis. D'achomharc Eircom an treoir sin chuig an Ard-Chúirt ar an 22 Samhain 2023<sup>124</sup> ach ina dhiaidh sin thoiligh sé don achomharc a bheith á chaitheamh amach i mí an Mhárta 2024.<sup>125</sup> Ar an 23 Feabhra 2024, chuir Eircom Scéim Lascaine Mórdhíola FTTH (Fógra Mórdhíola Uimh. 2024-010) faoi bhráid ComReg. D'fhoilsigh ComReg Comhairliúchán 24/38<sup>126</sup> i ndáil lena mheasúnú a rinneadh ar an togra ar an 24 Bealtaine 2024. D'fhoilsigh sé a chinneadh deiridh ar an 30 Lúnasa 2024 inar sheas sé leis an gcead leanúint ar aghaidh bunaithe ar ábhair imní faoin tionchar is dócha a bheidh ag an scéim ar iomaíocht.<sup>127</sup> Ceadaíodh scéim eile a bhí fógartha ag Eircom thart ar an am céanna.

## Margadh Rochtana Lárnach Mórdhíola (RLM)

Tá an margadh RLM cosúil le RÁM ach amháin go dtarlaíonn aistriú tráchta ag líon beag suíomh lárnach. Ceadaíonn sé sin d'oibrítheoirí a bhfuil clúdach líonra teoranta acu seirbhís leathanbhanda ceann go ceann a chur ar fáil do thomhaltóirí.

In 2018, chinn ComReg go raibh CMS ag Eircom sa mhargadh seo i gceantair réigiúnacha, ina raibh níos lú áitreabh. I gCinneadh D05/24, chinn ComReg nach raibh CMS ag Eircom níos mó agus go bhféadfaí an margadh a dhírialáil go hiomlán, ag féachaint do rialú an mhargaidh RÁM réamhtheachtaigh agus leathnú líonraí oibrítheoirí eile, lena n-áirítear NBInna a bheith á rolladh amach faoin Scéim Náisiúnta Leathanbhanda. Dá bharr sin, baineadh an rialachán ar fad don mhargadh seo faoi réir tréimhse éagtha.

## Margadh Rochtana Mórdhíola ar Ardchaighdeán (RACM)

Is ionann RACM agus soláthar, ar bhonn mórdhíola, bandaleithead ardacmhainne ar ardchaighdeán a chur ar fáil d'úsáid ghnó. Go hiondúil, bíonn an tseirbhís siméadrach, i bhfocal eile, bíonn na luasanna céanna ar fáil sa dá threo (i gcomparáid le formhór na dtáirgí leathanbhanda tomhaltóra a thairgeann luasanna íoslódála níos airde ná luasanna uaslódála de ghnáth). Bíonn acmhainn ráthaithe de ghnáth agus dírithe ar chustaiméir amháin agus go hiondúil bíonn comhaontuithe leibhéal seirbhíse ar ardchaighdeán mar bhonn leo.

Amhail ó Mheitheamh 2024, tá an margadh seo á rialú faoi chinneadh 2020 ComReg, Cinneadh D03/20, inar taifeadh go raibh CMS ag Eircom i gceantair réigiúnacha áirithe. Áirítear ar na hoibleagáidí oibleagáidí chun rochtain mhórdhíola a sholáthar do sheirbhísí áirithe ar bhonn neamh-idirdhealaitheach a léiríonn a gcostas éifeachtach soláthair.

124. Eircom v ComReg, An Ard-Chúirt, Uimh. Taifid 2023/395.

125. I ndiaidh Chinneadh D05/24 ComReg [www.comreg.ie/publications/](http://www.comreg.ie/publications/) a fhoilsiú i mí Eanáir 2024 inar cuireadh deireadh leis an toirmeasc ar lascaí agus ar phromóisín mhórdhíola.

126. ComReg 24/38 [www.comreg.ie/publications](http://www.comreg.ie/publications)

127. Ar an 31 Bealtaine 2024, d'fhógair Eircom promóisean FTTH ar a dtugtar Fógra Mórdhíola 2024-021 ('WN2024-021') do ComReg. De bhrí go bhféadfadh promóisean FTTH WN2024-021 iarratas a dhéanamh freisin i gcomhair cuid den am ina bhféadfadh an scéim lascaine WN2024-010 a bheith i mbun feidhme, d'eisigh ComReg Comhairliúchán breise 24/57 [www.comreg.ie/publications/](http://www.comreg.ie/publications/) ar an 5 Iúil 2024 ar cuireadh clabhsúr leis ar an 19 Iúil 2024. Ar an 30 Lúnasa 2024 d'fhoilsigh ComReg Cinneadh D20/24 [www.comreg.ie/publications/](http://www.comreg.ie/publications/) gan WN2024-010 a cheadú agus d'fhoilsigh sé Cinneadh D21/24 freisin [www.comreg.ie/publications/](http://www.comreg.ie/publications/) a cheadaigh WN2024-021.

Bhí tús curtha le hathbhreithniú nua ar an margadh ó mhí an Mheithimh 2024 agus bhí sé beartaithe comhairliúchán a reáchtáil ag deireadh 2024 agus cinneadh deiridh a eisiúint ag deireadh 2025.

## Margadh Tarchurtha Leathanbanda Mórdhíola (TCM)

Is éard atá i gceist le TCM soláthar, ar bhonn mórdhíola, acmhainn chraolta chun críocha seirbhísí raidió agus teilifíse. Tá dhá fhomhargadh sainaitheanta ag ComReg agus is é RTÉ agus a fhochuideachta, 2RN, na soláthraithe aonair in Éirinn. Is ionann iad sin agus rochtain ar líonra fisiciúil túr agus crann faoi úinéireacht 2RN (“Margadh A TCM”), agus rochtain ar ilphictiúrlanna TDT faoi úinéireacht RTÉ (“Margadh B TCM”). Sa dá chás, áirítear ar na hoibleagáidí atá 2RN agus ar RTÉ rochtain mhórdhíola a sholáthar ar bhonn neamh-idirdhealaitheach a léiríonn a gcostas éifeachtach soláthair.

Chomh maith leis sin, bhí athbhreithniú á dhéanamh ar an margadh ó mhí an Mheithimh 2024 agus bhí sé beartaithe comhairliúchán a reáchtáil ag deireadh 2024 faoi na torthaí agus cinneadh a eisiúint ag deireadh 2025.

## Múchadh Copair (CSO)

I mí an Mhárta 2022, d’eisigh ComReg comhairliúchán maidir leis an ascnamh ó líonraí copair go dtí bonneagar nua-aimseartha (Múchadh Copair (CSO)). I mí na Samhna 2023, d’eisigh ComReg Cinneadh D09/23<sup>128</sup> ina leagtar amach an creat atá le comhlíonadh ag Eircom sular féidir le Eircom seirbhísí teileachumarsáide coparbhunaithe a aistarraingt agus a líonra copair a mhúchadh, ar bhonn malartaithe. Is í an chéad chéim an próiseas sainordaithe agus tá Togra Múchta le cur faoi bhráid ComReg ag Eircom lena cheadú. Níl a leithéid de thogra curtha i dtoll a chéile ag Eircom fós.

## Meánchostas Ualaithe an Chaipitil (WACC)

Sa chás go ndéanann ComReg idirghabháil chun praghsanna a shocrú bunaithe ar chostas ní mór dó cead a thabhairt don oibritheoir i gceist toradh réasúnach a fháil ionas gur féidir leis a chuid gníomhaíochtaí a mhaoiniú. Déantar é sin trí ráta toraidh éifeachtúil a shonrú i gcoibhneas leis méid an chaipitil leithdháilte ar mhargadh áirithe ar a dtugtar cóimheas toraidh ar chaipiteal a úsáidtear. Déantar é sin a mheas trí Mheánchostas Caipitil Ualaithe a ríomh arb ionann é agus an meánchostas a bhaineann le gnó a mhaoiniú ag cur a struchtúir fiachais/chothromais san áireamh.

I mí Dheireadh Fómhair 2020 d’fhoilsigh ComReg Cinneadh<sup>129</sup> maidir le Meánchostas Ualaithe an Chaipitil (WACC) sna hearnálacha móibíleacha, líne seasta agus craoltóireachta, atá le húsáid chun críche oibleagáidí rialaithe praghsanna a fhorchuirtear ar oibritheoirí CMS. Mar atá leagtha amach i gCinneadh 2020 Dheireadh Fómhair (Cinneadh WACC), athríomhann ComReg an WACC do gach earnáil go bliantúil agus, gach bliain ar nó i ndiaidh an 30 Meitheamh, foilsíonn sé, trí Fhógra Faisnéise, luachanna WACC nuashonraithe. Foilsíodh Fógra Faisnéise i mí Meithimh 2024 i dteannta le Nuashonrú Bliantúil 2024 WACC<sup>130</sup> agus cuirfear na luachanna nuashonraithe i bhfeidhm ar aon athbhreithniú ar phraghas a dhéanamh amach anseo. Foilseofar Nuashonrú Bliantúil WACC 2025 i Ráithe 2 2025.

128. ComReg 20/96, Cinneadh D09/20 [www.comreg.ie/publications](http://www.comreg.ie/publications)

129. ComReg 20/96, Cinneadh D10/20 [www.comreg.ie/publications](http://www.comreg.ie/publications)

130. ComReg 24/49 [www.comreg.ie/publications](http://www.comreg.ie/publications)

## Monatóireacht agus Comhlíonadh Margaidh

Déantar monatóireacht ar chomhlíonadh Eircom lena oibleagáidí CMS ar roinnt bealaí lena n-áirítear trí cheanglais fógra roimhe ré a bhaineann le gach athrú a chuir Eircom i bhfeidhm ar dhoiciméadacht foilsithe do Tháirgí Rochtana Rialaithe (RAPanna) agus d'athruithe ar chórais agus ar nósanna imeachta. Tugann ComReg aird ar leith ar mhonatóireacht a dhéanamh ar fhorbairt leanúnach líonraí snáthoptaice mórdhíola a bhfuil Eircom, Siro, Virgin Media agus NBI freagrach aisti, a úsáideann RAPanna RBF ó Eircom.

I rith na tréimhse, lean ComReg ar aghaidh le páirt a ghlacadh i gCeardlann Forbartha Táirgí mhíosúil atá á hóstáil ag Eircom agus leis an bhFóram Rannpháirtíochta Tionscail (IEF) a óstáil agus athsheoladh é in 2020 á stiúradh ag Cathaoirleach seachtrach. In 2023/24 bhí an fóram ag díriú ar RAPanna a bhain le RBF, rud a bhí ag teacht le treocht a tugadh faoi deara le roinnt blianta anuas. I mí Meithimh 2024, tionscnaíodh próiseas soláthair chun leanúint ar aghaidh le socrú cathaoirleachta IEF i gcomhair dhá bhliain bhreise.

I mí Meithimh 2021, d'eisigh ComReg treoir do Eircom, a ceartaíodh i mí Dheireadh Fómhair 2021, a thug sainordú do Eircom, mar chuid de na hoibleagáidí a d'fhorchuir Cinneadh D10/18, chun Táirge Rochtana Duchta a chur ar fáil ar a dtugtar Féinsuiteáil Fodhuchta. D'achomharc Eircom treoir ComReg chuig an Ard-Chúirt<sup>131</sup> agus éisteadh le hachomharc Eircom i mí Iúil 2022. I mí Bealtaine 2024, i ndiaidh glacadh le Cinneadh RBF ina sainordaítear Eircom chun táirge Féinsuiteála Fodhuchta a sholáthar, chaith an Ard-Chúirt amach achomharc Eircom ar thoilíú.

Chomh maith leis sin, déanann ComReg monatóireacht ar rannpháirtíocht idir-oibritheora ar fhadhbanna lena n-áirítear portú, aistriú agus idirnas Scirbhís Rochtana Idirlín (SRI). I mí Meithimh 2023, chuir ComReg gníomh i gcrích chun cur chun feidhme éifeachtach réiteach SRI díoltóirbhunaithe ar fud an tionscail a chinntiú agus ceapadh bainisteoir tionscadail tríú páirtí. Measadh go raibh an réiteach réidh do sheirbhís tráchtála an tionscail i mí na Samhna 2023 agus táthar ag leanúint ar aghaidh leis an monatóireacht atá á déanamh ag ComReg ar an bpróiseas idir-oibritheora a bhaineann le haistriú SRI.

## Forfheidhmiú Mórdhíola

Rinneadh 22 imscrúdú comhlíonta gníomhach i rith na tréimhse, a raibh trí cinn díobh oscailte i rith na tréimhse. Dúnadh cás amháin. Ar leithligh, osclaíodh cúig chás a bhain le mí-úsáid uimhreacha Éireannacha, agus dúnadh cúig chás.

As measc an 22 cás comhlíonta gníomhach mórdhíola, bhain 21 cás lena oibleagáidí CMS a bheith á gcomhlíonadh ag Eircom; ní raibh aon imscrúdú comhlíonta gníomhach á dhéanamh ar oibritheoirí móibíleacha.

I mí Bealtaine 2023, d'oscail ComReg imscrúdú ar chomhlíonadh Eircom le roinnt oibleagáidí Eircom forchurtha faoi Chinneadh D10/18 i ndiaidh do Eircom a fhógairt go mbeadh struchtúr praghanna nua á bhunú aige do tháirgí leathanbhanda mórdhíola. Mar chuid den imscrúdú, reáchtáil oifigigh údaráithe ComReg cuairt gan choinne ar áitreabh Eircom tráth ar urghabhadh sonraí. I ndiaidh an imscrúdaithe,

131. Eircom v ComReg, An Ard-Chúirt, Uimh. Taifid 2021/288 MCA.

rinne ComReg iarracht oibriú le Eircom chun a chinntiú go mbeadh rúndacht na sonraí urghafa á cosaint lena n-áirítear doiciméid phearsanta agus doiciméid a bhí á gcosaint ag pribhléid ghairmiúil dlíodóra. In éagmais rannpháirtíochta fiúntaí, chuir ComReg iarratas faoi bhráid na hArd-Chúirte faoi alt 61 d'Acht um Rialáil Cumarsáide, 2002, ag lorg orduithe ón Ard-Chúirt chun cead a thabhairt do ComReg rochtain a fháil ar na doiciméid urghafa agus iad a athbhreithniú de réir Plean Céime.<sup>132</sup> Éisteadh iarratas ComReg i mí na Nollag 2023 agus ar an 2 Feabhra 2024, thug an Ard-Chúirt a breithiúnas a cheadaigh iarratas ComReg. I mbreithiúnas eile a rinneadh ar an 22 Feabhra 2024, chinn an Ard-Chúirt foirm chuí na n-orduithe a lorgaíodh agus cheadaigh sí Plean Céime chun athbhreithniú a dhéanamh ar an doiciméid a d'urghabh ComReg. Tá an Plean Céime curtha chun feidhme agus táthar ag leanúint ar aghaidh le himscrúdú ComReg.

Leanadh ar aghaidh le hullmhúcháin don éisteacht, lena n-áirítear fianaise shaineolach neamhspleách a mhalartú, i rith na bliana i ngníomh forfheidhmithe ComReg i gcoinne Eircom i ndiaidh do ComReg a chinneadh gur theip ar Eircom a oibleagáidí a chomhlíonadh chun faisnéis a chur ar fáil d'oibritheoirí eile maidir lena Thaifid Rochtana Éighníomhaí (PAR), a thairfeadann sonraí a bhonneagair éighníomhaigh lena n-áirítear duchtanna agus cuailí. Sa ghníomh forfheidhmithe seo a tionscnaíodh san Ard-Chúirt de bhua Rialachán 19 de Rialacháin Rochtana 2011,<sup>133</sup> lorgaíonn ComReg dearbhú maidir le neamhchomhlíonadh agus forchur fíneála. Tá sé beartaithe ag éisteacht a réachtáil i mí na Nollag 2024.

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132. ComReg v Eircom, An Ard-Chúirt, Uimh. Taifid 2023/280 MCA, [2024] IEHC 49 and [2024] IEHC 106.

133. ComReg v Eircom, An Ard-Chúirt, Uimh. Taifid 2022/211 MCA.

## 8.

# Straitéis agus Eacnamaíocht

## Seimineár Gréasáin ComReg: Ról rialála forbarthach ComReg – ó chopar go néal

I mí na Bealtaine 2024, d'óstáil ComReg seimineár gréasáin maidir le ról rialála forbarthach ComReg. Ba é an smaoineamh a bhí mar bhonn leis an seimineár gréasáin go mbeidh leibhéal athraithe gan fasach ag tarlú i dtimpeallacht rialála ComReg sna blianta amach romhainn. Gach seans go mbeidh teicneolaíocht agus reachtaíocht AE nua fhorbarthach mar bhonn leis an méid atá á rialáil ag ComReg, a modh rialála, agus na scileanna a theastaíonn uaidh chun athrú a rialú ag athrú go suntasach. Beidh ar an tionscal déileáil le deiseanna agus le dúshlán fad is a bheidh iarracht á déanamh aige na forbairtí sin a nascleanúint.

Mhínigh Coimisinéirí ComReg ár dtúsphointe, an tslí a bhfuilimid ag smaoineamh ar an todhchaí agus conas is féidir le taithí agus le saineolas ó earnálacha eile cabhrú chun bonn eolais a chur ar fáil dár gcur chuige. D'fhreastail ionadaithe ó chomhlachtaí poiblí, oibritheoirí, an tsochaí shibhialta agus grúpaí tomhaltóirí ar an seimineár gréasáin.

