



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Annual Report 2024–2025

ComReg.ie

Annual Report 2024–2025

Presented to the Minister for Culture
Communications and Sport in accordance with
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01

About ComReg



Chapter 01

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



Garrett Blaney
Chairperson and Commissioner



Robert Mourik
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 two Commissioners: **Garrett Blaney** (Chairperson) and **Robert Mourik** (Commissioner).

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 and Director of Legal Services



Dr Lorraine Horgan
Director of Corporate Services Division



Donal Leavy
Director of Wholesale Division



Barbara Delaney
Director of Retail and Consumer Services Division



George Merrigan
Director of Market Framework Division

Functions

ComReg was established in 2002 and is responsible for regulating communications services in Ireland, including, postal services, premium rate services, electronic communications networks and services, emergency call answering, public warning communications, accessibility requirements for end users and radio spectrum. In 2024 we were assigned a new role in respect of physical resilience. In June 2025, ComReg published its Strategy Statement 2025–2027 reflecting the Government’s intention to assign by means of legislation, specific roles to ComReg in respect of cybersecurity under the Second Network and Information Systems Directive (NIS2), cloud and data under the Data Act (EU Regulation) and the Artificial Intelligence Act (EU Regulation).

Through its functions and objectives ComReg facilitates a competitive communications sector in Ireland that works well for users; we empower and protect users, including end users with disabilities; we oversee operator obligations to build resilience and security into their networks and services; we manage Ireland’s radio spectrum and numbering resources; and prepare to implement our new regulatory responsibilities.

We are a multi-disciplinary body dealing in complex issues of law, economics, accounting, regulation, and technology. Our functions and objectives are set out in legislation. The primary legislation which established ComReg, in 2002, has been amended several times and is now known as the Communications Regulation Act 2002 to 2026. Our legislative framework has continued to evolve since the Communications Regulation Act of 2002.

In 2007 we were granted competition law powers in relation to electronic communications services, and our competition enforcement powers were further enhanced in 2023, in particular, by the introduction of an administrative financial sanctions regime.

In 2010, responsibility for the regulation of premium rate services was transferred to ComReg under the Communications Regulation (Premium Rate Services & Electronic Communications Infrastructure) Act 2010. Our function to regulate the postal sector – including, in particular: – to ensure the provision of an affordable universal postal service – has existed since 2002, though our responsibilities and powers in this area are mainly set out in the Communications Regulation (Postal Services) Act 2011.

The Consumer Rights Act 2022 updated existing consumer law and continued ComReg’s responsibility to enforce the provisions relating to electronic communications services, to uphold consumers’ contractual rights 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 harmonised EU-wide framework for the regulation of the telecommunications sector is currently legislated for by the 2018 European Electronic Communications Code Directive (the Code). The Code was transposed into Irish law by the European Union (European Electronic Communications Code) Regulations 2022 and the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023.

ComReg is now entering a period of significant change, with significant new responsibilities in relation to accessibility, cybersecurity, network resilience, Artificial Intelligence (AI), cloud and data. ComReg will engage with new stakeholders, in Ireland and across Europe. In some of these areas, the regulatory functions will be shared across several state agencies and regulatory authorities, including ComReg. In addition, in January 2026 the European Commission published a first draft of a new EU Regulation called the Digital Networks Act (DNA). The DNA is a major new piece of legislation as it is expected to repeal and replace the European Electronic Communications Code 2018. We expect that its overall purpose will include improving access to highspeed broadband and incentivising investment in digital infrastructure.



This Annual Report covers our key activities from 1 July 2024 to 30 June 2025.



02

Chair's Review



Chapter 02

Chair's Review

The period under review was one characterised by significant change and challenge for ComReg. The sectors regulated by ComReg are evolving due in part to technological innovation. ComReg will embrace new responsibilities and market realities. Our existing mandate for electronic communications and the postal sector will still be a core part of our work. However, we are being assigned new responsibilities in relation to the second Network and Information Security Directive (NIS2), the Critical Entities Resilience Directive and the Artificial Intelligence Act and the EU Data Act. As a result, ComReg will be active in the digital sector with new stakeholders, both in Ireland and across the EU. We will prioritise organisational development to ensure that we perform efficiently and deliver effective outcomes.

Storm Éowyn

During the year, the impact of Storm Éowyn highlighted how important connectivity is to our working and social lives. ComReg has been working with both the Government and industry to put in place measures to mitigate the impact of extreme weather when they occur again.

The resilience of our communications infrastructure is essential to both our society and economy. Our communications networks must be as secure and resilient as possible in the face of external threats, be that a severe storm or a cyberattack.

Fixed Line & Broadband

Broadband is a vital amenity for people and businesses as it plays an increasingly pivotal role in our lives. At the end of this reporting period, there were just over 2.1 million broadband subscriber lines, an increase of 2.6% on 2024. There was also investment of over €1 billion in networks during this period. Fibre to the Premises (FTTP) grew significantly by 25.4% and stood at 957,957 subscriptions at the end of Q2 2025.

Broadband speeds and data consumption continued to grow. At the end of this reporting period, 68.8% of all broadband lines had service at sold speeds equal to or greater than 500 Mbps, with 21.1% having speeds equal to or greater than 1 Gbps. In terms of data for the period, the average fixed broadband subscriber used 498 GB of data per month, up from 433 GB for the previous year.

Mobile

At the end of the reporting period, there were 10.6 million subscriptions to mobile communications services including mobile broadband and Machine to Machine (M2M) subscriptions in Ireland. In Q2 2025 total M2M subscriptions stood at 4.2 million representing a 10% annual growth. Average monthly voice call minutes per mobile subscriber in Ireland decreased to 152 minutes per month in June 2025. Average monthly traffic per mobile subscriber using voice and data services was 19.7 GB in June 2025.

Consumer

During the reporting year, there were approximately 14,000 issues about which consumers contacted us. 79% of the total issues raised were in relation to electronic communications, a further 1% relating to premium rate services.

Of all issues raised with ComReg during the period, 10% 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.

During the period, ComReg published its decision in relation to service provider Customer Charters. Service Providers must prepare, publish and keep their Customer Charters up to date. A Customer Charter is information for all consumers about the expected levels of quality of customer service from service providers.

During the year ComReg was designated as a compliance authority for the European Accessibility Act (EAA). Under this legislation, ECS providers must design their services in line with accessibility requirements, inform users about the accessibility of their products and services and compliance with EAA Regulations. They must also ensure their websites, mobile apps and support services used in the provision of the service comply with the accessibility requirements.

Nuisance Communications

During the year ComReg worked actively to mitigate the wave of scam calls and texts affecting consumers and, in the process, helped to restore greater trust in telecoms services. In 2024, ComReg mandated several voice interventions to combat scam calls, and an estimated 120 million scam calls have been blocked because of these interventions.

In June 2025, ComReg introduced an SMS Sender ID Registry to help protect the Application-to-Person (A2P) SMS channel from scams. From July 2025, unregistered SMS Sender IDs were modified to "Likely Scam".

Competition

In March 2025, ComReg published its annual monitoring report in relation to developments in retail & wholesale fixed broadband and related markets. ComReg has engaged with the Department of Culture, Communications and Sport in preparation for the Gigabit Infrastructure Act (GIA). One of the aims of the GIA is to facilitate the deployment of very high-capacity networks by both broadening the public and private infrastructure.

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).

During this reporting period, ComReg Commissioner, Robert Mourik served as ComReg's representative on BEREC's Board of Regulators including as a BEREC Vice Chair in 2024, and subsequently BEREC Chair during 2025. ComReg's experts actively participated in each of BEREC's twelve Working Groups (WGs), and ComReg continued to provide a Co-Chair for the Wireless Network Evolution (WNE) WG.

Conclusion

During the year, Helen Dixon stepped down from the Commission. In her message to colleagues Helen thanked ComReg staff for their expertise and commitment. On behalf of ComReg we are grateful to Helen for the experience, knowledge, and insight that she brought to ComReg during her tenure as a Commissioner.