## Suirbhé Nascachta Leathanbhanda 2023

I mí Lúnasa 2023, d'fhoilsigh ComReg torthaí Shuirbhé Nascachta Leathanbhanda 2023. Soláthraítear léargas sa suirbhé ar úsáid, ar thuiscintí agus ar eispéiris úsáideoirí leathanbhanda baile, lena n-áirítear clúdach líonraí leathanbhanda ardluais. Sa suirbhé díreann ar thopaicí a bhaineann le nascacht leathanbhanda lena n-áirítear:

- Rochtain ar leathanbhanda baile;
- Leathanbhanda baile a úsáid lena n-áirítear úsáid ghléis;
- Pleananna leathanbhanda baile;
- Seirbhís agus pleananna leathanbhanda baile;
- Fadhbanna a tugadh faoi deara;
- Ascnamh chuig leathanbhanda baile snáthoptaice iomlán.

Tríd is tríd, léirítear i dtorthaí an tsuirbhé an tábhacht a bhaineann le seirbhís leathanbhanda bhaile a chur ar fáil do thomhaltóirí Éireannacha.

# 44%

Oibríonn 44% de fhreagróirí ón mbaile ar líne lá amháin sa tseachtain ar a laghad agus oibríonn trian de na freagróirí trí lá in aghaidh na seachtaine ón mbaile ar a laghad.

Faisnéis maidir le hascnamh chuig leathanbhanda snáthoptaice:

- Tá na leibhéil sástachta an ard - thagair 88% do nasc i bhfad níos tapa.
- Tá seans ann go molfaidh trí cheathrú de na daoine leathanbhanda snáthoptaice.
- Tá seans ann go bhfaighidh breis is leath de na daoine atá gan leathanbhanda snáthoptaice an cineál sin leathanbhanda má bhíonn sé ar fáil lena n-áirítear iad siúd atá ina gcónaí i gceantair níos tuaithe, iad siúd atá ag obair ón mbaile níos minice agus iad siúd atá ina gcónaí i dteaghlaigh níos mó.

Tugann an suirbhé léargas úsáideach ar an tslí a bhfuil úsáid leathanbhanda sa bhaile in Éirinn ag forbairt de réir mar atá clúdach líonraí leathanbhanda ardluais ag forbairt ar fud na tíre agus de réir mar atá an chianobair ag éirí níos coitianta.

# Idirnáisiúnta

## Comhlacht na Rialtóirí Eorpacha um Chumarsáid Leictreonach (BEREC)

Le linn na bliana seo, lean ComReg de bheith rannpháirteach go gníomhach i gComhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach (BEREC), a fheidhmíonn mar ardán tábhachtach chun cur chun feidhme comhsheasmhach an chreata rialála don chumarsáid leictreonach san Aontas Eorpach a áirithiú agus lena gceadaítear malartú rialála idir údaráis rialála náisiúnta (ÚNRanna). Áirítear ar bhallaíocht BEREC gach ÚRN ón 27 Ballstát den Aontas Eorpach, ionadaithe ón gCoimisiún Eorpach, tíortha ón Limistéar Eorpach Eacnamaíoch (LEE), agus ó na tíortha poitéinsiúla is iarrthóra ón Aontas Eorpach, lena n-áirítear ón Úcráin agus tíortha ó na Balcáin Thiar.

I rith na tréimhse tuairiscithe seo, d'fheidhmigh Coimisinéir ComReg (agus Cathaoirleach), Robert Mourik, mar ionadaí ComReg ar Bhord Rialtóirí (BoR) agus toghadh é mar Leaschathaoirleach BEREC i gcomhair 2024, agus chun glacadh le ról Chathaoirleach BEREC i gcomhair 2025. Tá formhór ghníomhaíochtaí idirnáisiúnta ComReg dírithe ar chabhrú leis na táirgí insoláthartha atá leagtha amach i gClár Oibre BEREC 2023 agus 2024 a chomhlíonadh. D'éiligh sé sin rannpháirtíocht ghníomhach shaineolaithe ComReg in 12 Mheitheal BEREC agus Comhchathaoirleacht a dhéanamh ar Mheitheal Éabhlóid Líonra Gan Sreang (WNE).

I measc na dtionscadal BEREC ar chabhraigh ComReg leo bhí, i measc tionscadal eile, dhá Bharúil maidir le (i) forbairtí margaidh agus teicneolaíochta agus a dtionchar ar chur i bhfeidhm ceart úsáideoirí deiridh in CCLE, agus (ii) cur chun feidhme náisiúnta agus feidhmiú an chórais údaraithe ghinearálta, agus Tuarascáil BEREC ar néalseirbhísí agus ar imeall-ríomhaireacht. Lena chois sin, is ball gníomhach é ComReg de Mheitheal BEREC ar Inbhuanaitheacht, agus tá tuarascálacha á fhoilsiú aige maidir le tionchar na ré digití ar an timpeallacht, lena n-áirítear an fhaisnéis is déanaí maidir le 'Úsáideoirí deiridh a chumhachtú trí thrédhearcacht chomhshaoil maidir le táirgí digiteacha'. Chabhraigh an Mheitheal seo chun léargas straitéiseach a fhorbairt ar tháscairí inbhuanaitheachta comhshaoil comhchuibhithe chun tionchar comhshaoil cumarsáide leictreonaí a thomhas, agus tuarascáil faoin ábhar seo a fhoilsiú. Cuireadh an méid sin san áireamh in obair an Choimisiúin Eorpaigh ar tháscairí comhshaoil don earnáil, a bheidh á chur san áireamh amach anseo san obair a dhéanamh ar an gCód Iompraíochta do Theileachumarsáid.

Baineann sruth oibre leanúnach Mheitheal Inbhuanaitheachta BEREC le cumhachtú úsáideoirí deiridh trí thrédhearcacht chomhshaoil maidir le táirgí agus seirbhísí digiteacha. Áirítear ansin suirbhéanna a seoladh chuig ÚRNanna maidir le tionscnaimh tomhaltóirí sa spás seo, ceardlanna leis an gCoimisiún Eorpach, BEUC (Eagraíocht Tomhaltóirí na hEorpa) agus EEB (Biúró Comhshaoil na hEorpa), agus dréacht-tuarascáil atá le foilsiú gan mhoill ar thionchar comhshaoil na comhroinnté bonneagair.

Lean ComReg agus baill eile de BEREC ar aghaidh le faisnéis faoi na tionscnaimh a chuir oibrítheoirí teileachumarsáide Eorpacha i gcrích a mhonatóirí agus a thiomsú chun cabhrú le dídeanaithe atá ag dul isteach san AE ón Úcráin.

## **An Grúpa Rialtóirí Neamhspleácha (IRG)**

Lean ComReg ar aghaidh le páirt ghníomhach a ghlacadh sa Ghrúpa Rialtóirí Neamhspleácha (IRG), a oibríonn i ndlúthchomhar le BEREC agus a bhunaigh grúpa de ÚRNanna Eorpacha in 1997. Cabhraíonn IRG le ÚRNanna chun acmhainn a fhorbairt, eispéiris a chomhroinnt agus faisnéis a bhailiú faoi cheisteanna tábhachtacha a bhaineann ní hamháin le rialú margaí teileachumarsáide ach freisin le ceisteanna nua maidir le Sonraí, Intleacht Shaorga agus Ardán Digiteach a rialú.

Chomh maith leis sin, bhain ComReg tairbhe as feidhm comhroinnte sonraí IRG chun tuairimí Bhaill IRG a lorg maidir lena dtaithe ar ghlaonna agus téacsanna camscéime / calaiois cumarsáide ciapaireachta. Lena chois sin, bhreithnigh agus d'fhreagair ComReg 59 iarratas ar fhaisnéis maidir le hábhair a dháil Baill IRG eile, cosúil le rialachán siméadrach, carranna nasctha, seirbhísí ardráta, trealamh teirminéil rochtain gan sreang sheasta, agus ábhair eile nach iad.

Is gníomhaíocht thábhachtach í rannpháirtíocht leanúnach ComReg in IRG, de bhrí go gcabhraíonn sí chun tacú le comhroinnt faisnéise agus le piarfhoghlaim idir ÚRNanna, a fheabhsaíonn leibhéal chomhchuibhithe rialacháin ar fud na hEorpa.

## **An Coiste Cumarsáide (CoCom)**

Is coiste comhairle ardleibhéil atá ag freastal ar an gCoimisiún Eorpach é an Coiste Cumarsáide (CoCom) a bunaíodh in 2002 faoin gCreat-Treoir (Treoir 2002/21/CE, arna leasú). Páirteach in CoCom tá ionadaithe Ballstáit agus is é an príomhról atá aige roghanna a sholáthar maidir le dréachtbhearta a bhfuil sé beartaithe ag an gCoimisiún glacadh leo. Ghlac ComReg páirt in, mar chuid de thoscaireacht na hÉireann do CoCom, chun tacú le hionadaithe ón Roinn Comhshaoil, Aeráide agus Cumarsáide.

## **Dualgais chláir á gcur i gcrích ag an Aonad Idirnáisiúnta**

Lena chois sin, lean an tAonad Idirnáisiúnta ar aghaidh le páirt a ghlacadh i sruthanna oibre cláir ad-hoc agus seachtracha eile a bhfuil tionchar acu ar ComReg. Mar shampla, chomhordaigh sé freagra ComReg ar Innéacs Gheilleagar agus Shochaí Dhigiteach (DESI) 2022 an Choimisiúin Eorpaigh, 107 trí shonraí margaidh teileachumarsáide ábhartha a chomhdú leis an gCoimisiún Eorpach.

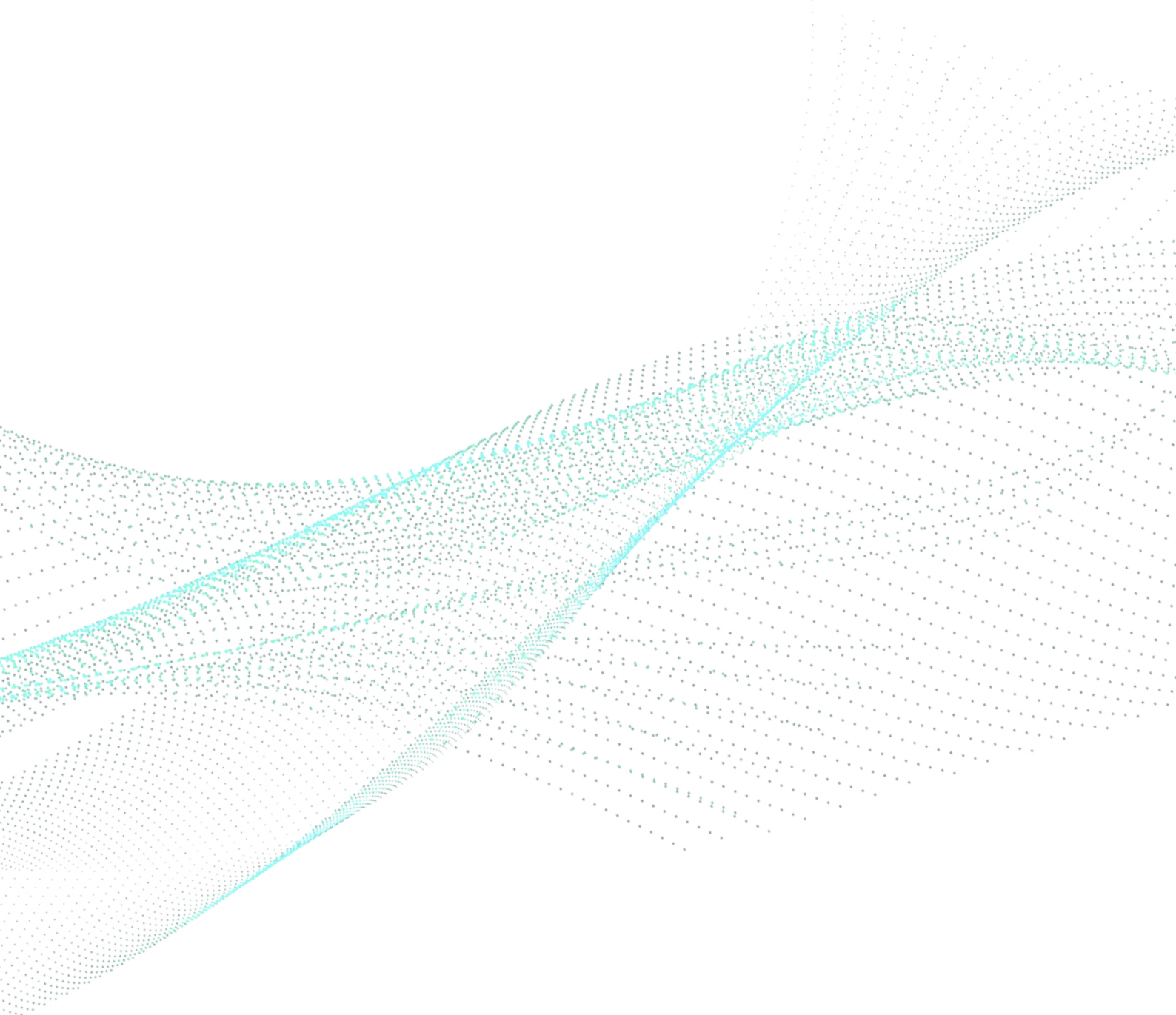
Lean aonaid gnóthaí idirnáisiúnta ComReg agus Ofcom (rialtóir cumarsáide na Ríochta Aontaithe) ar aghaidh le plé déthaobhach ar ábhair chomhleasa, i ndiaidh don Ríocht Aontaithe a ballraíocht den Aontas Eorpach a aistarraingt go foirmiúil ón Aontas Eorpach agus BEREC a fhágáil ina dhiaidh sin.

## **An Eagraíocht um Chomhar agus Forbairt Eacnamaíochta (ECFE)**

Is ball é ComReg de Líonra na Rialtóirí Eacnamaíochta (NER), fochomhlacht de Choiste Beartais Rialála ECFE, an Mheitheal um Beartas Bonneagar agus Seirbhísí Cumarsáide (WPCISP), meitheal de chuid Choiste um Beartas Geilleagair Dhigitigh ECFE (CDEP), agus rannpháirtí i nGrúpa Saineolaithe Rialáil Níos Fearr san Aois Dhigiteach (BRIDGE) ECFE.

## An tIonad um Rialáil san Eoraip (CERRE)

Is ball de CERRE é ComReg agus bhí sé páirteach i gcoistí stiúrtha tionscadail. Áiríodh orthu seo: 'Iomaíocht agus Rialáil Seirbhísí Néalríomhaireachta: Anailís agus Athbhreithniú Eacnamaíoch ar Bheartais AE' (2024), 'Acht Sonraí: I dTreo Rialachán Sonraí AE Cothromaithe' (2023), 'Idir-inoibritheacht agus Margáí Digiteacha' (March 2022), 'Comhéadain Oscailte agus Nuálaíocht i dTeileachumarsáid' (Meán Fómhair 2022) agus 'Seirbhísí Aitheantais Dhigitigh sa Gheilleagar Ardáin' (Deireadh Fómhair 2022).



# Seirbhísí Corparáideacha

## Rialachas

Is é cuspóir ComReg comhlíonadh a chinntiú, i gcónaí, le dea-chleachtas i Rialachas Corparáideach.

Is é beartas ComReg Cód Cleachtais chun Comhlachtaí Stáit a Rialú 2016 a chomhlíonadh agus thuairiscigh sé ar chomhlíonadh rannóg ábhartha den Chód sa Tuarascáil Bhliantúil seo nó ar leithligh trí litir a sheoladh chuig an tAire Cumarsáide, Aeráide agus Comhshaoil.

Tá clár iniúchta fairsing bunaithe ag ComReg, a bhfuil a Choiste Iniúchta i mbun maoirseachta a dhéanamh air, agus bhuaill baill an Choiste Iniúchta sin le chéile ceithre huairé i rith na bliana. Tá an fheidhm iniúchta inmheánaigh seachfhoinsithe. Chomh maith leis sin, tá iontaobhaí neamhspleách na scéime pinsin ceaptha, d'fhonn cloí le dea-chleachtas.

Mar chomhlacht poiblí atá ag feidhmiú i dtimpeallacht dhúshlánach, dúshlán leanúnach is ea leanúint ar aghaidh le breisluach a chur leis fad is a atáthar ag obair laistigh de shrianta acmhainní. Déanaimid athbhreithniú leanúnach agus leasaímid beartais agus nósanna imeachta a bhaineann le caiteachas, le soláthar agus le bainistíocht riosca. Tá ComReg cuntasach don Oireachtas trí Choistí Oireachtais.

Tá sé mar aidhm le cur chun feidhme leanúnach an phlean soláthair luach ar airgead a chinntiú, seirbhís ar ardchaighdeán a chur ar fáil don phobal agus soláthar a eagrú ar bhealach comhlíontach. I rith na bliana, d'eagraíomar tairiscint iomaíocht i ndáil le seirbhísí seachfhoinsithe. Leanamar Treoracha Soláthair Eorpacha do chonarthaí níos mó. Bhaineamar úsáid as Creat-Chomhaontuithe na hOifige Oifig um Sholáthar Rialtais nuair ab fhéidir.

Tá sé mar aidhm againn gach sonrasc bailí a íoc laistigh de 15 lá agus foilsímid ar ár suíomh gréasáin líon agus luach na n-íocaíochtaí a dhéantar gach ráithe. Táimid ag leanúint ar aghaidh le hamanna timthrialla próiseála oibre a fheabhsú, trí chomhoibriú na mball foirne ar fad agus trí thionscnaimh theicneolaíocha nua a forbraíodh go himmheánach chun próiseáil a fheabhsú. Sa bhliain go dtí an 30 Meitheamh 2024, bhí 96% d'íocaíochtaí déanta laistigh den tréimhse ama riachtanach.