ComReg continues to expand its workforce as we take on a variety of new challenges. Skilled people are ComReg's key asset. Through investment in learning and development, we endeavour to help our staff grow their capability and achieve their potential. We continue to sponsor education and strongly encourage staff to supplement their existing knowledge and qualifications for their own and ComReg's benefit.

I would also like to express my thanks to ComReg's expert and skilled staff who continue to rise to the challenges that our organisation faces. I remain confident that we have the flexibility to adapt to our new environment and that ComReg will continue to deliver effective outcomes in keeping with its mandate.



03

Communications Overview



Chapter 03

Communications
Overview

Fixed Line Market Share Broadband Market

Based on operator data submitted via the Quarterly Report questionnaire, Eircom Limited (trading as Eir) accounted for 38.5% of the total fixed line market in terms of overall (retail and wholesale) revenue by June 2025, up from 37.9% in June 2024. Other Operators accounted for the remaining share of the market.

By the end of June 2025, there were just over 2.1 million broadband subscriber lines. This was an increase of 2.6% on Q2 2024. Fibre to the Premises (FTTP) subscriptions increased to 957,957 in Q2 2025, an increase of 25.4% since Q2 2024. 88% of premises in Ireland had Gigabit (FTTP or Cable) broadband available at the end of Q2 2025. Ireland (93%) was just below the EU average (93%) for percentage of households who have internet access at home in 2024.¹

Line Type	Q2 2025	Quarterly Change Q1'25–Q2'25	Annual Change Q2'24–Q2'25
Cable Broadband	300,854	–3.01%	–9.86%
DSL Broadband	49,981	–7.59%	–30.93%
VDSL Broadband	317,947	–6.01%	–21.08%
FTTP Broadband	957,957	5.40%	25.44%
Satellite Broadband	19,877	21.31%	72.14%
FWA Broadband	69,993	–7.61%	–20.50%
Total Fixed Broadband	1,716,609	0.76%	2.65%
Mobile Broadband	393,253	–0.17%	2.60%
Total Broadband	2,109,862	0.59%	2.64%

Figure 1. Broadband Subscriptions by Subscription Type

¹ EU Digital Economy and Society

In Q2 2025, Eir had 27.7% of total retail fixed broadband subscriber lines, followed by Virgin Media who had 20.9% of lines. Vodafone had 20.8% (excluding mobile broadband), Sky Ireland 15.9%, Pure Telecom 2.5%, Imagine 2.2% and Digiweb 2.2%. All Other Operators combined accounted for the remaining 7.8% share of retail fixed broadband subscriber lines.

In Q2 2025 an average fixed broadband subscriber used 498 GB of data per month, up from 433 GB in Q2 2024. In terms of subscriber line download speeds, at the end of Q2 2025, 68.8% of all broadband lines had services at sold speeds equal to or greater than 500 Mbps, with 21.1% having speeds equal to or greater than 1 Gbps.

Fixed Voice Telephony

There were 1.03 million fixed voice subscriber lines in the Irish market as of June 2025, a decline of 8% since June 2024. At the end of June 2025, Eir accounted for 52.9% of the fixed voice telephony market followed by Virgin Media at 14%. Voice traffic originating on fixed networks decreased in Q2 2025 to 215 million minutes with the average residential subscriber having originated 34 minutes of fixed voice calls and the average business subscriber originated 207 minutes of fixed voice calls per month in Q2 2025.

Mobile Communications Services

At the end of June 2025 there were 10.6 million subscriptions to mobile communications services including mobile broadband and Machine to Machine (M2M) subscriptions in Ireland. In Q2 2025 total M2M subscriptions stood at 4.2 million representing a 10% 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 49.2%.

Average monthly voice call minutes per mobile subscriber in Ireland decreased to 152 minutes per month in June 2025. Average monthly traffic per mobile subscriber using voice and data services was 19.7 GB in June 2025.



04

Consumers



Chapter 04

Consumers

Strategic Approach

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 2024 to 30 June 2025, ComReg took several actions to deliver its associated consumer goals to benefit consumers throughout the stages of the consumer journey: Choosing, 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.



Consumers can choose and use communications services with confidence.

Public Engagement

ComReg seeks to empower consumers by ensuring the availability of independent information, advice, and online resources, while also offering an effective complaint handling process.

As well as conducting research, we engage with various stakeholders through channels such as our Consumer Care Team, the Communications and Engagement programme, the Consumer Advisory Panel, other consumer stakeholder organisations and by conducting consumer research to understand evolving consumer needs.



ComReg identifies and understands consumer harms.

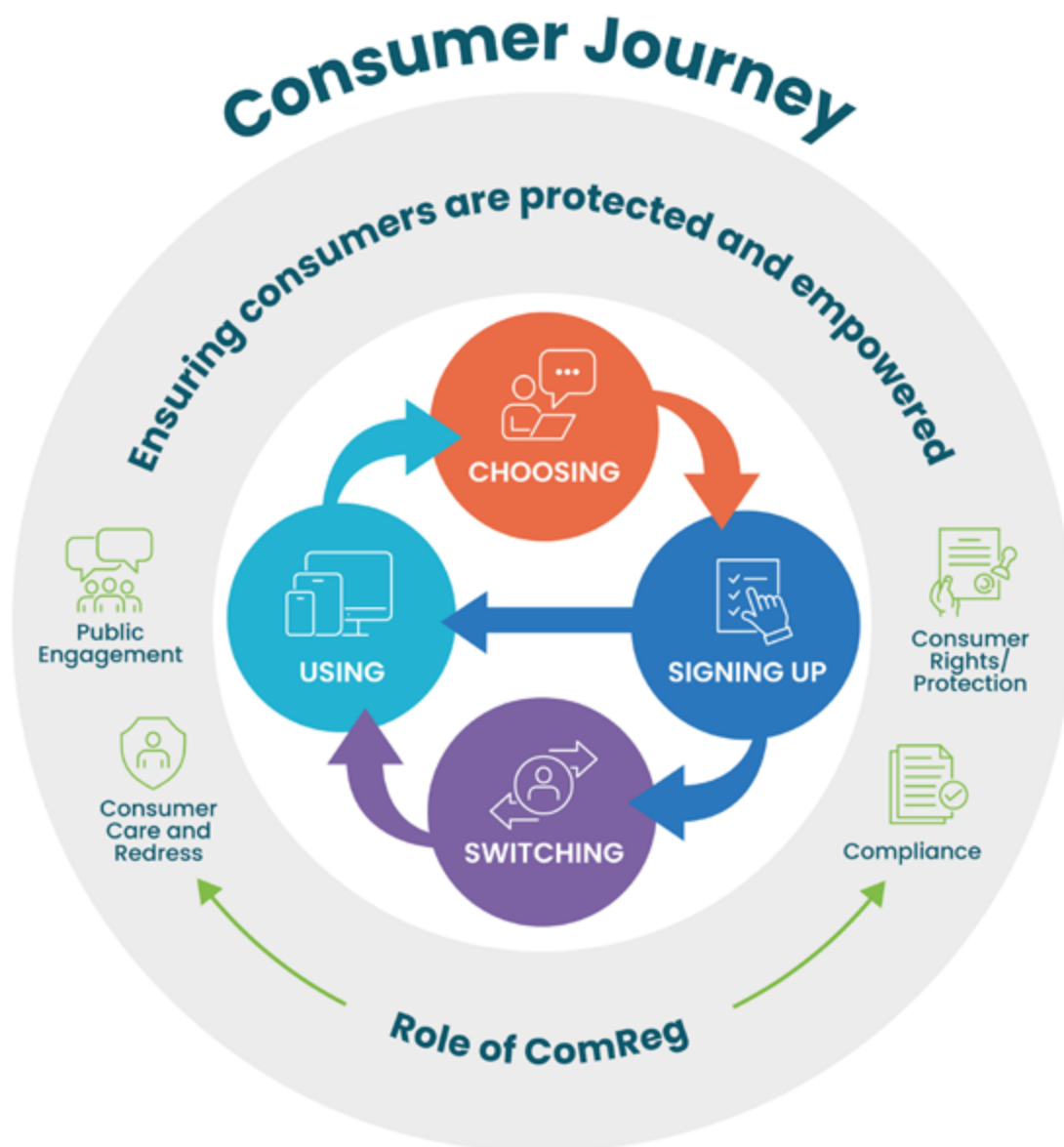


Figure 2. Role of ComReg and Consumer Journey

Information on Consumer Rights

Consumers, including vulnerable and disabled end-users, benefit from timely, relevant, clear, and accessible information enabling informed choices about electronic communications.