## Cumarsáid agus Gnóthaí Poiblí

Ar aon dul le ráiteas straitéise ComReg, príomhspríoc de chuid ComReg é oibriú ar bhonn réamhghníomhach le go leor dá pháirtithe leasmhara. Tá raon leathan páirtithe leasmhara ag ComReg lena n-áirítear tomhaltóirí agus a ngrúpaí ionadaíocha, oibrítheoirí údaraithe, grúpaí ionadaíocha tionscadail mar aon le comhlachtaí agus le ranna rialtais baile agus idirnáisiúnta eile, agus páirtithe leasmhara eile nach iad freisin.

I rith thréimhse na tuarascála seo, tháinig an Coimisinéir Helen Dixon os comhair an Chomhchoiste Oireachtais um Iompar agus Cumarsáid ar an 22 Bealtaine 2024 i ndáil le beartas forfheidhmithe agus oibriú chumhachtaí forfheidhmithe ComReg.

Úsáidimid cainéil éagsúla, lena n-áirítear suíomh gréasáin ComReg, na meáin, na meáin shóisialta, chun a theachtaireacht a roinnt. Creidimid go gcabhraíonn rannpháirtíocht oscailte le gach páirtí leasmhara le ComReg lena chuid oibre mar údarás rialála náisiúnta. I rith na tréimhse, d'fhoilsíomar 194 doiciméad ar shuíomh gréasáin ComReg.

## An Ghaeilge

I mbliana, lean ComReg ar aghaidh le ceanglais reachtúla a bhain leis an nGaeilge a chomhlíonadh. Cuireadh seirbhísí trí Ghaeilge ar fáil do thomhaltóirí, agus bhí baill foirne a bhí ag obair sa lárionad glaonna Cúraim Tomhaltóirí ar fáil chun fiosrúcháin as Gaeilge a phlé. Sáraíodh spriocanna fógraíochta Gaeilge na hearnála poiblí agus cuireadh tuarascáil faoi bhráid an Choimisinéara Teanga i mí na Nollag 2023. Reáchtáladh trí chiorcal comhrá Cupán Caife, ceann i mí na Samhna 2023, ceann i mí an Mhárta 2024 agus ceann i mí na Bealtaine 2024. Cuireadh cúrsaí páirtaimseartha Gaeilge ar fáil do bhaill foirne nuair a iarradh a leithéid.

## Inbhuanaitheacht Chomhshaoil agus Oiriúnú Athléimneach in ainneoin an Athraithe Aeráide

Tacaíonn ComReg leis an Roinn Comhshaoil, Aeráide agus Cumarsáide (RCAC), lena haighneacht bhliantúil don earnáil cumarsáide mar fhreagairt do mheasúnuithe scórchárta oiriúnaithe earnálach na Comhairle Comhairlí um Athrú Aeráide (CCAA). Chomh maith leis sin, cuireann ComReg faisnéis ar fáil do Phleananna Gníomhaithe ar son na hAeráide (CAP) bliantúla an Rialtais i ndáil le gníomhartha a bhaineann leis an earnáil cumarsáide.

Bhí ComReg páirteach san fhochoiste le haghaidh Mheasúnú um Athrú Aeráide na hÉireann Imleabhar 3 GCC (tuarascáil ICCA), i ndáil leis na rannóga faoin earnáil cumarsáide. Tá ComReg páirteach i nGrúpa Saineolaithe Mheasúnú Riosca Náisiúnta an Athraithe Aeráide (NCCRA) na Gníomhaireachta um Chaomhnú Comhshaoil (GCC).

## Gníomhú ar son na hAeráide

Mar chuid de Shainordú um Gníomhú ar son na hAeráide na Seirbhíse Poiblí, bhunaigh ComReg 'Foireann Ghlas', atá ag tuairisciú don fhoireann bainistíochta shinsearach. Lena chois sin, tá Treochlár um Gníomhú ar son na hAeráide forbartha againn. Bunaíodh an ceanglas go mbunódh comhlachtaí earnála poiblí Foirne Glasa agus Treochlár um Gníomhú ar son na hAeráide i bPlean um Gníomhú ar son na hAeráide 2023 agus rinneadh tuilleadh forbartha air i bPlean um Gníomhú ar son na hAeráide 2024. Tá ár dTreochlár dírithe ar phleananna ComReg chun astaíochtaí iomlána a bhaineann le fuinneamh agus chun astaíochtaí a bhaineann le breoslaí iontaise ónár n-oibríochtaí a laghdú. Leagtar amach pleananna ComReg chun Sainordú um Gníomhú ar son na hAeráide na hEarnála Poiblí a chur chun feidhme, trí ghníomhartha an tSainordaithe a chur i gcrích agus tuairisciú maidir leo. Chomh maith leis sin, cuirfimid oiliúint maidir le gníomhú ar son na haeráide agus inbhuanaitheacht san áireamh i straitéisí foghlama agus forbartha.

Tá ComReg tiomanta do ról a imirt tríd an ngníomhaíocht athraithe aeráide chuí a dhéanamh chun astaíochtaí Gás Ceaptha Teasa (GHG) na hÉireann a laghdú 51% faoin mbliain 2030. Tá ról lárnach ag oibriú le daoine atá ag obair in ComReg inár gcumas ár spriocanna athraithe aeráide a chomhlíonadh. Tá an bonneagar inmheánach bunaithe againn maidir le conas a mbainistimid ár dtionscnaimh inbhuanaithe. Tá ár bhFoireann Ghlas ag feidmiú mar thiománaí comhtháite inbhuanaitheachta in ComReg. Is é an príomhchuspóir atá acu díriú ar bhainistíocht fuinnimh agus dlús a chur le héifeachtúlacht a bhaineann lenár n-úsáid fuinnimh. Is é an cuspóir tánaisteach atá acu dlús a chur le feacht trí thionscnaimh inbhuanaitheachta san eagraíocht. Tá tionscnaimh inbhuanaitheachta bunaithe againn chun an Sainordú a chur chun feidhme.

Lena chois sin, úsáideann ComReg an próiseas Soláthair Phoiblí Ghlais (GPP) chun earraí, seirbhísí nó oibreacha lena mbaineann tionchar comhshaoil laghdaithe a fhoinsiú. Úsáidtear an treoir agus na critéir tionlacain GPP, atá foilsithe ag an nGníomhaireacht um Chaomhnú Comhshaoil (GCC), chun tacú lenár nósanna imeachta soláthair agus chun tacú le huailmhianta um ghníomhú ar son na haeráide lena n-áirítear éifeachtúlacht fuinnimh feabhsaithe. Tá sonraí a bhaineann le GPP le fáil inár bPlean Soláthair Chorparáidigh (CPP). Clúdaítear soláthar glais in oiliúint soláthair freisin.

De réir fhorálacha Imlitir 01/2020, taifeadann ComReg, déanann sé monatóireacht air agus luachálann sé na hastaíochtaí gás ceaptha teasa a bhaineann le húsáid oifigiúil aerthaistil agus cuireann sé íocaíocht ar fáil do Bhainisteoir Cistí an Chiste um Ghníomhú ar son na hAeráide reachtúil a bhaineann leis na hastaíochtaí sin don bhliain roimhe sin. Chuir ComReg a Thuairisceán Bliantúil 2023 agus íocaíocht a bhain leis na hastaíochtaí fritháirithe a bhain le haerthaistéal oifigiúil faoi bhráid an Chiste um Ghníomhú ar son na hAeráide i mí Feabhra 2024.

## Teicneolaíocht Faisnéise

De réir bheartas Rialtais, lean ComReg ar aghaidh lena chórais agus lena fheidhmchláir TF a fhorbairt agus a choinneáil slán.

Táimid ag leanúint ar aghaidh lenár dtairiscint seirbhíse ar líne a fheabhsú don tomhaltóir agus don tionscal, trí infhaighteacht uirlisí agus acmhainní cosúil le Seiceálaí Leathanbhanda agus Léarscáil an Chlúdaigh Mhóibíligh.

Tá tuilleadh éifeachtúlachtaí agus feabhsuithe tugtha faoi deara i ndáil le bailiú agus le hanailís sonraí margaidh.

Tacaíonn ComReg le samhail tús áite do shlándáil, agus leagtar béim ar ardáin nua-aimseartha, shlána, chomhoibritheacha a fhorbairt agus a chur chun feidhme.

De réir mar a bheidh ár sainordú ag forbairt, beidh lorg digiteach ComReg ag forbairt, ach táimid ag leanúint ar aghaidh le béim a leagan ar chórais TF atá slán agus inscálaithe a sholáthar.

## Acmhainní Daonna agus Sármhaitheas Oibríochtúil

Tréimhse athraithe agus fáis do ComReg agus don fhoireann Acmhainní Daonna ba ea 2024 tráth ar leagadh béim shuntasach ar earcú, ar choinneáil agus ar rannpháirtíocht ball foirne.

I mí Eanáir, rollamar amach Suirbhé Rannpháirtíochta Fostaithe don fhoireann ar fad agus ina dhiaidh sin d’eagraíomar sraith ceardlann le baill foirne faoi na príomhcheisteanna seo a leanas:

- **Éagsúlacht**
- **Dul Chun Cinn agus Deiseanna Gairme**
- **Taithí Fostaithe**

Mhúnlaigh an t-aschur ón suirbhé, meithleacha agus plé a rinneadh ina dhiaidh sin leis an bhfoireann cheannaireachta an plean Acmhainní Daonna i gcomhair 2024.

Tá ComReg tiomanta do thacú le comhionannas, éagsúlacht agus ionchuimsiú (EDI) san áit oibre agus mar léargas ar an tiomantas sin, d’oibríomar le hIonad um Éagsúlacht na hÉireann agus d’éirigh linn Creidiúnú Boinn Chré-umha a fháil in 2024. Mar chuid den tionscadal seo, chuir Ionad um Éagsúlacht na hÉireann cúrsaí oiliúna ar fáil don Fhoireann Ceannaireachta agus don fhoireann ar fad. Táthar tar éis comhaontú ar sceideal athbhreithnithe do gach beartas Acmhainní Daonna atá dírithe ar EDI agus tá an Oifig Idirchaidrimh do Dhaoine faoi Mhíchumas bunaithe in Acmhainní Daonna.

Chomh maith leis sin, d’fhoilsigh ComReg a Phróiseas Socruithe Réasúnta chun tacaíocht rúnda a chur ar fáil do bhaill foirne faoi mhíchumas agus rinne gach ball foirne Acmhainní Daonna cúrsaí oiliúna chun tacú le Néara-éagsúlacht san áit oibre. Tá tús curtha againn leis an bpróiseas chun Creidiúnú Boinn Airgid a fháil agus tá ár bplean EDI 2025 á dhréachtú againn de réir na moltaí a rinne Ionad um Éagsúlacht na hÉireann.

Áirítear ar ár bPlean Folláine ComWell rannpháirtíocht agus ionchuimsiú fostaithe, atá mar bhonn lenár dtiomantas chun comhionannas, éagsúlacht agus ionchuimsiú a chur chun cinn san áit oibre. I rith na tréimhse, rinneamar ceiliúradh ar Lá Idirnáisiúnta na mBan, Bród na nAerach, Feasacht ar Shláinte na bhFear, Feasacht ar Mheabhairshláinte agus d’eagraíomar seisiúin maidir le hábhair imní a bhain le sláinte phearsanta cosúil le sláinteachas codlata agus bainistíocht struis. Anuas air sin, thionscain an fhoireann folláine sraith seisiún oiliúna bainistíochta airgeadais le Employee Financial Wellbeing, agus tugadh rochtain do bhaill foirne ar sheisiúin ghrúpoiliúna agus ar chlinicí pleanála airgeadais duine le duine a bhí saincheaptha go haonair chun freastal ar a gcuid riachtanas.

I mí Feabhra, fuairamar cead chun 55 ról breise a bhunú mar thoradh ar ár gcleachtadh Pleanála Lucht Oibre 2023. Go dtí seo, tá 33 ról líonta againn. Tá ComReg tiomanta dá fhoireann a fhorbairt agus do fhreastal ar riachtanais athraitheacha na heagraíochta agus a cuspóirí forbartha pearsanta. Cuimsítear inár bpróiseas bainistíochta feidhmíochta bliantúil spriocanna foghlama agus forbartha chun a chinntiú go bhfuil na scileanna, an t-eispéireas agus na hinniúlachtaí cearta ag ár bhfoireann chun freastal ar riachtanais athraitheacha na heagraíochta. Bhí an infheistíocht sin inár bhfoireann mar bhonn le méadú ar líon na mball foirne ComReg ar éirigh leo dul chun cinn a dhéanamh inár gcomórtais earcaíochta. Tá an fhoireann Foghlama agus Forbartha ag leanúint ar aghaidh ag tacú leis an tionscnamh seo trí chúrsaí oiliúna i scileanna agallaimh a chur ar fáil agus trí chúrsaí uasoiliúna i gcóitseáil Ghairme a dhéanamh.

Ag súil le sainordú níos fairsinge ComReg, tá tionscadal pleanála lucht oibre suntasach curtha i gcrích agus tá iarratas ar ról nua curtha faoi bhráid ár Roinne. Éileoidh go leor de na ról nua seo scileanna speisialaithe agus tá scrúdú á dhéanamh againn ar bhealaí chun ár bpíblíne tallainne a fhorbairt, go himmheánach agus go seachtrach.

I mbliana d'oibríomar i gcomhpháirt le Coláiste Náisiúnta na hÉireann ar Intéirneacht Acmhainní Daonna agus d'oibríomar leis an Oifig Printíseachta agus é beartaithe againn díriú ar Phrintíseacht TF in 2025. Tá an fhoireann Foghlama agus Forbartha ag leanúint ar aghaidh ag tacú le Céimithe atá ag díriú ar an dara bliain dá gclár. I mbliana, bhain siad tairbhe as clár meantóireachta agus as Clár Céimithe Fhoras Bainistíochta na hÉireann. Tá tús curtha againn le hobair ar ár gClár Céimithe 2025 agus é mar aidhm againn an clár a fhorbairt agus díriú ar Chúrsa Oiliúna Dlí.

## Éagsúlacht agus Ionchuimsiú a Chur Chun Cinn

Is iad Éagsúlacht agus Ionchuimsiú bunchlocha ár bpleanála fála tallainne agus d'oibríomar le Back to Work Connect chun ár ról a fhógairt, agus leagamar béim ar an tsolúbthacht a bhaineann lenár dTimpeallacht Oibre Cumaisc agus leis na tacaíochtaí iontacha atá ar fáil laistigh dár soláthar ComWell do dhaoine atá ag fillleadh ar an obair i ndiaidh tréimhse fhada. Mar chuid den obair atá á déanamh againn chun creidiúnú Boinn Airgid a fháil tá athbhreithniú á dhéanamh againn freisin ar ár bhfógraíocht earcaíochta agus ar ár bpróisis inrochtaineachta.

Tá an fhoireann Acmhainní Daonna tiomanta d'eispéireas fostaí den chéad scoth a chur ar fáil. Tá athbhreithniú á dhéanamh againn ar ár gcórais Acmhainní Daonna, tá tascanna riaracháin á n-uathobriú againn chun rioscaí cosanta sonraí a laghdú agus chun éifeachtúlachtaí a fheabhsú. Tá tionscadal á chur i gcrích againn chun athbhreithniú a dhéanamh ar gach beartas agus nós imeachta Acmhainní Daonna, L agus D agus H agus S, obair atá le cur i gcrích in 2025. Is é cuspóir an athbhreithnithe sin a chinntiú go bhfuilimid cothrom le dáta agus comhlíontach le reachtaíocht mar aon leis an deis a thapú chun uathobriú a dhéanamh, éifeachtúlachtaí a aimsiú agus a chinntiú go bhfuil ár mbeartais ábhartha agus go gcuirtear gach duine san áireamh iontu.

Ceanglaítear ar ComReg alt 25, alt 26, alt 27 agus alt 28 d'Acht um Míchumas, 2005, a chomhlíonadh. Faoin Acht, cinntíonn ComReg go bhfuil rochtain ag daoine faoi mhíchumas ar na limistéir phoiblí dár bhfoirgneamh agus go bhfuil rochtain ag daoine faoi mhíchumas ar ár seirbhísí poiblí freisin.



# Ráitis Airgeadais

DON BHLIAIN DAR CRÍOCH AN  
30 MEITHEAMH 2024

## Rannóg

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1.

# Comhaltaí an Choimisiúin agus Eolas Eile

## An Coimisiún

Amhail ar an 30 Meitheamh 2024, bhí triúr Coimisinéirí ag obair don Choimisiún

Robert Mourik – Cathaoirleach

Garrett Blaney – Coimisinéir

Helen Dixon – Coimisinéir (a ceapadh an 20 Feabhra 2024)

## Oifigí

1 Lárcheantar na nDugaí

Sráid na nGildeanna

Baile Átha Cliath 1

## Iniúcháirí

An tArd-Reachtaire Cuntas agus Ciste

3A Sráid an Mhéara Uachtarach

Baile Átha Cliath 1

## Baincéirí

Banc na hÉireann

6 – 7 Sráid Uí Chonaill Íochtair

Baile Átha Cliath 1

## 2.

# Ráiteas Rialachais agus Tuairisc Chomhaltaí an Choimisiúin

## Rialachas

Bunaíodh an Coimisiún um Rialáil Cumarsáide (ComReg) ar an 1 Nollaig 2002. Tá feidhmeanna an Choimisiúin sonraithe in Acht um Rialáil Cumarsáide, 2002, agus in Acht um Rialáil Cumarsáide (Leasú), 2007. Baineann na feidhmeanna seo le rialú agus le ceadúnú an tionscail chumarsáide leictreonáil (lena n-áirítear tarchur raidió agus craolacháin), rialú seirbhísí poist, rialú seirbhísí ardráta agus rialú an ainm fearainn .i. Tá an Coimisiún á mhaoiniú go hiomlán ag ioncam faighte ó chumarsáid leictreonach, tionscail seirbhísí poist agus ardráta.

Sonraítear in Alt 11 d'Acht 2002, faoi réir Acht 2002, go mbeidh an Coimisiún ag feidhmiú go neamhspleách nuair a bheidh a fheidhmeanna á bhfeidhmiú aige. Sonraítear in Alt 14 den Acht go gcuimseofar sa Choimisiún Coimisinéir amháin agus nach mó ná triúr Coimisinéirí agus faoi réir an Achta seo, féadfaidh an Coimisiún a nós imeachta féin a rialú. Tá an Coimisiún freagrach as dea-rialachas a chinntiú agus cuireann sé an tasc sin i gcrích trí chuspóirí agus spriocanna straitéiseacha a shonrú agus trí chinntí straitéiseacha maidir le gach príomhcheist ghnó a dhéanamh. Is é an Coimisiún agus an Fhoireann Ceannaireachta atá freagrach as bainistíocht, rialú agus treo laethúil, rialta ComReg. Ní mór don fhoireann Ceannaireachta an treo straitéiseach ghinearálta atá sonraithe ag an gCoimisiún a leanúint, agus ní mór dó a chinntiú go bhfuil tuiscint shoiléir ag baill uile an Choimisiúin ar na príomhghníomhaíochtaí agus ar na príomhchinntí a bhaineann leis an eintiteas, agus ar aon riosca suntasach a d'fhéadfadh a bheith ann.

## Freagrachtaí an Choimisiúin

Leagadh obair agus freagrachtaí an Choimisiúin amach in Acht 2002 ar dtús. Tá ár gcuspóirí leagtha amach de réir na reachtaíochta príomhúla agus tánaistí, agus tá an creat reachtach seo á fhorbairt ó ritheadh Acht 2002 agus Acht um Rialáil Cumarsáide (Rialachán), 2007. In 2007, méadaíodh freagrachtaí agus cumhachtaí ComReg, mar aon leis na bearta forfheidhmithe a bhí ar fáil, trí Acht um Rialáil Cumarsáide (Leasú), 2007.

Foráiltear in Alt 21 d'Acht 2002 'gur féidir feidhmiú fheidhmeanna an Choimisiúin a bheith á gcur i gcrích ag nó trí aon bhall foirne nó oifigeach údaraithe den Choimisiún de réir mar mheasfaidh an Coimisiún atá cuí'. Tharmlig an Coimisiún feidhmeanna áirithe ach tá nithe eile forchoimeáda go sonrach don Choimisiún chun cinneadh a dhéanamh. Áirítear ar na míreanna a bhíonn faoi bhráid an Choimisiúin

- tuarascálacha ón gCoiste Iniúchta & Riosca / meithleacha
- tuairiscí airgeadais / cuntais bhainistíochta
- tuairiscí feidhmíochta, agus
- nithe forchoimeáda.

## Freagrachtaí an Choimisiúin (ar lean)

Ceanglaíonn Alt 32 d'Acht um Rialú Cumarsáide, 2002, ar an gCoimisiún, i gcibé foirm a bheidh ceadaithe ag an Aire Comhshaoil, Aeráide agus Cumarsáide, le toiliú an Aire Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe, gach cuntas cuí agus ceart ar an airgead ar fad faighte aige nó caite aige, lena n-áirítear cuntas ioncaim agus caiteachais agus clár comhardaithe, ina ndéantar idirdhealú idir:

- (a) a fheidhmeanna i ndáil le cumarsáid leictreonach,
- (b) a fheidhmeanna i ndáil le cúrsaí poist agus
- (c) a fheidhmeanna i ndáil le seirbhísí ardráta.

Nuair a bhíonn na ráitis airgeadais á n-ullmhú, ceanglaítear ar an gCoimisiún an méid seo a leanas a dhéanamh:

- beartais chuntasaíochta oiriúnacha a roghnú agus a chur i bhfeidhm go comhsheasmhach;
- breithiúnais agus meastacháin a dhéanamh atá réasúnach agus stuama;
- na ráitis airgeadais a ullmhú ar bhonn an ghnóthais leantaigh mura féidir glacadh leis go leanfaidh an Coimisiún ar aghaidh ag obair.
- sonraí cibé acu ar cloíodh le nó nár cloíodh le caighdeáin chuntasaíochta, faoi réir aon imeacht ábhartha arna nochtadh agus arna mhíniú sna ráitis airgeadais;

Tá an Coimisiún freagrach as taifid chuntasaíochta oiriúnacha a choimeád ina nochtar, le cruinneas réasúnach ag am ar bith, staid airgeadais an Choimisiúin agus a chuireann ar chumas an Choimisiúin a chinntiú go bhfuil Alt 32 d'Acht um Rialáil Cumarsáide á chomhlíonadh ag na ráitis airgeadais. Is é an Coimisiún atá freagrach as cothabháil agus as sláine na faisnéise corparáidí agus airgeadais atá le fáil ar shuíomh gréasáin an Choimisiúin.

Tá an Coimisiún freagrach as an bplean gníomhaíochta agus as an mbuiséad bliantúil a cheadú. Rinneadh meastóireacht ar fheidhmíocht an Choimisiúin trí thagairt a dhéanamh don bplean agus don bhuiséad bliantúil i mí Meithimh 2023.

Tá an Coimisiún freagrach as a shócmhainní a chosaint agus, dá réir sin, as céimeanna réasúnacha a dhéanamh chun calaois agus mírialtachtaí eile a chosc agus a bhrath.

Tá an Coimisiún den tuairim go dtugtar léargas fíorchheart ina ráitis airgeadais ar an bhfeidhmíocht airgeadais agus ar staid airgeadais an Choimisiúin ag an 30 Meitheamh 2024.

## Struchtúr an Choimisiúin

Sonraítear in Alt 14 d'Acht um Rialú Cumarsáide, 2022, go gcuimseofar sa Choimisiún Coimisinéir amháin agus nach mó ná triúr Coimisinéirí. Sonraítear in Alt 15 den Acht go gceapfar Coimisinéir ar bhonn lánaimseartha i gcomhair tréimhse de nach lú ná trí bliana agus nach mó ná cúig bliana. Foráiltear san Acht freisin sa chás go mbíonn níos mó ná Coimisinéir amháin ann, go gceapfaidh an tAire duine acu chun feidhmiú mar chathaoirleach ar an gCoimisiún.

Faoi Alt 17 d'Acht um Rialú Cumarsáide, 2002, ainmneoidh an Coimisiún, sa chás nach bhfuil níos mó na Coimisinéir amháin ceaptha faoi Alt 15, ball dá fhoireann mar leasbhall den Choimisiún (“leaschoimisinéir”) a ghlacfaidh le freagracht as agus a chomhlíonfaidh, le húdarás an Choimisiúin, gach feidhm de chuid an Choimisiúin nuair a bhíonn an Coimisinéir as láthair.

Amhail ar an 30 Meitheamh 2024, bhí triúr Coimisinéirí ag obair don Choimisiún agus ba é an tAire Comhshaoil, Aeráide agus Cumarsáide a cheap iad. Tá sonraí le fáil sa tábla thíos faoi bhaill an Choimisiúin agus faoina dátaí ceapacháin, nó athcheapacháin (ní féidir le baill den Choimisiún níos mó ná dhá théarma oifige mar Choimisinéir a chur isteach). Buaileann baill an Choimisiúin le chéile go rialta chun ceisteanna rialála agus oibriúcháin a phlé.

Comhalta den Choimisiún	Dáta Ceapacháin
Robert Mourik Cathaoirleach Garrett Blaney Helen Dixon	7 Eanáir 2024 (dáta athcheapacháin) 7 Eanáir 2024 (dáta athcheapacháin) 20 Feabhra 2024

## Coiste Iniúchóireachta agus Rioscaí

Tá Coiste Iniúchóireachta agus Rioscaí (CIR) bunaithe ag an gCoimisiún. Ceapann an Coimisiún baill an CIR agus ní bhíonn níos mó ná cúigear daoine páirteach ann:

- beirt Choimisinéirí (Nóta: Is é an Cathaoirleach an tOifigeach Cuntasaíochta agus mar sin ní cheaptar ar an gCoiste Iniúchóireachta agus Rioscaí é);
- triúr comhaltaí seachtracha neamhspleácha

Déanann duine de na comhaltaí seachtracha cathaoirleacht ar an CIR.

Is é ról an CIR tacú leis an gCoimisiún lena fhreagrachtaí as fadhbanna a bhaineann le riosca, rialú agus rialachas agus dearbhú gaolmhar. Tá an CIR ag feidhmiú neamhspleách ar fheidhm bhainistíochta airgeadais na heagraíochta. Go háirithe, cinntíonn CIR go bhfuil na córais rialaithe inmheánacha lena n-áirítear gníomhaíochtaí iniúchta á monatóireacht go gníomhach agus go neamhspleách. Tuairiscíonn an CIR go foirmiúil i scríbhinn don Choimisiún gach bliain.

Baill den CIR ba ea na Coimisinéirí Garrett Blaney agus Helen Dixon sa bhliain dar críoch an 30 Meitheamh 2024. Is iad seo a leanas baill sheachtracha an Choiste Iniúchta agus Riosca ar an 30 Meitheamh 2024: Michael Tutty (Cathaoirleach), an Dr Celine McInerney agus Martin Kelly (ceaptha 1 Nollaig 2023). Tháinig deireadh le téarma Marie Collins ar an CIR ar an 26 Meán Fómhair 2023. Reáchtáladh ceithre chruinniú den CIR sa bhliain dar críoch an 30 Meitheamh 2024.

## Sceideal Freastail, Táillí agus Costais

Tá sceideal tinrimh ag cruinnithe an Choiste Iniúchta & Riosca i gcomhair 2024 leagtha amach thíos lena n-áirítear na táillí agus na costais a fuair gach ball.

## Comhaltaí an Choiste Iniúcháireachta agus Rioscaí

Ainm	Ról	Líon Cruinnithe ar Freastalaíodh orthu	Táillí 2024 €	Costais 2024 €
Michael Tutty - Chathaoirleach	Comhalta Seachtrach	4	8,000	Náid
Marie Collins ( <i>tháinig deireadh lena téarma ar an 26 Meán Fómhair 2023</i> )	Comhalta Seachtrach	1	1,200	Náid
An Dr Celine McInerney	Comhalta Seachtrach	4	4,800	343
Martin Kelly ( <i>ceaptha 1 Nollaig 2023</i> )	Comhalta Seachtrach	3	3,600	Náid
Garrett Blaney	Coimisinéir	4	N/a	Náid
Helen Dixon ( <i>ceaptha 20 Feabhra 2024</i> )	Coimisinéir	2	N/a	Náid

## Nochtaí arna gceangal ag an gCód Cleachtais chun Comhlachtaí Stáit a Rialú (2016)

Tá an Coimisiún freagrach as a chinntiú gur chomhlíon ComReg ceanglais an Chóid Chleachtais chun Comhlachtaí Stáit a Rialú (“an Cód”), arna fhoilsiú ag an Roinn Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe i mí Lúnasa 2016. Ceanglaíonn an Cód go ndéanfar na nochtuithe seo a leanas.

## Miondealú ar Shochair Fostaithe Ghearrthéarmacha

Tá sochair fostaithe gearrthéarmacha sa bhreis ar €60,000 catagóirithe sna bandaí seo a leanas:

Raon (€'000)	30 Meitheamh 2024 <i>Uimhir</i>	30 Meitheamh 2023 <i>Uimhir</i>
60 - 70	19	17
70 - 80	9	13
80 - 90	13	19
90 - 100	23	18
100 - 110	18	12
110 - 120	9	8
120 - 130	10	3
130 - 140	4	10
140 - 150	6	6
150 - 160	7	3
160 - 170	2	1
170 - 180	1	2
180 - 190	1	0
190 - 200	0	0
200 - 210	0	1
210 - 220	0	0
220 - 230	0	0
230 +	4	4

### Nóta:

Chun críche an notha seo, cuimsítear i sochair fostaithe gearrthéarmacha i ndáil le seirbhísí a cuireadh ar fáil i rith na tréimhse tuairiscithe tuarastal, pá i gcoibhneas le feidhmíocht agus sochar comhchineáil i ndáil le híocaíochtaí árachais sláinte déanta thar ceann an fhostaí ach níl ÁSPC fostóra san áireamh.

## Costais Chomhairle Theicniúil

Áirítear ar chostais Chomhairle Theicniúil an costas a bhaineann le comhairle sheachtrach don fhoireann bainistíochta agus cuimsítear ann feidhmeanna seachfhoinsithe 'gnó mar is gnách'. Taispeántar costais Chomhairle Dlí de €1.3m (2023: €1.4m) ar leithligh mar chuid de na Costais Dlí thíos.

	2024 €'000	2023 €'000
Comhairle Ghairmiúil & Theicniúil	10,495	9,023
Bainistíocht Teagmhála	605	741
Taighde Margaidh	432	628
Monatóireacht ar Chaighdeán na Seirbhíse	490	614
	<b>12,022</b>	<b>11,006</b>

## Costais Dhlíthiúla

Tá miondealú le fáil sa tábla thíos ar na méideanna atá aitheanta mar chaiteachas sa tréimhse thuairiscithe i ndáil le costais dlí.

	2024 €'000	2023 €'000
Comhairle Dlí	1,318	1,418
Costais Dlí a bhaineann le hlmeachtaí Dlí	2,521	3,422
	<b>3,839</b>	<b>4,840</b>

Sonraítear costais dlí gan costais aisghafa ó thríú páirtithe a chur san áireamh. Ní dhearnadh aon íocaíocht idir-réitigh agus eadrána nó íocaíochtaí socraíochta i rith na bliana.

## Caiteachas Taistil agus Cothabhála

Tá caiteachas taistil agus cothabhála catagóirithe mar seo a leanas:

	2024 €'000	2023 €'000
Taisteal sa Tír	26	20
Taisteal Idirnáisiúnta	207	181
	<b>233</b>	<b>201</b>

## Caiteachas Fáilteachais

Cuimsítear sa Chuntas Ioncaim agus Caiteachais an caiteachas fáilteachais seo a leanas:

	2024 €'000	2023 €'000
Costais Fáilteachais Foirne	18	21
Ranníocaíocht don Chlub Spóirt agus Sóisialta	8	5
	<b>26</b>	<b>26</b>

Ní glacann ComReg páirt i bhFáilteachas Cliant. Ní chuimsítear sna méideanna thuasluaite caiteachas ar shólaistí/ar fháilteachas a bhaineann le hoibríochtaí gnó cosúil le comhdhálacha, imeachtaí agus cruinnithe a óstáil.

## Ráiteas Comhlíonta

Tá an Coimisiún tiomanta do na caighdeáin is airde de rialachas corparáideach a chothabháil. Is é an Cód Cleachtas chun Comhlachtaí Stáit a Rialú atá foilsithe ag an Roinn Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe, an bhunchloch ar a bhfuil ár mbeartais rialachais chorparáidigh bunaithe.

Ceanglaíonn Alt 33 d'Acht um Rialáil Cumarsáide, 2002, ar an gCoimisiún glacadh le, le cead ón Aire Comhshaoil, Aeráide agus Cumarsáide agus ón Aire Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe, cód bainistíochta airgeadais agus socruithe a dhéanamh chun é a fhoilsiú i ndiaidh a leithéid sin de chead a fháil. Ina theannta sin, ceanglaítear ar an gCoimisiún athbhreithniú tréimhsiúil a dhéanamh ar a chód bainistíochta airgeadais agus an cód a athfhoilsiú de réir mar is cuí. Tá ceanglas ar an gCoimisiún freisin nóta tráchta a scríobh sa tuarascáil bhliantúil maidir leis an tslí a bhfuiltear ag cloí leis an gcód.

Tá ár gcód bainistíochta airgeadais (atá bunaithe ar an gCód Cleachtas chun Comhlachtaí Stáit a Rialú (2016) foilsithe ag an Roinn Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe) ceadaithe ag an Aire Comhshaoil, Aeráide agus Cumarsáide agus ag an Aire Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe. Foilsítear an cód ar ár suíomh gréasáin. Is é polasaí an Choimisiúin comhlíonadh an Chóid a chinntiú.

Thar ceann an Choimisiúin



Garrett Blaney  
Cathaoirleach  
Dáta: 24 Feabhra 2025

### 3.

# Ráiteas ar Rialú Inmheánach

## Freagracht as Rialú Inmheánach

Thar ceann ComReg admháim freagracht an Choimisiúin as a chinntiú go bhfuil córas éifeachtach de rialú inmheánach á chothabháil agus á oibriú. Cuirtear san áireamh sa fhreagracht seo na ceanglais don Chód Cleachtais chun Comhlachtaí Stáit a Rialú (2016).

## Cuspóir an Chórais Rialaithe Inmheánaigh

Tá an córas de rialú inmheánach deartha chun riosca a bhainistiú ag leibhéal infhulaingthe seachas a leithéid a chur as an áireamh. Dá réir sin, ní féidir leis an gcóras ach dearbhú réasúnta agus ní dearbhú absalóideach a sholáthar go bhfuil sócmhainní á gcosaint, go bhfuil idirbhearta údaraithe agus arna dtaifeadh go cuí, agus go bhfuil earráidí nó mírialtachtaí ábhartha á gcosc nó á mbrath go tráthuil.

Tá an córas de rialú inmheánach, atá ag teacht le treoir eisithe ag an Roinn Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe, bunaithe ag ComReg don bhliain dar críoch an 30 Meitheamh 2024 agus suas go dtí dáta ceadaithe na ráiteas airgeadais.