ComReg recognises this need, and ComReg has continued to update the consumer section and content of **comreg.ie** to provide further advice and information on various topics related to electronic communications services.

We regularly publish consumer news² on topics such as switching, scam calls, consumer issues, advice, compliance actions, our outreach activities, ComReg's consumer tools, and relevant consultations and reports.



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

Online resources and applications to help consumers

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

The Broadband Checker³ application allows users to check fixed broadband network availability using an Eircode or address. The information is updated quarterly based on data provided to ComReg by fixed broadband network operators. Network Operators currently listed in the Broadband Checker are Cablecomm, 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.

² [ComReg Consumer News](#)

³ [ComReg Broadband Checker](#)

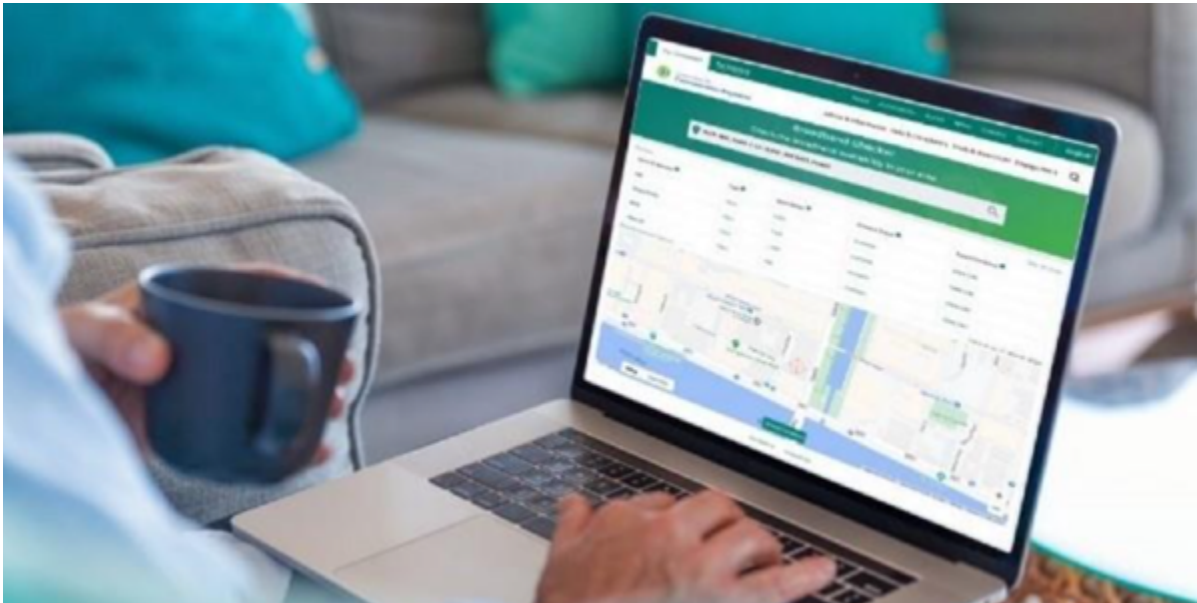


Figure 3. ComReg Broadband Checker

The Outdoor Mobile Coverage Map⁴ shows ComReg's calculation of operators' mobile phone coverage and signal levels at locations throughout the country. The map shows outdoor mobile coverage levels for users at their location, helping consumers in choosing operators based on predicted coverage in their area. We generate the map using data provided by the mobile network operators (MNOs) and it includes service providers whose services are hosted by the mobile network operators. The map data is updated three times per year.

The map is colour-coded, with dark brown indicating very good coverage through to beige representing 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 map has been enhanced with user improvements throughout the year.



Figure 4. Mobile Coverage Map

ComReg's Compare,⁵ was relaunched in December 2024 with a new look and added features. Compare enables consumers to find a mobile, broadband, home phone or bundled plan that best suits their needs. A user can filter their search by provider, contract duration, technology and sort by cost. Further updates were made in April 2025. Service Providers are providing pricing data to ComReg and updating the data as the price plan information is due to change. These changes are collated by ComReg before being uploaded on the application.

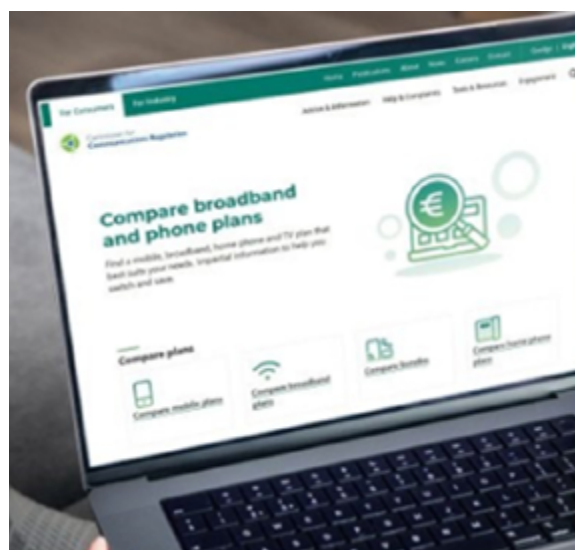


Figure 5. Compare Tool

⁵ [ComReg Compare Tool](#)

PRS Service Checker⁶ is an application on 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. The details of the customer service helpline number and email are displayed.

Consumer Engagement Programme

As part of ComReg's consumer communications and engagement strategy, we identified key priorities for the period. These key priorities included:

- public information campaign to improve awareness of broadband and mobile technology
- informing the public about their rights relating to electronic communications services and increasing awareness of ComReg
- communications to support the phases of the Sender ID Registry and to inform the public to stay scam safe
- community engagement at outreach events
- engaging with stakeholders on consumer topics

Awareness of broadband and mobile technology

ComReg conducted public information campaigns aiming to improve awareness of [broadband](#) and [mobile](#) technology, the benefits, the existence of consumer tools to help, and promote ComReg as the source for independent advice and information. This campaign ran in November 2024, April 2025 and June 2025.



Figure 6. Mobile and broadband technology sample campaign elements

6 [ComReg PRS Service Checker](#)

Information about rights and ComReg services

ComReg also ran a public information campaign to inform the public about their rights when it comes to electronic communications services, to increase wider awareness of ComReg and the support we can provide with information, and about web tools and consumer care and redress. This campaign ran in November 2024 and March 2025.

Information about staying scam safe

ComReg has been working with telecommunications operators to implement several technical interventions to combat scam calls and SMS text messages designed to make it harder for scammers to contact members of the public.

ComReg launched the SMS Sender ID Registry in the second quarter of 2025. Communications campaigns were launched in February, May and July 2025 to keep consumers and other stakeholders informed and to support the phases of the Sender ID Registry.

Outreach activities

During the year ComReg engaged in person with communities at five outreach events, in Cork, Limerick, Galway and Dublin. [Information leaflets](#) were also distributed in doctors' surgeries and credit unions nationwide, alongside videos on the digital screens, to inform the public.