## Acmhainn Bainistíochta Riosca

Tá Coiste Iniúchta agus Riosca (CIR) bunaithe ag ComReg ar a bhfuil uasmhéid de bheirt bhall ón gCoimisiún agus uasmhéid de cheathrar ball seachtracha, ag a bhfuil saineolas airgeadais agus iniúchta, agus tá duine de na baill sin ag feidhmiú mar Chathaoirleach. Bhuail an CIR le chéile ceithre huaire sa bhliain dar críoch an 30 Meitheamh 2024.

Tá feidhm iniúcha sheachtraigh sheachfhoinsithe bunaithe ag ComReg freisin a bhfuil dóthain acmhainní curtha ar fáil lena haghaidh agus a chuireann clár oibre atá comhaontaithe le CIR i gcrích.

Tá beartas bainistíochta riosca forbartha ag an gCoimisiún ina leagtar amach a inghlacthacht riosca, na próisis bhainistíochta riosca atá i bhfeidhm agus ina sonraítear ról agus freagrachtaí na mball foirne i ndáil le riosca. Tá an beartas seo curtha ar fáil do na baill foirne ar fad a mheastar a bheidh ag obair de réir bheartais bhainistíochta riosca ComReg, chun foláireamh a thabhairt don fhoireann bainistíochta maidir le rioscaí atá ag teacht chun cinn agus chun laigí a rialú agus freagracht a ghlacadh as rioscaí agus as rialuithe laistigh dá réimse oibre féin.

## Creat Riosca agus Rialaithe

Tá córas bainistíochta riosca curtha chun feidhme ag ComReg ina sainaitnítear agus ina dtuairiscítear príomhrioscaí agus na gníomhartha bainistíochta atá á ndéanamh chun déileáil leo agus, a mhéid is féidir, chun na rioscaí sin a mhaolú.

Tá clár rioscaí bunaithe ina sainaitnítear na príomhrioscaí a mbeidh ar ComReg déileáil leo agus tá siad sin sainaitheanta, measta agus grádaithe bunaithe ar a suntas.

Athbhreithnítear an clár go rialta agus déanann an Coimisiún é a nuashonrú ar bhonn ráithiúil. Úsáidtear toradh na measúnuithe chun acmhainní a phleanáil agus a leithdháileadh chun a chinntiú go bhfuil rioscaí á mbainistiú ag leibhéal inghlactha.

Tá sonraí le fáil sa chlár rioscaí faoi na rialuithe agus faoi na gníomhartha atá riachtanach chun rioscaí a mhaolú agus freagracht as oibriú rialuithe atá sannta do bhaill foirne shonracha. Deimhním go bhfuil timpeallacht rialaithe i bhfeidhm ina bhfuil na gnéithe seo a leanas:

- tá nósanna imeachta do gach príomhphróiseas gnó doiciméadaithe,
- tá freagrachtaí airgeadais sannta ag leibhéal bainistíochta le cuntasacht chomhfhreagrach,
- tá córas buiséadaithe oiriúnach ann le buiséad bliantúil a bhfuil athbhreithniú leanúnach á dhéanamh ag an bhfoireann bainistíochta shinsearach air,
- tá córais ann a bhfuil sé mar aidhm leo slándáil na gcóras faisnéise agus teicneolaíochta cumarsáide a chinntiú, agus
- tá córais bunaithe chun na sócmhainní a chosaint.

## Monatóireacht agus Athbhreithniú Leanúnach

Tá nósanna imeachta foirmiúla bunaithe do phróisis rialaithe monatóireachta agus roinntear eolas maidir le heasnaimh rialaithe leo siúd atá freagrach as gníomh ceartaitheach a dhéanamh agus d'fhoireann bainistíochta an Choimisiúin, más cuí, go tráthúil. Deimhním go bhfuil na córais mhonatóireachta leanúnacha bunaithe:

- tá príomhrioscaí agus rialuithe gaolmhara sainaitheanta agus tá próisis bunaithe chun monatóireacht a dhéanamh ar oibriú na bpríomhrialuithe sin agus chun aon easnamh sainaitheanta a thuairisciú,
- tá socruithe tuairiscithe bunaithe ag gach leibhéal ina bhfuil freagracht as bainistíocht airgeadais sannta, agus
- déanann an fhoireann shinsearach athbhreithnithe rialta ar fheidhmíocht thréimhsiúil agus bhliantúil agus ar thuarascálacha airgeadais ina dtugtar léargas ar fheidhmíocht i gcomparáid le buiséid/réamhaisnéisí.

## Soláthar

Foilsíonn ComReg a Phlean Soláthair Corparáideach gach dhá bhliain, atá ceadaithe ag an gCoimisiún (Plean Soláthair Corparáideach 2024-25 i láthair na huaire). Lena chois sin, tá nósanna imeachta agus beartais bunaithe chun a chinntiú go bhfuil rialacha agus treoirlínte nós imeachta reatha á gcomhlíonadh. Ciallaíonn nádúr ghníomhaíochtaí ComReg, i líon beag cásanna, go mb'fhéidir nach mbeadh sé indéanta nó oiriúnach rialacha agus treoirlínte soláthair chuí a chomhlíonadh. Tá beartas rialachais oiriúnach bunaithe ag an gCoimisiún atá le leanúint ina leithéid sin d'ímthosca.

I rith 2024, tabhaíodh caiteachas i ndáil le conradh amháin do sholáthar leictreachais nach raibh faoi réir próisis tairisceana, rud a cuireadh ina cheart i mí Dheireadh Fómhair 2023. Bhí luach iomlán an tsoláthair neamhchomhlíontaigh cothrom le €29,000 (2023: €101,000).

## Athbhreithniú Éifeachtúlachta

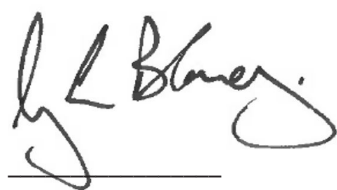
Deimhním go bhfuil nósanna imeachta bunaithe ag ComReg chun monatóireacht a dhéanamh ar éifeachtacht a nósanna imeachta bainistíochta riosca agus rialaithe. Tá an mhonatóireacht agus an t-athbhreithniú a dhéanann ComReg ar éifeachtacht an chórais de rialú airgeadais inmheánaigh bunaithe ar obair atá á déanamh ag na hiniúcháirí inmheánacha agus seachtracha, an Coiste Iniúchta agus Riosca a dhéanann maoirseacht ar a gcuid oibre agus an fhoireann bainistíochta shinsearach laistigh de ComReg atá freagrach as forbairt agus as cothabháil an chreata rialaithe airgeadais inmheánaigh.

Deimhním go ndearna an Coimisiún athbhreithniú bliantúil ar éifeachtacht na rialuithe inmheánacha don bhliain dar críoch an 30 Meitheamh 2024 a cuireadh i gcrích ar an 12 Meitheamh 2024.

## Fadhbanna Rialaithe Inmheánaigh

Níor sainithníodh aon laige sa rialú inmheánach i ndáil le 2024 a cheanglaíonn gur gá iad a nochtadh sna ráitis airgeadais.

Thar ceann an Choimisiúin



Garrett Blaney  
Cathaoirleach  
Dáta: 24 Feabhra 2025

# Tuairisc an Ard-Reachtair Cuntas agus Ciste le Cur i Láthair Thithe an Oireachtais



## Ard Reachtair Cuntas agus Ciste Comptroller and Auditor General

### Report for presentation to the Houses of the Oireachtas

### Commission for Communications Regulation

### Opinion on the financial statements

I have audited the financial statements of the Commission for Communications Regulation for the year ended 30 June 2024 as required under the provisions of section 32 of the Communications Regulation Act 2002. The financial statements comprise

- the statement of income and expenditure and appropriation account
- the statement of comprehensive income
- the statement of financial position
- the statement of cash flows, and
- the related notes, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the assets, liabilities and financial position of the Commission at 30 June 2024 and of its income and expenditure for the year then ended in accordance with Financial Reporting Standard (FRS) 102 — *The Financial Reporting Standard applicable in the UK and the Republic of Ireland*.

### *Basis of opinion*

I conducted my audit of the financial statements in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of the Commission and I have fulfilled my other ethical responsibilities in accordance with the standards.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

### Report on information other than the financial statements, and on other matters

The Commission has presented certain other information together with the financial statements. This comprises the annual report, the governance statement and Commission members' report, and the statement on internal control. My responsibilities to report in relation to such information, and on certain other matters upon which I report by exception, are described in the appendix to this report.

I have nothing to report in that regard.

**Andrew Harkness**  
For and on behalf of the  
Comptroller and Auditor General

27 February 2025

## Appendix to the report

### Responsibilities of the Commission

As detailed in the governance statement and Commission members' report, the Commission is responsible for

- the preparation of annual financial statements in the form prescribed under section 32 of the Communications Regulation Act 2002
- ensuring that the financial statements give a true and fair view in accordance with FRS102
- ensuring the regularity of transactions
- assessing whether the use of the going concern basis of accounting is appropriate, and
- such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Responsibilities of the Comptroller and Auditor General

I am required under section 32 of the Communications Regulation Act 2002 to audit the financial statements of the Commission and to report thereon to the Houses of the Oireachtas.

My objective in carrying out the audit is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement due to fraud or error. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, I exercise professional judgment and maintain professional scepticism throughout the audit. In doing so,

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures.

- I conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, on whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Commission's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my report. However, future events or conditions may cause the Commission to cease to continue as a going concern.
- I evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

I report by exception if, in my opinion,

- I have not received all the information and explanations I required for my audit, or
- the accounting records were not sufficient to permit the financial statements to be readily and properly audited, or
- the financial statements are not in agreement with the accounting records.

### Information other than the financial statements

My opinion on the financial statements does not cover the other information presented with those statements, and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, I am required under the ISAs to read the other information presented and, in doing so, consider whether the other information is materially inconsistent with the financial statements or with knowledge obtained during the audit, or if it otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

### Reporting on other matters

My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation. I report if I identify material matters relating to the manner in which public business has been conducted.

I seek to obtain evidence about the regularity of financial transactions in the course of audit. I report if I identify any material instance where public money has not been applied for the purposes intended or where transactions did not conform to the authorities governing them.

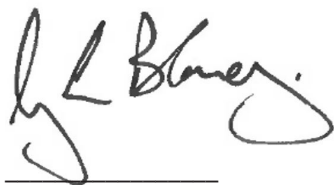
## 5.

# Ráiteas Ioncaim agus Caiteachais agus Cuntas Leithghabhála

	Nótaí	Bliain go 30 Meitheamh 2024				Bliain go 30 Meitheamh 2023	
		Cumarsáid Leictreonach		Postas	Ardráta Seirbhísí Ráta	Iomlán	Iomlán
		Tobhach €'000	Eile €'000	Tobhach €'000	Tobhach €'000	€'000	€'000
<b>Ioncam</b>							
Tobhach		7,008		1,637	551	9,196	9,128
Táillí Ceadúnaithe	2		57,472			57,472	52,381
Ioncam Speictrim	2		-			-	163,054
Ioncam Eile	2		3,719			3,719	1,154
<b>Ioncam Iomlán</b>		<b>7,008</b>	<b>61,191</b>	<b>1,637</b>	<b>551</b>	<b>70,387</b>	<b>225,717</b>
<b>Caiteachas</b>							
Costais Foirne	3	10,792	5,933	741	258	17,724	16,270
Costais Sochair Scoir	17(b)	1,760	967	121	42	2,890	2,956
Comhairle Theicniúil	4	5,997	4,751	1,029	245	12,022	11,006
Costais Dhlíthiúla	5	2,332	1,230	209	68	3,839	4,840
Fógraíocht		327	26	1	1	355	216
Costais Riaracháin	6	2,197	1,717	162	72	4,148	3,844
Íocaíocht do na hIníúcháirí		18	11	1	-	30	30
Costais Áitribh agus Ghaolmhara		1,458	940	100	50	2,548	2,552
Dímheas	7	1,099	670	76	38	1,883	2,113
Síntiúis le hEagraíochtaí Idirnáisiúnta	15	811				811	760
<b>Caiteachas Iomlán</b>		<b>26,791</b>	<b>16,245</b>	<b>2,440</b>	<b>774</b>	<b>46,250</b>	<b>44,587</b>
<b>Barrachas / (Easnamh) roimh Leithghabhálacha</b>		<b>(19,783)</b>	<b>44,946</b>	<b>(803)</b>	<b>(223)</b>	<b>24,137</b>	<b>181,130</b>
Lúide: Leithghabhálacha							
Aistriú ón gCúlchiste Caipitil	12					(1)	490
Iníochta leis an Lárchiste	13					(22,831)	(180,174)
Coigeartú an Chúlchiste pinsin	13					(1,305)	(1,446)
<b>Barrachas i ndiaidh Leithghabhálacha</b>						<b>0</b>	<b>0</b>

Is cuid de na ráitis airgeadais seo é an Ráiteas Sreabhaidh Airgid agus Nóta 1 - 24.

Thar ceann an Choimisiúin

A handwritten signature in black ink, appearing to read 'G. Blaney', written over a horizontal line.

Garrett Blaney  
Cathaoirleach  
Dáta: 24 Feabhra 2025

## 6.

# Ráiteas Ioncaim Chuimsithigh

		Bliain go 30 Meitheamh 2024	Bliain go 30 Meitheamh 2023
	Nótaí	Iomlán €'000	Iomlán €'000
<b>Barrachas i ndiaidh Leithghabhálacha</b>			
<b>Scéim le Sochar Sainithe ComReg</b>			
Toradh iarbhír lúide toradh ionchais ar shócmhainní scéime (Caillteanais) ó thaithí ar oibleagáidí sochair scoir	17(f) 17(f)	813 (1,828)	745 (2,131)
Athruithe ar thoimhdí atá mar bhonn le luach láithreach Oibleagáidí sochair scoir		-	3,576
Aistrithe a bhain le seirbhís roimhe seo	17(g)	-	-
<b>(Caillteanas) / gnóthachan achtúireach sa bhliain</b>		<b>(1,015)</b>	<b>2,190</b>
<b>Scéim Pinsean Seirbhíse Poiblí Aonair</b>			
(Caillteanais) / gnóthachain ó thaithí ar oibleagáidí sochair scoir		(403)	(2)
Athruithe ar thoimhdí atá mar bhonn le luach láithreach Oibleagáidí sochair scoir		-	349
Coigeartú ar Mhaoiniú larchurtha (Caillteanas) / gnóthachan achtúireach sa bhliain		403 -	(347) -
<b>(Caillteanas)/gnóthachan achtúireach iomlán sa bhliain</b>		<b>(1,015)</b>	<b>2,190</b>
<b>Gluaiseacht sa Chúlchiste Sochair Scoir</b>			
larmhéid ar an 1 Iúil		4,755	1,119
(Caillteanais)/Gnóthachain Aitheanta Iomlána sa bhliain		(1,015)	2,190
Coigeartú an Chúlchiste Pinsin	13	<u>1,305</u>	<u>1,446</u>
<b>larmhéid ar an 30 Meitheamh</b>		<b>5,045</b>	<b>4,755</b>

Seasann an Cúlchiste Pinsin Sochair Scoir don difríocht idir costas carnach na sochar scoir lúide na méideanna a íocadh go dtí seo.

Is cuid de na ráitis airgeadais seo é an Ráiteas Sreabhaidh Airgid agus Nóta 1 - 24.

Thar ceann an Choimisiúin



Garrett Blaney  
Cathaoirleach

Dáta: 24 Feabhra 2025

## 7.

# Ráiteas ar an Staid Airgeadais Amhail

		30 Meitheamh 2024	30 Meitheamh 2023
	Nótaí	€'000	€'000
<b>Sócmhainní Neamh-Reatha</b>			
Réadmhaoin, Innealra & Trealamh	7	3,857	4,344
Sócmhainní Doláimhsithe	8	488	0
		<b>4,345</b>	<b>4,344</b>
<b>Sócmhainní Reatha</b>			
Infháltais	9	3,969	3,630
Infheistíochtaí Gearrthéarmacha	10	103,386	79,536
Airgead agus Coibhéis Airgid		3,074	4,956
		<b>110,429</b>	<b>88,122</b>
<b>Dliteanais Reatha (Méideanna dlíte laistigh de bhliain amháin)</b>			
Míreanna Iníoctha	11	(110,429)	(88,122)
<b>Glansócmhainní Reatha</b>		<b>0</b>	<b>0</b>
<b>Iomlán Sócmhainní Iúide Dliteanais Reatha</b>		<b>4,345</b>	<b>4,344</b>
<b>Glansócmhainní Iomlána Iúide Sócmhainn Sochar Scoir</b>		<b>4,345</b>	<b>4,344</b>
Sócmhainn Mhaoinithe Iarchurtha do Phinsin SPSPA	17c(i)	7,322	5,583
Scéim Pinsean Seirbhíse Poiblí Aonair (Dliteanas)	17c(iv)	(7,322)	(5,583)
Sócmhainn Scéim ComReg	17c(i)	5,045	4,755
<b>Glansócmhainní Iomlána lena n-áirítear Sócmhainn Sochair Scoir</b>		<b>9,390</b>	<b>9,099</b>
<b>Ag léiriú</b>			
Cúlchistí Caipitil	12	4,345	4,344
Cúlchiste Sochair Scoir		5,045	4,755
		<b>9,390</b>	<b>9,099</b>

Is cuid de na ráitis airgeadais seo é an Ráiteas Sreabhaidh Airgid agus Nóta 1 - 24.