Figure 7. ComReg awareness campaign sample creative



Figure 8. Sample sender ID campaign elements

Stakeholder Engagement

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, and ComReg's Consumer Advisory Panel.



Figure 9. ComReg outreach stand

Consumer Care and Redress



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

Consumer Care

ComReg continues to provide a quality query and complaint handling service to consumers. During the period, ComReg's Consumer Care Team:

- received approximately 32,000 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).⁷
- answered 99.1% of all calls within 20 seconds,
- answered 100% of written contacts within 24 hours.

ComReg continues to publish quarterly statistics of issues raised by consumers who contacted our Consumer Care Team. During the period 1 July 2024 to 30 June 2025 there were:

- 14,000 (approx.) issues about which consumers contacted us.
- 79% (approx.) of the total issues raised were in relation to electronic communications,
- a further 1% (approx.) relating to premium rate services,
- the remainder of issues were mainly issues which fell outside of ComReg's remit or were unknown.⁸

Of all issues raised with ComReg during the period, 10% 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.

⁷ Via the Irish Remote Interpreting Service provided by slis.ie

⁸ Unknown refers to interactions where the issue is unknown (such as an inaudible phone call)

All Issues Recorded by Query versus Complaint

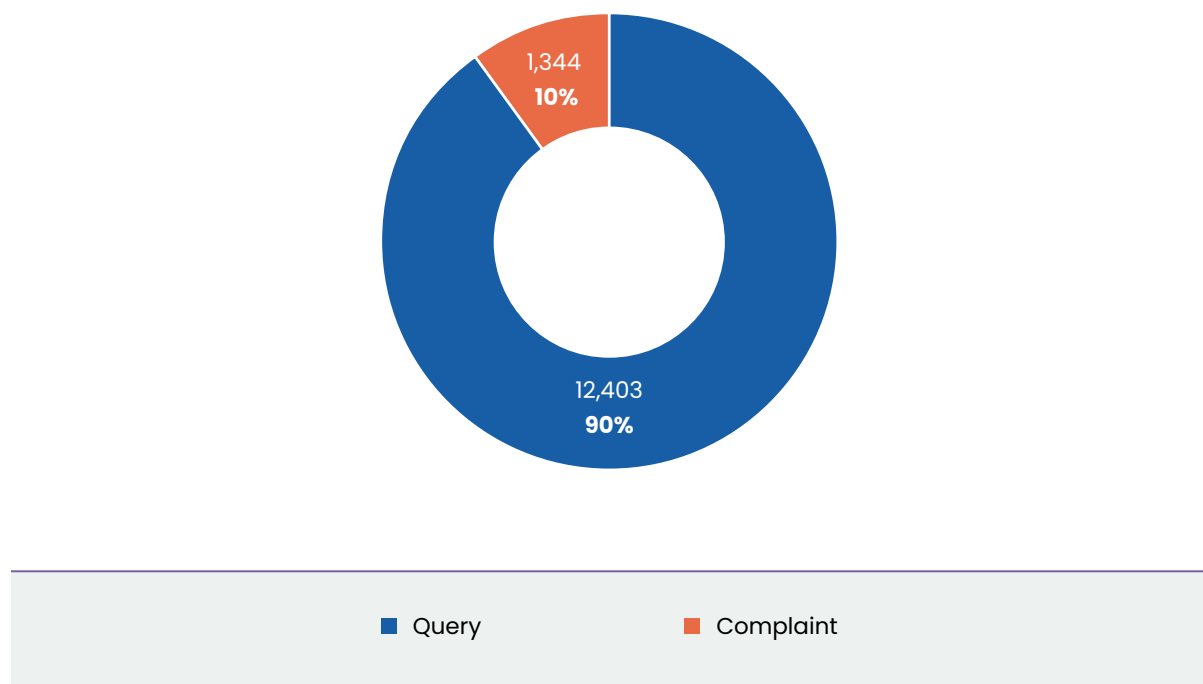


Figure 10. All Issues Recorded by Query versus Complaint

The majority of ECS issues raised in ComReg's remit were in relation to service issues, billing, contractual matters, switching/number portability and installation.

The majority of PRS issues raised relate to situations where consumers deny that they have engaged with the PRS or where the consumer disputes the PRS charge in question.

ECS Issues Recorded by Category Type

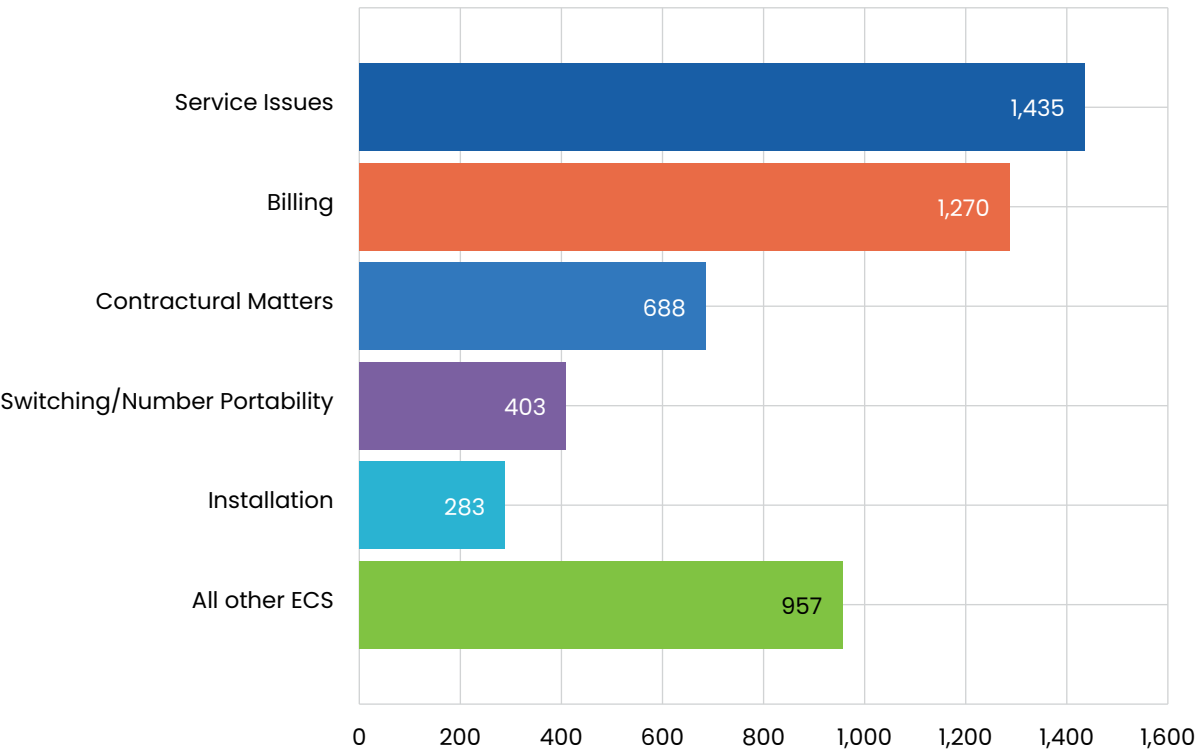


Figure 11. ECS Issues Recorded by Category Type

ComReg also offers a third-party authorisation process, which allows, subject to certain criteria and verifications, authorisation of a third party to act on behalf of an account holder when dealing with consumer care.

ComReg Consumer Care approved 235 third party authorisations for consumers during the period.

Complaint handling

A key aspect of redress is complaint handling. ComReg consulted on a review of the minimum requirements for complaints handling codes of practice providers of electronic communication services (ComReg 25/23).⁹

This review of the existing code of practice requirements (ComReg D04/17) was undertaken in light of legislative changes and practical experience in the handling of complaints.

⁹ Read the [Code of Practice for Complaint Handling Review of Minimum Requirements for ECS Providers’ ComReg 25/23](#)

The review aimed at enhancing protection for end-users regarding complaints with providers and provide greater clarity for both end-users and providers. It focused on a range of matters including the definition of a complaint, timelines, how complaints are made and information provision by providers to end-users related to complaints.

Complaint Reporting

While ComReg resolves disputes referred to it, there are also complaints made by end-users to providers that do not get referred to ComReg. The 2023 Act requires providers, since June 2023, to report to ComReg on all complaints that are made to them by end-users over 6-month periods. The reporting dates 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.

ComReg requires clear, comprehensible, reliable and comparable complaints data for the performance of its functions and to fulfil its statutory objectives.¹⁰ In 2023, ComReg provided Regulatory Guidance¹¹ aimed at helping providers in their complaint reporting obligations.

However, in light of the trends, practices, omissions and other issues observed from the complaint reports received, ComReg identified areas where these reports could be improved and proposed the specification of requirements related to complaint reporting.

On 28 February 2025 ComReg consulted on requirements on providers relating to the reporting of complaints data to ComReg,¹² with the aim of ensuring that the data provided to ComReg is clear, comprehensible, reliable and comparable.

¹⁰ Section 10(1)(da) of 2002 Act

¹¹ ComReg 23/99 and 23/99a

¹² ComReg 25/12 and ComReg 25/12a on proposed specifications

Dispute Resolution

Electronic Communications Disputes

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.

During the year in review for ECS disputes:

- 21 applications for formal dispute resolution in ECS matters were considered. Of these 21, 1 dispute was ongoing from the previous year in review and 20 new applications were received in the year in review.
- 7 disputes were resolved or concluded
- 11 disputes were ongoing at the end of the year in review, and
- 3 applications were declined.

ComReg publishes summaries of the disputes it has resolved on its website.¹³

Following public consultation, ComReg published its Response to Consultation, Decision and Procedures for Oral Hearings to be used in ECS end-user dispute resolution.¹⁴ These procedures, published as an annex to the End-User Dispute Resolution Procedures,¹⁵ apply to any oral hearing held only in circumstances where a Decision Maker considers one is necessary to resolve a conflict of fact that cannot otherwise be resolved to ensure the requirements of transparency, procedural fairness, accessibility and natural justice are met.¹⁶

¹³ [ComReg Dispute Resolution](#)

¹⁴ Read [Procedures for Oral Hearings For use in ECS ‘End-user Dispute Resolution’ ComReg 24/101 D24/24](#)

¹⁵ Publication: ComReg 24/22R1

¹⁶ These procedures, which relate to under Part 5 of the 2023 Act, are separate to, and different from, the rules for oral hearings required under Part 7 of the 2023 Act in respect of adjudication

Postal Disputes

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.

Following public consultation ComReg published its Postal Dispute Resolution Procedures.¹⁷ The procedures, which took effect from 18 March 2025, revised and enhanced the prior procedures and reflect the experience gained in the application of the prior procedures by ComReg since 2015 and developments in dispute resolution in general, with particular focus on sectoral dispute resolution.

During the year in review for Postal Disputes,

- 40 applications for dispute resolution were received. Additionally, 5 applications were carried over from the previous year.
- 21 disputes were resolved or concluded
- 8 disputes were ongoing at the end of the year, and
- 16 applications were declined.

ComReg publishes summaries of the disputes it resolves on its website.¹⁸

Consumer Protection Measures

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.



Consumer rights and protections, including for vulnerable and disabled consumers, are adequate.

¹⁷ Publications: ComReg 24/102, ComReg D25/24 and ComReg 24/102a

¹⁸ [ComReg Postal Dispute Resolution](#)

Customer Charter

On 27 June 2025, ComReg published its Response to Consultation and Decision on Implementing a Customer Charter (ComReg 25/38) for Service Providers. The Decision followed two consultations.^{19 20}

ComReg was of the view that the electronic communications market in Ireland continues to leave significant room for improvement in terms of consumer satisfaction with the quality of customer service received from service providers. ComReg identified a lack of transparency around levels of quality of customer service that may be expected by end-users in the electronic communications market, a lack of existing commitments by providers, and consumer dissatisfaction with overall customer service levels. By customer service we mean aspects like handling customer queries, issues and complaints. We also mean processes, like:

- billing,
- providing refunds, and
- communication to customers during service outages.

The Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023²¹ (the 2023 Act) provided for ComReg to introduce a Customer Charter to address issues arising, so that end-users are protected.

A Customer Charter is an easily accessible and comparable place (a one-stop shop) of information for consumers, microenterprises, small enterprises and not-for-profit organisations about the expected levels of quality of customer service from service providers. The information available to customers in a Charter, in particular the commitments made by providers on levels of customer service aims to increase awareness among customers on the levels of service offered by phone and internet providers and facilitate competition by making it easier to compare levels of customer service across different providers in the market.

¹⁹ ComReg 23/14 [Proposals for implementing a Customer Charter | Commission for Communications Regulation](#)

²⁰ ComReg 25/05 [Proposals for Implementing a Customer Charter Further Consultation | Commission for Communications Regulation](#)

²¹ [Communications Regulation and Digital Hub Development Agency \(Amendment\) Act 2023](#)

The Decision means internet and phone providers with a market share of 0.5% or greater must:

- Prepare, publish and keep their Customer Charters up to date, and
- Measure and report their performance against commitments, which are:
 - i) response times for different customer service channels,
 - ii) timeframes for acknowledging and activating new service requests,
 - iii) timelines for issuing refunds, and
 - iv) timing for notification of planned outages and updates for unplanned outages.
- Submit performance reports to ComReg on a quarterly basis and arrange and pay for the first performance report to be independently audited.

Service providers must inform customers about their Customer Charters and, from 5 January 2026, they must publish their Charter on their websites, giving customers access to information about levels of customer service from service provider, details of compensation customer service. If customers cannot access Charters online, they can request a copy by contacting the service providers. Persons with disabilities may request the Charter in an alternative accessible format.

Compensation for switching and number porting issues

Member States are required to put in place 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 as well as in the case of delays in, or abuses of, porting and switching processes, and missed service and installation appointments.²² In the switching and porting contexts rules are required on compensation.

ComReg first issued Decision D01/24 in January 2024 relating to the compensation scheme for delays in or abuses of switching and porting and which is in place since October 2024.

In addition, ComReg published its Decision D07/25 (relating to switching and porting appointments following public consultation) in June 2025. ComReg specified:

- i) minimum quality of service (QoS) standards for missed delayed service and installation appointments (MDSIA) in respect of connections for porting and switching, and
- ii) associated failures of providers of internet access service (IAS) or publicly available number-based interpersonal communications services (PANBICS), to comply with those standards.

²² Article 106 (8) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code.

ComReg’s Decision D07/25 means that Providers (of IAS and PANBICS):

- must follow Standards regarding scheduling and fulfilling of service and installation appointments during switching and porting
- pay compensation to the affected end-user when a specified failure is committed, and
- prepare and publish compensation schemes to provide for the payment of compensation in the event of missed and delayed appointments related to telephone number porting and switching by 4 December 2025, setting out a transparent procedure to obtain compensation (with a user-friendly description of same), the means by which compensation will be paid, the time periods within which end-users will receive it, and the amount of compensation end-users are entitled to.

Decision D07/25 specifies requirements in relation to minimum QoS standards and compensable failures for MDSIA in the context of switching and porting processes only. However, ComReg is continuing to consider other appointments, and this aspect remains under review by the Commission. ComReg will continue to progress this.

ComReg has decided at this stage not to make compensation automatic, nor to specify the level of compensation payable to customers in the event of a Provider’s failure to comply with the minimum QoS standards. This will be a matter for Providers to meet the compensation criteria in the 2023 Act.²³

Measures for end-users with disabilities

Everyone should have equivalent access to and choice of 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:

- **Electronic Communications**
Measures to Ensure Equivalence of Access and Choice for Disabled End-Users
- **Measures for End-Users with Disabilities**
Requirement for an Accessibility Statement
- Provision of Access to a Text Relay Service

²³ In accordance with Section 39 (5) of the 2023 Act

In summary, these measures 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)²⁴
- Accessible information
- Requirement for an accessibility statement

ComReg reviewed these measures to make sure that access to and choice of ECS for people with disabilities is equivalent.