Thar ceann an Choimisiúin



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Garrett Blaney  
Cathaoirleach  
Dáta: 24 Feabhra 2025

## 8.

# Ráiteas Sreabhaidh Airgid

		Bliain go 30 Meitheamh 2024	Bliain go 30 Meitheamh 2023
	Nótaí	€'000	€'000
<b>Glansreafaí Airgid ó Ghníomhaíochtaí Oibriúcháin</b>			
Barrachas Ioncaim thar Caiteachas (roimh Leithghabhálacha)		24,136	181,620
An difríocht idir an táille agus na ranníocaíochtaí pinsin		(1,305)	(1,446)
Dímheas	7	1,883	2,113
Ús Bainc	2	(850)	(1,100)
Aistriú cúlchiste caipitil	12	1	(490)
(Méadú) / Laghdú ar Mhíreanna Infhála		(339)	(899)
(Laghdú) / Méadú ar Mhíreanna Iníochta (seachas Lárchiste)		(524)	(148,117)
<b>Glan-insreabhadh Airgid ó Ghníomhaíochtaí Oibriúcháin</b>		<b>23,002</b>	<b>31,681</b>
<b>Toradh ar Infheistíochtaí</b>			
Ús Bainc		850	1,100
<b>Sreafaí Airgid ó Ghníomhaíochtaí Infheistíochta</b>			
Íocaíochtaí chun Maoin, Innealra & Trealamh a shealbhú	7	(1,884)	(1,623)
<b>Sreafaí Airgid ó Ghníomhaíochtaí Airgeadais</b>			
Fáltas ó dhíol Sócmhainní		-	-
Íocaíocht leis an Lárchiste		-	(165,446)
<b>Glan (Laghdú) / Glanmhéadú Airgid agus Coibhéisí Airgid</b>		<b>21,968</b>	<b>(134,288)</b>
Airgead agus Coibhéisí Airgid Oscailte		84,492	218,780
<b>Airgead agus Coibhéisí Airgid Deiridh</b>		<b>106,460</b>	<b>84,492</b>

# Nótaí Leis na Ráitis Airgeadais

## 1. Beartais Chuntasaíochta

Tá an bonn cuntasaíochta agus na beartais chuntasaíochta shuntasacha a bhfuil glactha ag an gCoimisiún leo leagtha amach thíos. Cuireadh i bhfeidhm go comhsheasmhach iad i rith na bliana agus i rith na bliana roimh ré.

### a) Faisnéis Ghinearálta

Bunaíodh an Coimisiún faoi Acht um Rialáil Cumarsáide, 2002, agus tá oifigí aige ag 1 Lárcheantar na nDugaí, Sráid na nGildeanna, Baile Átha Cliath 1.

Tá feidhmeanna an Choimisiúin sonraithe in Acht um Rialáil Cumarsáide, 2002, agus in Acht um Rialáil Cumarsáide (Leasú), 2007. Baineann na feidhmeanna seo le rialú agus le ceadúnú an tionscail chumarsáide leictreonaí (lena n-áirítear tarchur raidió agus craolacháin), rialú seirbhísí poist, rialú seirbhísí ardráta agus rialú an ainm fearainn .i.

Is Eintiteas Sochair Phoiblí (ESP) é an Coimisiún.

### b) Ráiteas Comhlíonta

Ullmhaíodh na ráitis airgeadais don Choimisiún don bhliain dar críoch an 30 Meitheamh 2024 de réir na reachtaíochta infheidhme, FRS 102, an Caighdeán um Thuairisciú Airgeadais is infheidhme sa Ríocht Aontaithe agus i bPoblacht na hÉireann, arna eisiúint ag an gComhairle um Thuairisciú Airgeadais sa Ríocht Aontaithe.

Bhí an Cód Cleachtais chun Comhlachtaí Stáit a Rialú (2016) éifeachtach i ndáil le tréimhsí tuairiscithe airgeadais a thosaigh ar nó i ndiaidh an 1 Meán Fómhair 2016 agus tá glactha leis na Ráitis Airgeadais seo.

### c) An Bonn Ullmhúcháin

Tá na ráitis airgeadais ullmhaithe faoi choinbhinsiún an chostais stairiúil, seachas le haghaidh sócmhainní agus dliteanais áirithe atá á dtomhas ag luachanna córa mar a mhínítear sna beartais chuntasaíochta thíos. Tá na ráitis airgeadais san fhoirm atá ceadaithe ag an Aire Comhshaoil, Aeráide agus Cumarsáide le toiliú an Aire Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe faoi Acht um Rialáil Cumarsáide, 2002. Tá na beartais chuntasaíochta seo a leanas curtha chun feidhme go comhsheasmhach nuair a bhítear ag déileáil le míreanna a mheastar atá ábhartha i ndáil le ráitis airgeadais an Choimisiúin.

## 1.1 Aithint Ioncam

Faigheann an Coimisiún ioncam ó roinnt foinsí

- Tobhaigh ar sholáthraithe áirithe chun costais an rialacháin a mhaoiniú. Seo a leanas na tobhaigh ábhartha:

**I. An Tobhach Cumarsáide Leictreonaí** - Forchuirtear an Tobhach ar sholáthraithe seirbhísí cumarsáide leictreonaí. Ríomhtar an íocaíocht tobhaigh atá dlite ó sholáthraí seirbhíse aonair d'aon bhliain ar leith bunaithe ar a láimhdeachas bliantúil i rith na bliana airgeadais dar críoch bliain an tobhaigh agus tá sí iníoctha i gceithre thráthchuid. Aithnítear ioncam ar bhonn infhála.

**II. Tobhach Poist** - An Tobhach a fhorchuirtear ar sholáthraithe seirbhíse poist a bhfuil seirbhísí poist á gcur ar fáil acu laistigh de raon feidhme na seirbhíse poist uilíoch. Aithnítear ioncam ar bhonn infhála.

**III. Is éard atá i gceist le Seirbhísí Ardráta (SAR)earraí** agus seirbhísí is féidir leat a cheannach trí do líne thalún, fón póca, an tIdirlíon, teilifís nó facs digiteach idirghníomhach. Ar an gcuma chéanna, íocann soláthraithe seirbhísí SAR agus oibríteoirí líonra an Tobhach SAR. Déantar an tobhach a shonrascadh i riaráiste mí amháin agus aithnítear ioncam ar bhonn infhála.

- **Táillí Ceadúnaithe** - Is é an príomhréimse a chlúdaítear anseo ceadúnú Cumarsáide Raidió.
- **Ioncam Speictrim** - Is ionann ioncam agus an t-ioncam táille a íocadh leis an gCoimisiún don cheart chun speictream raidió a úsáid. Cuirtear an t-ioncam seo san áireamh sa chuntas i rith na tréimhse ina mbíonn sé dlite. In imthosca ina bhfuil moill ar thús a chur leis na ceadúnais ghaolmhara, déanann ComReg foráil don mhéid a d'fhéadfadh a bheith iníoctha bunaithe ar a mheastachán maidir le fad na moille. Ní aithnítear é seo mar ioncam agus cuirtear san áireamh mar chreidiúnaí é (Féach Nóta 10). Tá athmheasúnú á dhéanamh ar mhéid na forála ag deireadh gach tréimhse chuntasafóchta.
- **Ioncam eile** - Áirítear ar ioncam eile ús bainc agus GBCN ar thaiscí agus ar mhéideanna iníoctha leis an gCoimisiún de bhua gníomhaíochtaí comhlíonta agus forfheidhmithe.

## 1.2 Leithghabháil an Bharrachais Oibriúcháin

Tá an barrachas ginte sa bhliain, gan coigeartú an chúlchiste pinsin a chur san áireamh, iníoctha leis an Stáitchiste. Méideanna íoctha leis an Lárchiste faoi threoir an Aire Comhshaoil, Aeráide agus Cumarsáide (Féach Nóta 12).

## 1.3 Sócmhainní Neamhreatha agus Dímhneas

### Réadmhaoín, Gléasra agus Trealamh

Sonraítear innealra agus trealamh maoine ag costas lúide dímhneas carntha, coigeartaithe d'aon fhoráil do bhearnúchán. Foráiltear do dhímhneas ar gach maoín, innealra agus trealamh ag rátaí measta chun an costas lúide luach iarmharach measta gach sócmhainne a dhíscríobh ar bhonn líne díri thar a saolré ionchais mheasta, mar seo a leanas:

Trealamh teicniúil	- 15% sa bhliain
Bogearraí ríomhaireachta	- 15% sa bhliain
Trealamh ríomhaireachta	- 33 1/3% sa bhliain
Daingneáin & feistis	- 9% sa bhliain
Troscán Oifige & trealamh oifige	- 15% sa bhliain
Mótarfheithiclí	- 20% sa bhliain
Forbairt bogearraí	- 15% sa bhliain.

Is ionann luach iarmharach agus an méid measta a bheadh á fháil faoi láthair ó dhiúscairt sócmhainne, i ndiaidh costas measta diúscairthe a asbhaint, má bhí an tsócmhainn ag an aois agus ag an mbail a rabhthas ag súil leis ag deireadh a saolré ionchais. Glacann an Coimisiún le tairseach chaipitlithe íosta de €2,000.

Má tá fianaise oibiachtúil ann maidir le bearnú luach sócmhainne, aithnítear cailteanas bearnúcháin sa Ráiteas Ioncaim agus Caiteachais sa bhliain.

### Sócmhainní Doláimhsithe

Aithnítear costais forbartha a bhaineann go díreach le táirgeadh táirgí inaitheanta agus uathúil arna rialú ag ComReg, agus a chruthóidh, seans, sochair eacnamaíocha a sháraíonn costais i ndiaidh bliain amháin, mar shócmhainní doláimhsithe nuair a chomhlíontar na critéir seo a leanas:

- tá sé beartaithe ag an bhfoireann bainistíochta na bogearraí a chomhlánú agus a úsáid
- tá cumas ann chun na bogearraí a úsáid
- is féidir a léiriú conas a ghinfidh na bogearraí sochair eacnamaíocha dhóchúla sa todhchaí
- tá acmhainní teicniúla, airgeadais agus eile leordhóthanacha ann chun an fhorbairt a chur i gcrích agus a úsáid
- is féidir an caiteachas a bhaineann leis na bogearraí i rith a bhforbartha a thomhas go hiontaoifa.

Sonraítear sócmhainní ag costas lúide dímheas carntha, coigeartaithe d'aon fhoráil do bhearnúchán. Soláthraítear dímheas ag rátaí measta chun an costas lúide luach iarmharach measta gach sócmhainne a dhíscríobh ar bhonn líne díri thar a saolré ionchais mheasta.

## 1.4 Infháltais

Aithnítear infháltais ag luach cóir, lúide foráil d'fhiacha amhrasacha. Is foráil shonrach í an fhoráil d'fhiacha amhrasacha, agus bunaítear í nuair atá fianaise oibiachtúil ann nach mbeidh an Coimisiún in ann na méideanna ar fad atá dlite dó a bhailiú. Aithnítear gach gluaiseacht san fhoráil d'fhiacha amhrasacha sa Ráiteas Ioncaim agus Caiteachais.

## 1.5 Cúlchiste Caipitil

In ionann an cúlchiste caipitil agus méid gan amúchadh ioncaim a úsáideadh chun sócmhainní seasta a cheannach.

## 1.6 Airgeadraí Eachtracha

Aistrítear idirbhearta atá ainmnithe in airgeadraí eachtracha a bhaineann le hioncam agus le costais go dtí euro ag na rátaí malairt atá i bhfeidhm ar na dátaí a ndearnadh na hidirbhearta.

Aistrítear sócmhainní agus dliteanais atá ainmnithe in airgeadraí eachtracha go dtí euro ag na rátaí malairte atá i bhfeidhm ag dáta an Ráitis ar an Staid Airgeadais.

## 1.7 Sochair Ghearrthéarmacha

Aithnítear sochair gearrthéarmacha cosúil le pá saoire mar chostas sa bhliain, agus cuimsítear sochair atá fabhráithe ag deireadh na bliana i bhfigiúr na Míreanna Iníoctha sa Ráiteas ar an Staid Airgeadais.

## 1.8 Sochair Scoir

### (a) An Phríomhscéim

Tá Coimisinéirí ag obair don Choimisiún agus fostaithe a earcaíodh go díreach. Tá scéim pinsin le sochar sainithe bunaithe do Choimisinéirí agus d'fhostaithe an Choimisiúin. Baineann an scéim le daoine a ceapadh roimh an 1 Eanáir 2013 nó leo siúd a ceapadh i ndiaidh an dáta seo a thug seirbhís cháilitheach leanúnach roimh ré roimh an 1 Eanáir 2013 i gcomhlacht seirbhíse poiblí eile. Tá an scéim á maoiniú ag ranníocaíochtaí ó Choimisinéirí, fostaithe agus ón gCoimisiún, a aistrítear chuig ciste ar leithligh atá á riar ag iontaobhaithe.

Ghlac an Coimisiún le FRS 102 a raibh tionchar aige ar ríomh Sochar Scoir. Tomhaistear sócmhainní scéime pinsin ag luach cóir. Tomhaistear dlíteanas scéime pinsin ar bhonn achtúireach trí úsáid a bhaint as modh chreidiúint réamh-mheasta an aonaid. Tá barrachas dlíteanas scéime thar sócmhainní scéime curtha i láthair sa Ráiteas ar an Staid Airgeadais mar dhlíteanas.

Cuimsítear sa táille phinsin sa Ráiteas Ioncaim agus Caiteachais an costas seirbhíse reatha móide an difríocht idir an toradh iarbhír ar an scéim le sochar sainithe agus costas úis dhlíteanas na scéime.

### (b) An Scéim Pinsean Seirbhíse Poiblí Aonair

Ina theannta sin, soláthraíonn an Coimisiún an Scéim Pinsean Seirbhíse Poiblí Aonair (“An Scéim Aonair”), ar scéim le sochar sainithe í do sheirbhísigh phoiblí inphinsin a ceapadh ar nó i ndiaidh an 1 Eanáir 2013. Íoctar ranníocaíochtaí bhaill na Scéime Aonair leis an Roinn Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe (RCPSPFNA). Anuas air sin, tá an Coimisiún faoi dhlíteanas ranníocaíocht fostóra a íoc le RCPSPFNA de réir Imlitir 28/2016 RCPSPFNA.

A mhéad a mbíonn dlíteanas ábhartha i gceist, tá an dlíteanas i ndáil le baill na Scéime Aonair á mheaitseáil ag sócmhainn mhaoinithe iarchurtha ar bhonn fhorálacha Alt 44 d’Acht um Pinsin na Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile), 2012.

Cuimsítear sa táille phinsin sa Ráiteas Ioncaim agus Caiteachais an ranníocaíocht fostóra. Tá an costas seirbhíse reatha móide ús ar an dlíteanas SPSPA fritháirithe ag méid coibhéiseach de mhaoiniú iarchurtha. Ríomhtar an dlíteanas SPSPA ar an mbonn céanna leis an bpríomhscéim atá leagtha amach thuas.

Aithnítear gnóthachain agus cailteanas achtúireacha ó athruithe sna toimhdí achtúireacha agus as barrachais agus easnaimh ó thaithí sa Ráiteas Ioncaim Chuimsithigh don bhliain ina dtarlaíonn siad.

Léirítear sna ráitis airgeadais, ag luach cóir, na sócmhainní agus na dlíteanas atá ag eascairt as oibleagáidí pinsin le sochar sainithe an Choimisiúin agus aon mhaoiniú gaolmhar, agus aithnítear an costas a bhaineann le sochair phinsin a sholáthar sa tréimhse chuntasafóchta ina dtuilleann fostaithe iad. Tomhaistear dlíteanas scéime sochair scoir ar bhonn achtúireach trí úsáid a bhaint as modh na n-aonad réamh-mheasta creidmheasa.

## 1.9 Cánachas

Níl an Coimisiún faoi dhliteanas Cáin Chorporáide a íoc. Níl ioncam cruinnithe ag an gCoimisiún faoi réir CBL. Déantar foráil do chánachas ar ús ar thaiscí faighte.

### 1.10 Leithdháileadh Costas

Ceanglaítear ar an gCoimisiún faoi Alt 32 d'Acht um Rialáil Cumarsáide, 2002, idirdhealú a dhéanamh idir a fheidhmeanna i ndáil le cumarsáid leictreonach, a fheidhmeanna i ndáil le nithe poist agus a fheidhmeanna i ndáil leis na seirbhísí ardráta. Sainaithnítear ioncam agus costais a bhaineann go díreach le gach feidhm ar leithligh sna cuntais. Leithdháiltear forchostais chomhroinnte ar gach feidhm i gcomhréir le líon na mball foirne a bhfuil baint acu le gach feidhm.

### 1.11 Breithiúnais agus Meastacháin Chuntasaíochta Chriticiúla

Ceanglaíonn ullmhú na ráiteas airgeadais ar an bhfoireann bainistíochta breithiúnais, meastacháin agus toimhdí a dhéanamh a bhfuil tionchar acu ar na méideanna tuairiscithe le haghaidh sócmhainní agus dliteanas ar dháta an Ráitis ar an Staid Airgeadais agus ar na méideanna a tuairiscíodh maidir le hioncam agus le costais i rith na bliana. Ciallaíonn nádúr an mheastacháin, áfach, go bhféadfadh torthaí iarbhir a bheith éagsúil leis na meastacháin sin agus go bhféadfaidís a bheith ábhartha. Bhí an éifeacht is suntasaí ag na breithniúcháin seo a leanas ar na méideanna aitheanta sna ráitis airgeadais.

#### a) Dímheas agus Luachanna Iarmharacha

Tá athbhreithniú déanta ag an gCoimisiún ar an saolré sócmhainne agus ar luachanna iarmharacha gaolmhara gach aicme sócmhainne neamhreacha, agus go háirithe, saolré eacnamaíoch fhónta agus luachanna iarmharacha daingneán agus feistis, agus forbairt bogearraí, agus chinn sé go bhfuil na saolréanna sócmhainne agus na luachanna iarmharacha oiriúnach.