As part of this review, ComReg published a Call for Input and a summary document – see to ComReg documents 23/80 and 23/80a. An Irish Sign Language video with subtitles and voiceover of the summary document was also made available.²⁵

Since the introduction of ComReg's measures, and the publication of ComReg's Call for Inputs, there have been both technological and legislative advances which seek to ensure further accessibility for end-users with disabilities when accessing electronic communications services. This includes the introduction of the European Accessibility Act²⁶ (EAA).

In January 2025, ComReg published an Information Notice (ComReg document 25/04R) on Accessibility for Electronic Communications Services which summarised responses received to ComReg's Call for Inputs as well as ComReg's position on its measures and some details regarding the EAA.

As of 28 June 2025, Service Providers must comply with the requirements of the EAA. ComReg's measures remain in force, and Service Providers remain obliged to comply with those measures.

The EAA has been transposed into Irish law by Statutory Instrument No. 636/2023 which came into force on 28 June 2025. ComReg is designated a Compliance Authority under the EAA Regulations for the accessibility of electronic communications services and the Emergency Call Answering Service (ECAS). ComReg will monitor the EAA implementation by Service Providers in accordance with its remit.

²⁴ ComReg publishes twice yearly the Irish Text Relay Service (ITRS) Take-up and Usage statistics report and infographic, see www.comreg.ie

²⁵ Click this link to bring you to the video on YouTube [Executive Summary - YouTube](#)

²⁶ Directive 2019/882

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The EAA Regulations represent a fundamental change to the high-level general approach to accessibility contained in the European Electronic Communications Code. ECS providers' websites, mobile apps, and customer support services must comply with detailed technical requirements specified in the Schedules of the Regulations and in harmonised standards currently under development by the European Standards Bodies.

ECS providers must publish comprehensive and understandable information in accessible formats on the accessibility of their services and how these services comply with the accessibility requirements.

They must enable new modes of communication such as Real Time Text, and, where video is provided, Total Conversation and support their use in emergency calls to the Emergency Call Answering Service (ECAS) and the single European emergency number '112'.

The Regulations provide consumers with new rights to make a complaint and have their complaint addressed either by ComReg or through the courts. ComReg has published an Information Notice on Obligations on Electronic Communications Service Providers under the European Accessibility Act (ComReg document 25/39).

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). On 1 July 2022, RLAH was extended by Regulation (EU) 2022/612²⁷ until 30 June 2032.

On 28 March 2025, BEREC, under ComReg's 2025 chairmanship, submitted its response to the European Commission's request for expert views on Regulation (EU) 2022/612.²⁸

²⁷ [Regulation - 2022/612 - EN - EUR-Lex](#)

²⁸ [See BEREC Opinion on Regulation \(EU\) 2022/612](#)

On 23 June 2025, the European Commission published its review,²⁹ which found that the RLAH regime is “still relevant and continues to bring concrete benefits to EU consumers”, and does not negatively impact national tariff structures and price trends in Member States.

In the period, ComReg continued to monitor compliance with the Regulation and to collect data on international roaming for the purposes of reporting on the evolution of pricing and consumption patterns. This data gathering exercise is also carried out by ComReg’s fellow National Regulatory Authorities within BEREC and is used to prepare the regular benchmark report on international roaming. The most recent iteration of the report was published on 13 March 2025.³⁰

ComReg has updated its website for consumer advice and information on roaming. The website provides an overview of roaming, covering issues such as how to avoid unexpected data roaming charges, how to contact emergency services when abroad, and inadvertent roaming. Information and advice are provided for customers with respect to policies and regulations related to using their mobile phone within the EU, including data allowance, quality of service and alerts that a customer can expect when roaming. The website also informs consumers about using their mobile outside the EU.

ComReg also publishes regular reports on the implementation of the Roaming Regulation.³¹

²⁹ [Commission Report on the Review of the Roaming Market | Shaping Europe’s digital future](#)

³⁰ [31st BEREC International Roaming Benchmark Data and Monitoring Report](#)

³¹ [Roaming implementation reports](#)

Intra-EU communications

Since 15 May 2019, in accordance with Regulation (EU) 2018/1971, retail intra-EU voice calls and SMS,³² are capped at €0.19 (ex. VAT) per minute for calls made (including any connection charge) and €0.06 (ex. VAT) for each SMS. The caps only apply to consumer services, while business tariffs are excluded.

In the period, ComReg continued to work with BEREC for the purposes of monitoring the market and price developments for regulated intra-EU communications. On 3 October 2024, BEREC published its benchmark report on intra-EU communications, covering the period between April 2023–March 2024.³³ According to the data submitted by ComReg for the BEREC report, all reporting Irish providers (fixed and mobile) charge consumers at the regulated prices for calls and SMS.

It should also be noted that on 7 March 2025, the European Commission requested BEREC's opinion on the draft Commission Implementing Regulation on intra-EU communications. The draft regulation proposes a fair use policy and anti-fraud measures for intra-EU voice calls and SMS. BEREC, under ComReg's 2025 chairmanship, submitted its Opinion to the European Commission on 14 April 2025.³⁴

Open Internet Rules

Under the EU Open Internet Rules, in Regulation (EU) 2015/2120³⁵ 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.

ComReg's related compliance activities are addressed in section 'Compliance and Enforcement'.

³² The cost to Irish consumers for making a call or sending an SMS from Ireland to a fixed or mobile number in another EU Member State. The caps apply to number-based inter-personal communication services (ICS), i.e. fixed and mobile voice services and SMS. MMS and number-independent ICS (e.g. OTTs like WhatsApp) are excluded.

³³ [BEREC Benchmark Report on intra-EU communications](#)

³⁴ [BEREC Opinion on the Implementing Regulation on intra-EU communications](#)

³⁵ Regulation (EU) 2015/2120 of the European Parliament and of The Council of 25 November 2015

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, 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 measure³⁶ 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.

ComReg also processed 371 PRS license applications during this period, with 100% of applications processed within 7 days.

Section 3.3 of the PRS Code of Practice provides for an alternative means to be used by a PRS Provider where, in respect of a particular PRS, a PRS Provider satisfies ComReg that any requirement of the Code can be adequately met by alternative means to that specified in the Code.³⁷ In the case of a proposed PIN entry mechanism, ComReg has set out requirements (see ComReg document 13/36) on comreg.ie.

During the period, Applicants for a PRS Licence made a Section 3.3 permission application. As part of the process for applying for a Section 3.3 permission, Applicants were issued with the Section 3.3 Permission Application Form and ComReg progressed applications submitted.

³⁶ ComReg Decision 03/18

³⁷ [PRS Licence Amendments and Permissions webpage | Commission for Communications and Regulation](#)

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 2025, ComReg determined, following the review of the costs incurred by the ECAS provider to set the maximum CHF of €3.93 per call from 12 February 2025.³⁸ In the previous year, from 12 February 2024 to 11 February 2025, the maximum CHF had been determined by ComReg to be €3.12.

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, one in July 2024³⁹ and the other in February 2025⁴⁰.



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

Universal Service for Electronic Communications

A central aspect of our work on consumer protection is to ensure availability of a universal electronic communications service.

38 D02/25: Response to Consultation and Final Determination regarding the Emergency Call Answering Service Call Handling Fee for 2025/20

39 ComReg 24/63: Emergency Call Answering Service (ECAS): Volume of emergency calls January 2024 – June 2024

40 ComReg 25/10: Emergency Call Answering Service (ECAS): Volume of emergency calls January 2024 – December 2024

Access at a Fixed Location

In relation to a Universal Service, 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)⁴¹
- Universal Service Provision of voice only connections and voice communications services at a fixed location – Response to Consultation, Further Consultation, and Draft Decision⁴²
- On 12 December 2023 ComReg issued Decision D10/23⁴³ establishing that fixed voice communications services cannot be ensured commercially in the State. ComReg wrote to the Minister seeking his opinion as to whether 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 Consultation⁴⁴ 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.