#### b) Oibleagáid Sochair Scoir

Déantar na toimhdí atá mar bhonn leis na luachálacha achtúireacha le haghaidh na méideanna aitheanta sna ráitis airgeadais a chinneadh (lena n-áirítear rátaí lascaine, rátaí méadaithe ar na leibhéil chúitimh amach anseo agus rátaí mortlaíochta) a nuashonrú go bliantúil bunaithe ar choinníollacha eacnamaíocha reatha, agus le haghaidh aon athrú ábhartha ar théarmaí agus ar choinníollacha an tsochair scoir agus na bpleananna iarscoir.

D'fhéadfadh tionchar a bheith ag an méid seo a leanas ar thiomhdí:

- (i) an ráta lascaine, athruithe ar an ráta toraidh ar bhannaí corparáideacha ardchaighdeán
- (ii) leibhéil chúitimh amach anseo, coinníollacha an mhargaidh saothair amach anseo.

## 2. Ioncam Neamhthobhaigh

	Bliain go 30 Meitheamh 2024	Bliain go 30 Meitheamh 2023
	Iomlán €'000	Iomlán €'000
<b>Táille Cheadúnaithe na Cumarsáide Leictreonaí</b>		
Táillí Cheadúnaithe Raidió 3G	1,905	5,074
Táillí Cheadúnaithe Úsáide Liobrálaithe 4G	26,233	24,580
Táillí Cheadúnaithe Raidió Eile	29,334	22,727
	<b>57,472</b>	<b>52,381</b>
<b>Ioncam Speictrim na Cumarsáide Leictreonaí</b>		
Ioncam Speictrim	-	163,054

Ar an 19 Eanáir 2023, i ndiaidh na n-iarratas comhlánaithe a chur isteach, eisíodh Ceadúnais Úsáide Liobrálaithe MBSA2 arb é an 20 Eanáir 2023 an dáta tosaithe a bhí luaite leo. Ghin na ceadúnais sin Ioncam Speictrim luach €163.1m in 2023.

	Bliain go 30 Meitheamh 2024	Bliain go 30 Meitheamh 2023
	Iomlán €'000	Iomlán €'000
<b>Ioncam Eile</b>		
Ús Bainc	850	1,100
Ioncam Ilghnéitheach	2,869	54
	<b>3,719</b>	<b>1,154</b>

In 2024, cuimsíodh in Ioncam Ilearraí €2.3m faighte ó Eircom Teoranta i ndiaidh na gcomhaontuithe socraíochta ar thángthas orthu i ndiaidh na n-iniúchtaí a rinne ComReg ar nithe comhlíonta áirithe.

Cuimsítear in Ioncam Ilghnéitheach méideanna éagsúla atá iníoctha leis an gCoimisiún de bhua gníomhaíochtaí comhlíonta agus forfheidhmithe a cuireadh i gcrích i rith na tréimhse. Sa chás gur cuireadh a leithéid sin de ghníomhaíochtaí i gcrích trí shocraíocht dlí, d'fhéadfaidís a bheith faoi réir clásail rúndachta.

### 3. Costais Foirne

	Cumarsáid Leictreonach		Postas	SAR	Bliain go 30 Meitheamh 2024	Bliain go 30 Meitheamh 2023
	Tobhach €'000	Eile €'000	Tobhach €'000	Tobhach €'000	Iomlán €'000	Iomlán €'000
Sochair Fostaithe ghearrthéarmacha	9,845	5,412	676	235	16,168	14,842
Ranníocaíocht fostóra le Leas Sóisialach	947	521	65	23	1,556	1,428
	<b>10,792</b>	<b>5,933</b>	<b>741</b>	<b>258</b>	<b>17,724</b>	<b>16,270</b>
Tá sonraí le fáil thíos maidir le meánlíon na foirne fostaithe ag an gCoimisiún i rith na bliana, anailísithe de réir na catagóire:	87	53	6	3	149	149
<b>Sochair Fostaithe ghearrthéarmacha</b>						
Bunphá					15,050	13,709
Pá i gcoibhneas le feidhmíocht					1,099	1,115
Liúntas an Chathaoirligh					19	18
					<b>16,168</b>	<b>14,842</b>

Tá scéim luacha saothair i gcoibhneas le feidhmíocht bunaithe ag an gCoimisiún (a bhunaigh Oifig an Stiúrthóra Rialála Teileachumarsáide ar dtús). Tá an scéim bunaithe ar fheidhmíocht aonair agus ceadaíonn an Coimisiún gach íocaíocht a dhéantar faoin scéim. As costas iomlán na Sochar Gearrthéarmach fostaí, bhain €1,099,000 (nó 7%) den fhiúir iomlán le híocaíochtaí le baill foirne de réir fhorálacha scéim luacha saothair a bhaineann le feidhmíocht agus le téarmaí a gconarthaí fostaíochta (2023: €1,115,000 (8%)).

#### Príomhphearsanra Bainistíochta

Áirítear ar an bPríomhphearsanra Bainistíochta in ComReg baill an Choimisiúin. Tá mionsonraí maidir le luach saothair bhaill an Choimisiúin (seachas luach na sochar scoir tuillte i rith na tréimhse) le fáil thíos. Is baill iad den Scéim Pinsean Seirbhíse Poiblí Aonair nó den shamhail na scéime pinsean seirbhíse poiblí agus ní théann a dteidlíochtaí sa chomhthéacs sin thar théarmaí shamhail na scéime pinsean seirbhíse poiblí.

	Luach Iomlán €'000
Robert Mourik – Cathaoirleach	206
Garrett Blaney – Coimisinéir	187
Helen Dixon - Coimisinéir	66

## 4. Comhairle Theicniúil

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
Comhairle Ghairmiúil/Theicniúil	12,022	11,006

## 5. Costais Dlí

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
Sonraítear costais dlí gan costais aisghafa ó thríú páirtithe a chur san áireamh.	3,839	4,840

## 6. Costais Riaracháin

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
Cothabháil Trealaimh agus TF	2,082	2,085
Síntiúis le haghaidh Bunachar Sonraí/Tuarascálacha Taighde	490	324
Taisteal agus Cothabháil	233	201
Comhdhálacha/Cruinnithe	151	205
Post agus Teileachumarsáid	103	120
Stáiseanáireacht	45	14
Foilseachán	22	23
Earcaíocht	162	103
Solas, Teas agus Glanadh	147	169
Árachas	68	70
Oiliúint agus Forbairt Ghairmiúil Foirne	469	382
Costais Riaracháin Eile	176	148
	<b>4,148</b>	<b>3,844</b>

## 7. Réadmhaoin, Innealra Agus Gléasra

	Teicniúil Trealamh	Ríomhaire Trealamh	Ríomhaire Bogearraí	Troscán & Oiriúnaithe	Mótar Feithiclí	Iomlán
	€'000	€'000	€'000	€'000	€'000	€'000
<b>Costas</b>						
Ar an 30 Meitheamh 2023	3,808	13,801	794	4,600	114	23,117
Breiseanna	317	653	854	60	-	1,884
Diúscairt	-	-	-	-	-	-
Athaicmiú	-	-	(745)	-	-	(745)
Ar an 30 Meitheamh 2024	4,125	14,454	903	4,660	114	24,256
<b>Dímheas Carntha</b>						
Ar an 30 Meitheamh 2023	2,897	12,803	185	2,817	71	18,773
Diúscairt	-	-	-	-	-	-
Táille don tréimhse	219	876	340	425	23	1,883
Athaicmiú	-	-	(257)	-	-	(257)
Ar an 30 Meitheamh 2024	3,116	13,679	268	3,242	94	20,399
<b>Glanluach de réir na Leabhar</b>						
30 Meitheamh 2024	1,009	775	635	1,418	20	3,857
30 Meitheamh 2023	911	998	609	1,783	43	4,344

In 2024, tá Trealamh agus Bogearraí Ríomhaireachta arna nochtadh faoi cheannteidil ar leithligh (thuasluaite).

## 8. Sócmhainní Doláimhsithe

	Bogearraí Forbairt €'000	Iomlán €'000
<b>Costas</b>		
Ar an 30 Meitheamh 2023	0	0
Breiseanna	0	0
Diúscairt	0	0
Athaicmiú	745	745
<b>Ar an 30 Meitheamh 2024</b>	<b>745</b>	<b>745</b>
<b>Dímheas Carntha</b>		
Ar an 30 Meitheamh 2023	0	0
Diúscairt	0	0
Táille don tréimhse	0	0
Athaicmiú	257	257
<b>Ar an 30 Meitheamh 2024</b>	<b>257</b>	<b>257</b>
<b>Glanluach de réir na Leabhar</b>		
30 Meitheamh 2024	488	488
30 Meitheamh 2023	0	0

Amhail ar an 30 Meitheamh 2024, tá €0.5m de na Costais Forbartha TF Bogearraí athaicmithe mar Shócmhainní Doláimhsithe (ó Mhaoin, Innealra & Trealamh - Bogearraí Ríomhaireachta).

## 9. Infháltais

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
<i>Dlite laistigh de bhliain amháin:</i>		
Tobhach Riaracháin na Cumarsáide Leictreonaí	1,258	129
Ioncam Ceadúnais Raidió	952	2,021
Ioncam Fabhraithe	617	366
Réamhíocaíochtaí & Costais inghnóthaithe	1,142	1,114
	<b>3,969</b>	<b>3,630</b>

## 10. Infheistíochtaí Gearrthéarmacha

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
Infheistíochtaí Gearrthéarmacha	103,386	79,536

Cuimsítear in Infheistíochtaí Gearrthéarmacha Nótaí Státchiste ceannaithe ó Ghníomhaireacht Bainistíochta an Chisteáin Náisiúnta Teoranta. Cuireann an Coimisiún sealúchais airgid bhreis in infheistíochtaí gearrthéarmacha. Is éard atá i gceist, den chuid is mó, leis na sealúchais airgid sin, barrachas ginte ag an gCoimisiún atá iníoctha leis an Státchiste (arna nochtadh i Nóta 13), airgead in iontaobhas i ndáil le gealltanais tugtha ag tríú páirtithe don Choimisiún, aisíocaíochtaí poitéinsiúla i ndáil le moill a bheith ar thús a chur le ceadúnais áirithe (arna nochtadh i Nóta 11 freisin) agus taiscí faighte i ndáil le Dámhachtain Speictrim Ilbhanda (arna nochtadh i Nóta 11 freisin).

## 11. Míreanna Iníoctha

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
<b>Míreanna Iníoctha</b>		
<i>Méideanna dlíte laistigh de bhliain amháin</i>	2,400	2,455
Creidiúnaithe Trádála	5,725	5,906
Creidiúnaithe Eile	140	412
Cáin bhreisluacha	1,457	1,103
Fabhruithe	36,919	37,304
Ioncam iarchurtha (féach ar an anailís thíos)	1,623	1,612
Párolla	62,165	39,334
Iníoctha leis an Lárchiste (féach Nóta 13)		
	<b>110,429</b>	<b>88,122</b>

Áirítear ar Chreidiúnaithe Eile aisíocaíochtaí poitéinsiúla de €5.4m (2023: €5.5m) i ndáil le moill a bheith ar thosú na gceadúnas Úsáide Liobrálaithe Banda 3.6GHz.

<b>Anailís ar Ioncam Iarchurtha</b>		
Ioncam Ceadúnais Raidió	36,779	37,164
Eile	140	140
	<b>36,919</b>	<b>37,304</b>

Sa chás go n-athnuaitear ceadúnais do thréimhse a shíneann níos faide ná deireadh na bliana airgeadais, iarchuirtear céatadán den ioncam sin chun caiteachas a chomhlíonadh sa bhliain dár gcionn.

## 12. Cúlchistí Caipitil

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
Iarmhéid Tosaigh	4,344	4,834
<i>Aistriú (chuig) / ón gCuntas Ioncaim agus Caiteachais:</i>		
Breiseanna le sócmhainní seasta	1,884	1,623
Amúchta de réir dímheas sócmhainní seasta	(1,883)	(2,113)
Méid curtha ar fáil mar thoradh ar dhiúscairt Sócmhainní Seasta	-	-
Glanmhéid (chuig) an Cuntas Ioncaim agus Caiteachais	1	(490)
<b>Iarmhéid Deiridh</b>	<b>4,345</b>	<b>4,344</b>

## 13. Leithghabháil Barrachais

Foráiltear in Alt 30 d'Acht um Rialáil Cumarsáide, 2002, gur féidir leis an Aire, le toiliú ón Aire Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe, an Coimisiún a threorú chun suimeanna a íoc leis an Stáitchiste. Déanann an tAire cinneadh maidir leis an méid atá le híoc i ndiaidh dul i gcomhairle leis an gCoimisiún. Tá an Coimisiún ag feitheamh ar threoir ón Roinn i ndáil leis an gcinneadh deiridh maidir leis an méid atá iníoctha don Lárchiste don bhliain dar críoch an 30 Meitheamh 2024. I mí Lúnasa 2024, dheimhnigh an Roinn go bhféadfadh ComReg €39.854m a choinneáil i ndáil lena bharrachas i gcomhair 2023 mar mhaoiniú eatramhach chun tacú lena fheidhmeanna nua.

Tá an méid atá dlite don Stáitchiste á chinneadh trí thagairt a dhéanamh don bharrachas a thairfead an Coimisiún sa tréimhse, coigeartaithe le haghaidh líon míreanna atá leagtha amach thíos.

	Ollmhéid Dlite	Pinsean Coigeartú (b)	Glanmhéid Dlite
	€'000	€'000	€'000
Iarmhéid dlite don Stáitchiste amhail ar an 30 Meitheamh 2023	40,174	(840)	39,334
Barrachas i gcomhair 2024 lena n-áirítear Aistriú ó Chúlchiste Caipitil	24,136		24,136
Íoctha in 2024	(0)		(0)
Coigeartú an chúlchiste pinsin (a)	(1,305)		(1,305)
Aisghlámadh na híocaíochta ciste pinsin (b)	(320)	320	-
<b>Iarmhéid ar an 30 Meitheamh 2024</b>	<b>62,685</b>	<b>(520)</b>	<b>62,165</b>

Tá na figiúirí comparáideacha a bhaineann leis an méid atá dlite don Stáitchiste amhail ar an 30 Meitheamh 2023 á thaispeáint thíos.

## 13. Leithghabháil Barrachais (ar lean)

	Ollmhéid Dlite	Pinsean Coigeartú (b)	Glanmhéid Dlite
	€'000	€'000	€'000
Iarmhéid dlite don Státchiste amhail ar an 30 Meitheamh 2022	25,766	(1,160)	24,606
Barrachas i gcomhair 2023 lena n-áirítear Aistriú ó Chúlchiste Caipitil	181,620		181,620
Íoctha in 2023	(165,446)		(165,446)
Coigeartú an chúlchiste pinsin (a)	(1,446)	320	(1,446)
Aisghlámhadh na híocaíochta ciste pinsin (b)	(320)		-
Iarmhéid ar an 30 Meitheamh 2023	40,174	(840)	39,334

(a) Is ionann coigeartú an chúlchiste pinsin agus an difríocht idir an méid pinsin gearrtha ar an gCuntas Ioncaim agus Caiteachais in 2024, suime de €2,890,000 (2023: €2,956,000), agus na ranníocaíochtaí fostóra sa tréimhse a bhí cothrom le €4,194,000 (2023: €4,402,000).

(b) Chuir an Coimisiún ranníocaíocht iomlán de €5m ar fáil dá chiste pinsin (€2.5m in 2008 agus €2.5m in 2009, sin €5m ar fad). Taispeántar an méid atá dlite don Státchiste gan an ranníocaíocht seo a chur san áireamh atá á haisghabháil ag ráta €320,000 sa bhliain, fad is atá íocaíochtaí chuig an Státchiste á ndéanamh. In 2024 rinneadh aisghlámhadh luach €320,000 (2023: €320,000).

## 14. Áitreabh Agus Cóiríocht

Bhog foireann an Choimisiúin chuig áitreabh nua-léasaithe ag 1 Lárcheantar na nDugaí, Sráid na nGildeanna, Baile Átha Cliath 1 ar an 6 Meitheamh 2017. Tá an t-áitreabh ligthe ar cíós ar chostas €1.6M (CBL san áireamh) sa bhliain.

Tá eolas le fáil thíos maidir le líon na n-íocaíochtaí léasa oibriúcháin íosta todhcháiocha (seachas CBL) faoi léasanna oibriúcháin neamh-inchealaithe i ndáil le háitribh atá áitithe ag an gCoimisiún mar seo a leanas:

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
<b>Iníoctha:</b>		
Taobh istigh de bhliain amháin	2,189	1,978
Idir bliain amháin agus cúig bliana	3,390	4,958
Níos mó ná cúig bliana	-	-
	<b>5,579</b>	<b>6,936</b>

## 15. Ballraíocht in Eagraíochtaí Teileachumarsáide Idirnáisiúnta

Tá íocaíochtaí áirithe le hEagraíochtaí Teileachumarsáide Idirnáisiúnta á n-íoc ag an Roinn Comhshaoil, Aeráide agus Cumarsáide (RCAC) as fáltais Thobhach Riaracháin na Cumarsáide Leictreonaí. Áirítear ar an táille don Chuntas Ioncaim agus Caiteachais €811,000 (2023: €760,000) don chuspóir sin. Seoltar táillí dá leithéid trí shonrasc chuig RCAC agus cuireann ComReg aisíocaíocht ar fáil do RCAC ina dhiaidh sin.

## 16. Coimisinéirí, Baill Foirne Agus Comhairleoirí/ Sainchomhairleoirí – Nochtadh Leasanna

Chomhlíon na Coimisinéirí agus an fhoireann ceanglais Alt 25 (Nochtadh Leasanna) d’Acht um Rialáil Cumarsáide, 2002. Ní dhearnadh aon idirbheart sa bhliain a bhain le gníomhaíochtaí an Choimisiúin ina raibh leas ag na Coimisinéirí nó ag aon chomhairleoir nó sainchomhairleoir.

## 17. Sochair Scoir

### a) Cur Síos ar an Scéim

Is údarás rialála náisiúnta é an Coimisiún a bunaíodh faoi Acht um Rialáil Cumarsáide, 2002. Forálann Alt 26 agus Alt 27 den Acht go ndéanfaidh an Coimisiún scéimeanna chun sochair aoisliúntais a dheonú do agus i ndáil le Coimisinéirí agus le baill foirne, faoi réir cead a fháil ón Aire.

Tá scéim mhaoinithe le sochar sainithe bunaithe d’fhostaithe an Choimisiúin. Sainítear na sochair trí thagairt a dhéanamh do rialacháin ‘samhail’ reatha scéim na hearnála poiblí. Socraítear rátaí ranníocaíochta fostóra ag féachaint do chomhairle achtúireach agus d’athbhreithniú tréimhsiúil ar an ráta maoinithe a theastaíonn don scéim. Soláthraíonn an scéim sochar scoir (an t-ochtódú cuid do gach bliain seirbhíse), aisce nó cnapshuim (trí ochtódú do gach bliain seirbhíse) agus sochair scoir céilí agus leanaí. Is í an ghnáthaois scoir 65ú breithlá an bhaill. De ghnáth méadaíonn sochair scoir atá á n-íoc (agus iarchurtha) de réir bhoilsciú tuarastail ghinearálta na hearnála poiblí.

Chomh maith leis sin, soláthraíonn an Coimisiún an Scéim Pinsean Seirbhíse Poiblí Aonair (“An Scéim Aonair”) do na baill foirne sin a ghlac páirt sa Scéim Aonair ar nó i ndiaidh an 1 Eanáir 2013. Íoctar ranníocaíochtaí bhaill na Scéime Aonair leis an Roinn Caiteachais Phoiblí, Sheachadadh PFN agus Athchóirithe (RCPSPFNA). Ina theannta sin, tá an Coimisiún faoi dhliteanas ranníocaíocht fostóra a íoc le RCPSPFNA de réir Imlitir 28/2020 RCPSPFNA. Tá cuntas déanta ag an gCoimisiún ar a chostais agus ar a dhliteanais faoin scéim pinsean seirbhíse poiblí aonair (ón 1 Iúil 2017) ar bhonn fabhráithe.

Chun críche tuairiscithe de réir Chaighdeán Tuairiscithe Airgeadais 102 – (FRS 102), cuireadh nuashonrú ar an athbhreithniú achtúireach (i ndáil leis an scéim le sochar sainithe mhaoinithe) i gcrích ar an 30 Meitheamh 2024.

## 17. Sochair Scoir (ar lean)

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
<b>b) Costais Sochair Scoir Comhdhéanta de:</b>		
<b>Scéim le Sochar Sainithe</b>		
Costas seirbhíse reatha	2,546	2,516
Costas úis	2,707	2,282
Toradh ionchais ar Shócmhainní Scéime	(2,973)	(2,390)
Lúide: Ranníocaíochtaí Fostaithe	(470)	(445)
	<b>1,810</b>	<b>1,963</b>
<b>Scéim Pinsean Seirbhíse Poiblí Aonair (SPSPA)</b>		
Ranníocaíocht Fostóra	1,080	<b>993</b>
Costas Seirbhíse Reatha*	976	<b>1,062</b>
Costas Úis	229	<b>163</b>
Coigeartú ar mhaoiniú iarchurtha Pinsin Stáitchiste	(1,205)	<b>(1,225)</b>
	<u>1,080</u>	<u><b>993</b></u>
<b>Costais Sochair Scoir Iomlána</b>	<b>2,890</b>	<b>2,956</b>
*Tá ranníocaíochtaí fostaí de €360,000 (2023: €331,000) aisíochta le RCPSPFNA, curtha san áireamh i ríomh an chostais seirbhíse reatha.		
<b>c) Glandliteanas Sochair Scoir (Scéim le Sochar Sainithe)</b>		
<b>(i) Comhdhéanta de:</b>		
Luach cóir Sócmhainní Scéime	77,817	71,012
Luach Láithreach Oibleagáidí sochair scoir	(72,772)	(66,257)
<b>Glansócmhainn</b>	<b>5,045</b>	<b>4,755</b>

Nóta: Cuimsítear i nDliteanas an Chláir Chomhardaithe i ndáil le Sochair Scoir na Scéime Aonair in 2024 Sócmhainn Mhaoinithe Iarchurtha de €7.322m (2023: €5.583m) chun Dliteanas na Scéime Aonair de €7.322m (2023: €5.583m) a mheaitseáil rud is cúis le Glandliteanas nialasach.

## 17. Sochair Scoir (ar lean)

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
<b>(ii) Luach Láithreach Oibleagáidí Sochair Scoir ag tús na bliana (Scéim le Sochar Sainithe)</b>	66,257	63,786
Costas Seirbhíse Reatha	2,546	2,516
Costas Úis	2,707	2,282
Achtúireach (Gnóthachan)	1,828	(1,445)
Sochair Íoctha	(478)	(779)
Préimheanna Íoctha	(88)	(103)
<b>Luach Láithreach Oibleagáidí Sochair Scoir ag deireadh na bliana (Scéim le Sochar Sainithe)</b>	<b>72,772</b>	<b>66,257</b>
<b>(iii) Athrú ar Shócmhainní Scéime (Scéim le Sochar Sainithe) Luach Cóir Sócmhainní Scéime ag tús na bliana</b>	71,012	64,905
Toradh ionchais ar Shócmhainní Scéime	2,973	2,390
Gnóthachan / (Cailteanas) Achtúireach	813	745
Ranníocaíochtaí Fostóra	3,115	3,409
Ranníocaíochtaí Ball	470	445
Sochair Íoctha	(478)	(779)
Préimheanna Íoctha	(88)	(103)
<b>Luach Cóir Sócmhainní Scéime ag deireadh na bliana</b>	<b>77,817</b>	<b>71,012</b>
Tá an cleachtas reatha a bhaineann le sochair scoir a mhéadú de réir cuirtear boilsciú tuarastail na hearnála poiblí san áireamh sa tomhas oibleagáid sochair scoir shainithe.		
<b>(iv) Dlíteanas Sochar Scoir (SPSPA) Luach Láithreach amháil ar an 1 Iúil 2023</b>	5,583	4,537
Costas Seirbhíse Reatha	1,107	1,230
Costas Úis	229	163
Achtúireach (Gnóthachan)	403	(347)
Sochair Íoctha	-	-
<b>Luach Láithreach amháil ar an 30 Meitheamh 2024</b>	<b>7,322</b>	<b>5,583</b>

## 17. Sochair Scoir (ar lean)

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
<b>d) Comhdhéanamh Sócmhainní Scéime (Scéim le Sochar Sainithe)</b> Bhí an méid seo a leanas san áireamh i sócmhainní na scéime ag deireadh na bliana:		
Cothromas	24,757	29,259
Bannaí	46,490	33,859
Maoin	626	645
Airgead agus Sócmhainní leachtacha eile	5,944	7,249
	<b>77,817</b>	<b>71,012</b>
Páirteach i sócmhainní na scéime ag deireadh na bliana agus arna léiriú i dtéarmaí %		
	<b>%</b>	<b>%</b>
Cothromas	31.8%	41.2%
Bannaí	59.7%	47.7%
Maoin	0.8%	0.9%
Airgead agus Sócmhainní eile*	7.7%	10.2%
	<b>100.0%</b>	<b>100.0%</b>
*tá straitéisí malartacha agus cistí toraidh feabhsaithe san áireamh ann		
<b>Meántoimhdí ualaithe úsáidte chun cinneadh a dhéanamh maidir le hoibleagáidí sochair (Scéim le Sochar Sainithe)</b>		
Ráta Lascaine	4.00%	4.10%
Ráta an mhéadaithe cúitimh	4.10%	4.20%
<b>Meántoimhdí ualaithe úsáidte chun cinneadh a dhéanamh maidir le costas pinsin (Scéim le Sochar Sainithe)</b>		
Ráta Lascaine	4.10%	3.60%
Toradh fadtéarmach ionchais ar shócmhainní scéime	4.00%	4.10%

## 17. Sochair Scoir (ar lean)

	30 Meitheamh 2024	30 Meitheamh 2023
	€'000	€'000
<b>e) Príomhthoimhdí Achtúireacha, Airgeadais &amp; Déimeagrafacha (Scéim le Sochar Sainithe)</b> <i>Seo a leanas na toimhdí airgeadais a úsáideadh:</i>		
Ráta lascaine	4.00%	4.10%
Méaduithe tuarastail	4.10%	4.20%
Méaduithe pinsin	3.60%	3.70%
Méaduithe boilscithe	2.60%	2.70%

Seo a leanas na toimhdí Déimeagrafacha a úsáideadh:

	2024	2023
<b>Mortlaíocht Réamhscoir &amp; Iarscoir</b>	S3PNA le CMI 2019 (1.5%) feabhsuithe do gach ball (fritháireamh aoise -1 bhliain)	S3PNA le CMI 2019 (1.5%) feabhsuithe do gach ball (fritháireamh aoise -1 bhliain)
<b>Scor</b>	Glactar leis go dtéann gach ball a ghlac páirt sa scéim roimh an 1 Aibreán 2004 ar scor nuair a bhíonn siad 60 bliain d'aois agus go dtéann gach ball eile ar scor nuair a bhíonn siad 65 bliain d'aois	Glactar leis go dtéann gach ball a ghlac páirt sa scéim roimh an 1 Aibreán 2004 ar scor nuair a bhíonn siad 60 bliain d'aois agus go dtéann gach ball eile ar scor nuair a bhíonn siad 65 bliain d'aois
<b>Scor mar gheall ar Dhrochshláinte</b>	Níl aon liúntas	Níl aon liúntas
<b>Luathscor</b>	Níl aon liúntas	Níl aon liúntas
<b>Aistarraingtí</b>	Níl aon liúntas	Níl aon liúntas
<b>Céatadán pósta</b>	Glactar leis go bhfuil 90% de na baill pósta.	Glactar leis go bhfuil 90% de na baill pósta.
<b>Difríocht Aoise idir céilí</b>	Glactar leis go bhfuil fear 3 bliana níos sine ná a chéile	Glactar leis go bhfuil fear 3 bliana níos sine ná a chéile

\* Tá na toimhdí mortlaíochta roghnaithe bunaithe ar ghnáth-tháblaí ina léirítear gnáthmhortlaíocht phinsinéara agus ceadaíonn siad d'ionchas saoil a mhéadú le himeacht ama.

Déantar na toimhdí atá mar bhonn leis na luachálacha achtúireacha le haghaidh na méideanna aitheanta sna ráitis airgeadais a chinneadh (lena n-áirítear rátaí lascaine, rátaí méadaithe ar na leibhéil chúitimh amach anseo agus rátaí mortlaíochta) a nuashonrú go bliantúil bunaithe ar choinníollacha eacnamaíocha reatha, agus le haghaidh aon athrú ábhartha ar théarmaí agus ar choinníollacha an tsochair scoir agus na bpleananna iarscoir.

D'fhéadfadh tionchar a bheith ag an méid seo a leanas ar thoirimh:

(a) an ráta lascaire, athruithe ar an ráta toraidh ar bhannaí corparáideacha ardchaighdeán

(b) leibhéal chúitimh amach anseo, coinníollacha an mhargaidh saothair amach anseo.

## 17. Sochair Scoir (ar lean)

	30 Meitheamh 2024 €'000	30 Meitheamh 2023 €'000	30 Meitheamh 2022 €'000	30 Meitheamh 2021 €'000	30 Meitheamh 2020 €'000
<b>f) Stair na n-oibleagáidí sochair shainithe, sócmhainní agus gnóthachain agus caillteanais ó thaithí</b>					
Oibleagáidí sochair shainithe	72,772	66,257	63,786	78,060	67,235
Luach cóir Sócmhainní Scéime	(77,817)	(71,012)	(64,905)	(69,724)	(58,194)
(Barrachas) / Easnamh don Scéim mhaoinithe	(5,045)	(4,755)	(1,119)	8,336	9,041
Coigeartú ó Thaithí ar Shócmhainní Scéime céatadán na sócmhainní scéime	813 1.0%	745 1.0%	(7,824) 12.1%	8,284 11.9%	(378) 0.6%
(Caillteanais) / gnóthachain ó thaithí ar Dhliteanais Scéim ComReg					
- Méid	(1,828)	(2,131)	(2,688)	(14)	(17)
- céatadán na nDlíteanas Scéime	2.5%	3.2%	4.2%	0%	0%
Gnóthachain / (caillteanais) ó thaithí ar an Scéim Pinsean Seirbhíse Poiblí Aonair					
- Méid	(403)	(2)	311	(72)	299
- céatadán na nDlíteanas Scéime	0.5%	0%	6.9%	1.4%	9.0%

### g) Seirbhís Inphinsin Roimh Ré

Baineann dliteanais na scéime pinsin le sochair scoir a eascraíonn as seirbhís leis an gCoimisiún agus seirbhís le comhlachtaí poiblí eile sula raibh baint acu leis an gCoimisiún sa chás go bhfuil an Coimisiún ar an eolas faoina leithéid sin de sheirbhís. Tá an Coimisiún i dteideal iarracht a dhéanamh costas mhaoiniú na seirbhíse roimhe sin a aisghabháil ó chomhlachtaí poiblí eile faoi théarmaí a bhallaíochta sa Líonra Aistrithe don Earnáil Phoiblí.

Le haghaidh seirbhís a d'aistrigh baill roimh an 30 Meitheamh 2024, bhí luach iomlán a leithéid sin d'íocaíochtaí a fuarthas sa bhliain go dtí an 30 Meitheamh 2024 cothrom le Náid (2023: Náid).

Taispeántar íocaíochtaí i ndáil le haistrithe i seirbhís (nuair a fhaightear iad) mar mhór ar leithligh sa Ráiteas Ioncaim Chuimsithigh.

### h) Maoiniú sochar scoir

Rinneadh luacháil achtúireach thríbhliantúil ar an scéim amhail ar an 1 Eanáir 2022 agus comhaontaíodh ar an ráta ranníocaíochta molta ina dhiaidh sin. Tá an chéad luacháil achtúireach thríbhliantúil eile le déanamh amhail ar an 1 Eanáir 2025.

## 17. Sochair Scoir (ar lean)

### i) Sócmhainn Mhaoinithe Iarchurtha do Phinsin (An Scéim Pinsin Seirbhíse Poiblí Aonair)

Chun Acht um Pinsin na Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile), 2012, a chomhlíonadh, ríomh an Coimisiún, mar “an tÚdarás Iomchuí”, an sochar scoir a bheidh infheidhme don Scéim Pinsean Seirbhíse Poiblí aonair ag an 30 Meitheamh 2023.

Baineann an tsócmhainn mhaoinithe iarchurtha do phinsin le sócmhainn a chruthú atá cothrom le dliteanas sochair sainithe na scéime seo. Tá an dliteanas i ndáil le baill na Scéime Aonair á mheaitseáil ag sócmhainn mhaoinithe iarchurtha ar bhonn fhorálacha Alt 44 d’Acht um Pinsin na Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile), 2012.

## 18. Dliteanas Theagmhasacha

Tá foráil iomlán déanta do chostais dlí tabhaithe go dáta sna ráitis airgeadais seo. Tá baint ag an gCoimisiún le roinnt cásanna dlí, áfach, agus tá éiginnteacht ag baint le toradh na gcásanna sin. Níor foráladh do chostais phoitéinsiúla amach anseo i ndáil leis na cásanna seo mar gheall ar éiginnteacht a bhaineann leis an toradh agus na costais a d’fhéadfaí a thabhu.

## 19. Idirbhearta Páirtí Gaolmhar

Sa ghnáthchúrsa gnó, ghlac an Coimisiún páirt in idirbhearta eile le ranna rialtais agus le comhlachtaí stáit eile. Tá eolas maidir le Luach Saothair na Príomhfhoirne Bainistíochta le fáil i Nóta 3.

## 20. Ranníocaíocht Aoisliúntais Bhreise

Asbhaineadh €652,929 (2023: €604,742) de thuarastail i ndáil leis an Ranníocaíocht Aoisliúntais Bhreise agus íocadh é leis an Roinn Comhshaoil, Aeráide agus Cumarsáide sa bhliain dar críoch an 30 Meitheamh 2024.

## 21. Teagmhais Iarchláir Chomhardaithe

Níor tharla aon teagmhas idir dáta tuairiscithe agus dáta faofa na ráiteas airgeadais seo atá le heisiúint a cheanglaíonn na ráitis airgeadais a choigeartú.

## 22. Gnóthas Leantach

Measann an Coimisiún, de bhrí go bhfuil fáltais tobhaigh agus táillí dá bhforáiltear dóibh in Ionstraimí Reachtúla á mbailiú de réir réamh-mheastachán, gur cuí na ráitis airgeadais seo a ullmhú ar bhonn an ghnóthais leantaigh.

## 23. Comparáidí

Tá faisnéis chomparáideach áirithe athaicmithe ar mhaithe le comhsheasmhacht le nochtáí na bliana reatha.

## 24. Faomhadh na Ráiteas Airgeadais

Cheadaigh Garrett Blaney, Cathaoirleach, na ráitis airgeadais seo don Choimisiún ar an 5 Feabhra 2025.



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

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1 Lárcheantar na nDugaí,  
Sráid na nGildeanna,  
Baile Átha Cliath 1.