On 8 November 2024 the Minister published⁴⁵ his opinion that other potential public policy tools cannot ensure access at a fixed location to voice communications services in the State.

ComReg continued to monitor the market during the reporting period.

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 on a regular basis on these matters or when requested by the Minister

Universal Service Quality of Service (QoS)

ComReg is of the view that it is important to monitor QoS performance. ComReg continues to monitor QoS performance on an ongoing basis and may intervene where appropriate.

Quarterly Information Notices were published by ComReg showing Eir's performance for each quarterly and annual period.

⁴¹ Universal Service Requirements: Provision of voice only connections and voice communications services at a fixed location (VFL USO)

⁴² Universal Service Provision of voice only connections and voice communications services at a fixed location – Response to Consultation, Further Consultation, and Draft Decision

⁴³ Universal Service Establishing that fixed voice communications services cannot be ensured commercially in the State. D10/23, Document No. 23/115

⁴⁴ [Consultation on availability of voice communications services at a fixed location \(VFL\) – existence of potential public policy tools](#)

⁴⁵ [Minister's Opinion on the existence of potential public policy tools to ensure the availability of VFL](#)

USO Funding Applications

ComReg has detailed ComReg's 2010–2015 USO funding application determinations, Eircom's subsequent legal challenge, the CJEU referral by the Irish High Court, the CJEU judgement and subsequent Irish High Court orders in its Strategy Statement 2023–2025.

In this context, ComReg commenced and completed 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.

ComReg has reviewed the unfair burden assessments related to ComReg Decisions D05/19, D06/19, D07/19, D08/19 and D09/19 (i.e. 2010–2015). ComReg consulted on its preliminary views, and ComReg subsequently made individual decisions regarding the unfair burden assessments for 2010–2015 (D01/25, D03/25, D06/25; and D09/25). ComReg has determined that the net cost of the provision of the USO in each of the years 2010–2015 did not represent an unfair burden on Eircom. These decisions were not appealed.

During the period ComReg commenced its review of Eir's 2015–2016 Universal Service Funding Application assessment, unfair burden assessment. ComReg consulted on its preliminary views. The date for receipt of submissions to consultation was 5 August 2025.

ComReg has received no application for USO funding for the financial period 2017–2023.

Adequate Broadband

The Minister is responsible for defining Adequate Broadband. Subsequently, ComReg will carry out its responsibilities in respect of any requirement for a Universal Service for Adequate Broadband.

Compliance and Enforcement

ComReg's consumer goal in the area of Compliance and Enforcement is to ensure that consumers' rights throughout their journey are upheld by their service providers.



Consumers' 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 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 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. ComReg further updated this Guidance in August 2023 following the commencement of the ECC Regulations and the 2023 Act. This Guidance was updated to reflect the clarification by the national transposing legislation of ComReg's role and the additional legal requirements for providers.

Guidance for Retail Service Providers on Customer Migration from Copper-Based Electronic Communication Services

Advanced digital network infrastructure is essential for a successful digital economy and society. With the accelerated roll out of Very High Capacity Networks (VHCNs), many end-users are choosing to migrate services to modern connections such as fibre. Against this background, Eircom has signalled its intent to migrate copper-based services to largely fibre-based services and networks and in the future ultimately switch-off its copper access network (Copper Switch-off).

In September 2024, ComReg issued a Guidance (see ComReg document 24/76) for retail service providers (RSPs), focusing on migration of customers from copper-based services, cognisant of future Copper Switch-off to encourage RSPs to support their customers with timely, clear and accurate information; and advice for ECS, enabling end-users to choose and use these services with confidence. It sets out general principles (Principles) giving guidance to RSPs on what minimum steps they should take to effectively manage customers' migration, affording customers informed choice and avoiding disruption to their service.

ComReg will closely monitor and evaluate market developments and RSPs' approach to actively supporting their customers' smooth and effective migration. ComReg will evolve this Guidance as relevant, including to incorporate any further considerations if a Copper Switch Off is notified by a network operator.

Guidance for Mobile Network Operators on 2G/3G Switch off

As a result of network modernisation activities, which will bring many efficiencies and benefits, the rollout of Long Term Evolution (LTE or 4G) and New Radio (NR or 5G) networks in recent years, MNOs in Ireland, Europe and worldwide have commenced or are considering plans to retire their GSM (2G) and/or UMTS (3G) networks.

In July 2024, ComReg provided Guidance⁴⁶ setting out expectations for MNOs, as to what reasonable endeavours they should take in seeking to meet the requirement to take “all reasonable endeavours”, per their licence condition. The Guidance provides practical guidance for MNOs to follow in taking all reasonable endeavours (Reasonable Endeavours) in the context of minimising any adverse effects on users.

The Guidance focuses on scenarios where only one of either the 2G or the 3G network is ceased and as such the adverse impacts are somewhat mitigated by the continued operation of the remaining 2G or 3G network. In the coming years, when the impacts of a cessation of the remaining 2G or 3G network are more fully known or anticipated, ComReg may update the Guidance on reasonable endeavours to be taken.

Compliance Monitoring

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 and associated ComReg Decisions. The Universal Service Regulations were replaced by certain provisions of the Code Regulations.⁴⁷ ComReg also monitors compliance with the Roaming Regulations⁴⁸, 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 principally through the introduction of the Consumer Rights Act.

With respect to the Roaming Regulations, ComReg actively monitors how service providers are implementing the Roam Like At Home regime. ComReg also enforces the Open Internet Regulations.⁴⁹

⁴⁶ ComReg Doc 24/61: 2G/3G Switch off – Guidance for Mobile Network Operators

⁴⁷ S.I. No. 444/2022 European Union (Electronic Communications Code) Regulations 2022

⁴⁸ S.I. No. 315/2022 European Communities (Mobile Telephone Roaming) Regulations, 2022

⁴⁹ 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 IAS⁵⁰ 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.⁵¹

Consumer Compliance Cases & Findings

August 2024 – IFA Telecom

In August 2024, ComReg reported that IFA Telecom Limited trading as IFA Member Services (IFA Telecom) had paid ComReg a penalty of €7,500 following an investigation. ComReg found that IFA Telecom was non-compliant with a number of its regulatory obligations in that the appropriate Consumer References on the customer bill, not all the relevant information was present in the customer contracts and that there was no explanation or provision in the customer contract of the relevant speed information for the customer's internet access service. IFA Telecom undertook to come into compliance with the relevant regulatory obligations.

August 2024 – PrepayPower

In August 2024, Yuno Limited trading as PrepayPower paid ComReg a penalty of €9,300 following a finding that it was non-compliant with a number of regulatory requirements in respect of the broadband services it provides.

The minimum duration of the contract was not provided in the contract on a durable medium. PrepayPower did not make available the model cancellation form for the exercise of cooling off rights in the contract that is provided to the customer on a durable medium. Some customers were not provided with a copy of their terms and conditions on a durable medium and 621 customers were charged for services in circumstances where PrepayPower had no record of the customer requesting the service.

PrepayPower undertook to come into compliance with the relevant regulatory obligations, issued refunds of €272,124 to customers that were charged for a service they had not requested and undertook to make available the Universal Account Number (UAN) in the same manner as their broadband account number and to notify customers that the UAN that is required when switching service providers had been made available to them.

⁵⁰ Providers of internet access services

⁵¹ ComReg 25/41: Implementation of EU Open Internet Access Regulations in Ireland – 2025 Report

September 2024 – SLA Digital

In September 2024, ComReg reported that SLA Digital had not complied with Sections 5.25 and 5.28 of the Code of Practice and that as a result it had also not complied with conditions attached to its licences. This pertained to an issue where customers were unable to unsubscribe from a number of PRS by sending the “stop” command to the designated short code number. A number of customers were also charged for these PRS after they had already been confirmed as having unsubscribed by SLA Digital.

SLA Digital confirmed that, following the migration of customers from SMS short code billing to Direct Carrier Billing, subscribers who sent the “stop” request to the designated short code number were not successfully unsubscribed due to a short code mapping error.

SLA Digital refunded €8,872 to 364 customers affected by the non-compliance and was required to make all technical changes necessary to ensure compliance with the Code of Practice.

December 2024 – Three Ireland

On December 2024, ComReg reported that it had entered into an agreement pursuant to Section 62 of the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 with Three Ireland (Hutchison) Limited (TIHL) and Three Ireland Services (Hutchison) Limited (TISHL) (together Three Ireland).

This agreement was entered into following an investigation by ComReg into suspected breaches by Three Ireland of 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 (recast) (the 2012 Roaming Regulation) and of EU Regulation 2022/612 (the 2022 Roaming Regulation) given effect in Irish law by the European Communities (Mobile Telephone Roaming) Regulations 2022 (SI 315 / 2022) (the Roaming Regulations).

The investigation was concerned with Three Ireland’s compliance with the provisions of the Roaming Regulations, and, in particular, whether Three Ireland provided customers with the required information as specified in Article 15 of the 2012 Roaming Regulation and Article 14 of the 2022 Roaming Regulation. These Articles concern “Transparency and safeguard mechanisms for retail data roaming services”.

ComReg determined from data provided by Three Ireland that certain customers had not received the appropriate notification when they reached either the €50 or €100 default limit as required from 1 July 2022 under Article 14(4) of the 2022 Roaming Regulation. In addition, certain customers received a notification that did not include the costs associated with each additional unit to be consumed as required by Article 14(4) of the 2022 Roaming Regulation. These breaches affected approximately 14,000 customers and refunds of €3.76m were to be issued by Three Ireland.

March 2025 – An Post Mobile

In March 2025, ComReg reported that An Post Designated Activities Company, trading as, An Post Mobile had paid ComReg a penalty of €45,000⁵² following an investigation by ComReg. ComReg found that An Post Mobile was non-compliant with a number of regulatory obligations, including the provision of contractual information by An Post Mobile, charges for roaming within the EU, a code of practice for complaints handling, refunds of credit when customers switched provider, and contract change notifications.

An Post Mobile also committed to refunding approximately €25,600 to 4,700 customers for excess credit remaining on accounts that have ported away, and for charging the incorrect voice, SMS, and data roaming rates and will be contacting impacted customers in this regard.

April 2025 – Virgin Media Ireland

In April 2025, ComReg reported on the outcome of a High Court case it had taken against Virgin Media Ireland Limited (Virgin Media). This case investigated breaches by Virgin Media in relation to its obligations under Regulation 25(6)(b) of the European Communities (Electronic Communications Networks and Services) (Universal Service and User's Rights) Regulations 2011 (the Universal Service Regulations).

ComReg had formed the opinion in July 2022 that Virgin Media had failed to ensure that its conditions and procedures for contract termination did not act as a disincentive to a consumer changing service provider and gave Virgin Media three weeks to remedy the non-compliance.

Virgin Media subsequently stated that it had not breached its obligations and thereafter, ComReg made an application to the High Court seeking a declaration that Virgin Media had not complied with Regulation 25(6)(b) of the Universal Service Regulations and orders directing Virgin Media to comply with its obligations under Regulations 25(6)(b) of the Universal Service Regulations and to remedy the non-compliance.

The case was heard in the High Court in October 2023, and the High Court delivered an Order in March 2025 where it declared that Virgin Media had not complied with its obligations under Regulation 25(6)(b) of the Universal Service Regulations by reason of its procedures for contract termination for customers who wish to change service provider, and further ordered Virgin Media to comply with its obligations to ensure that its conditions and procedures for contract termination do not act as a disincentive to changing service provider by amending its agent training materials and associated documents.

⁵² ComReg issued 30 notices according to Section 44(1) of the Communications Regulation Act 2002 (as amended), and An Post has paid those notices

April 2025 – Yellowcom

In April 2025, ComReg reported on the outcome of District Court proceedings against Yellowcom Limited (Yellowcom). ComReg had opened an investigation into Yellowcom's compliance with a number of its regulatory obligations including the European Union (Open Internet Access) Regulations 2019 (specifically the provision of internet speed information in customer contracts), the European Union (Electronic Communications Code) Regulations 2022 (specifically the maximum duration of contracts being 24 months), and the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 (specifically the publication and implementation of a Code of Practice for dealing with customer complaints and for settling disputes).

The investigation culminated in ComReg issuing District Court prosecutions against Yellowcom for breaches of the legislation. The case was heard on 9 April 2025 and Yellowcom pleaded guilty to 8 counts on 8 summonses before the court.

Judge Anthony Halpin struck out all charges and required Yellowcom to make a charitable donation in the total amount of €2,500. Yellowcom also contributed towards ComReg's costs.

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 45 applications for dispute resolution in postal matters.

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.



Parcel data

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

Key trends were as follows:

Total Parcel Revenue in €m (2018–2023)

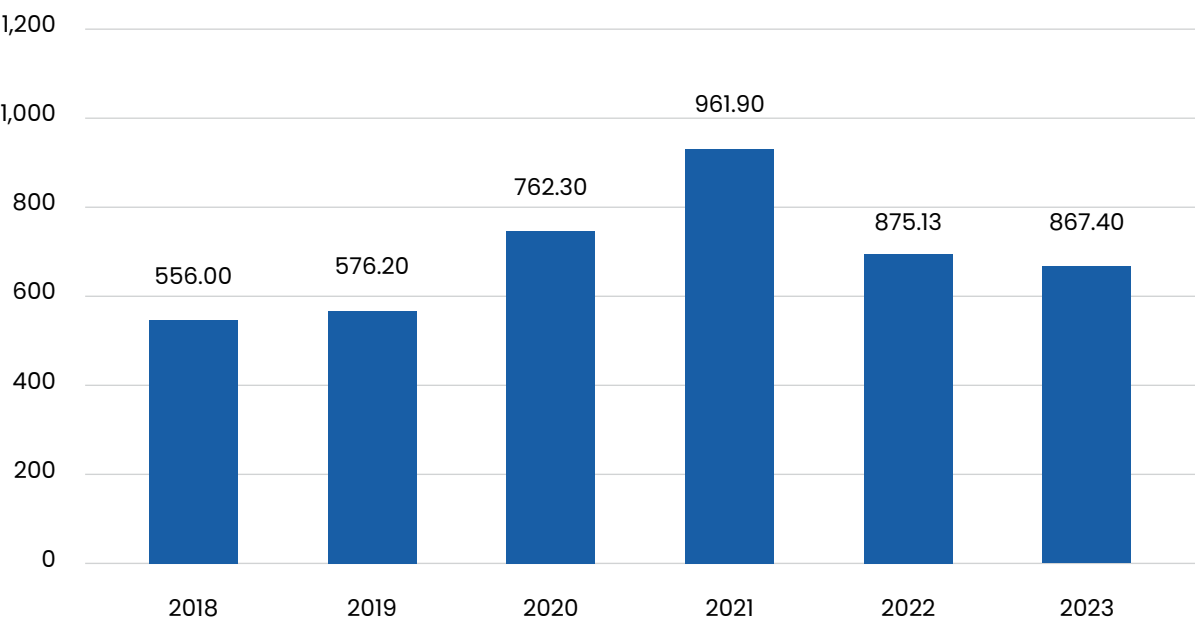


Figure 12. Total Parcel Revenue in €m (2018–2023)

Total Parcel Volume (Ms) (2018–2023)

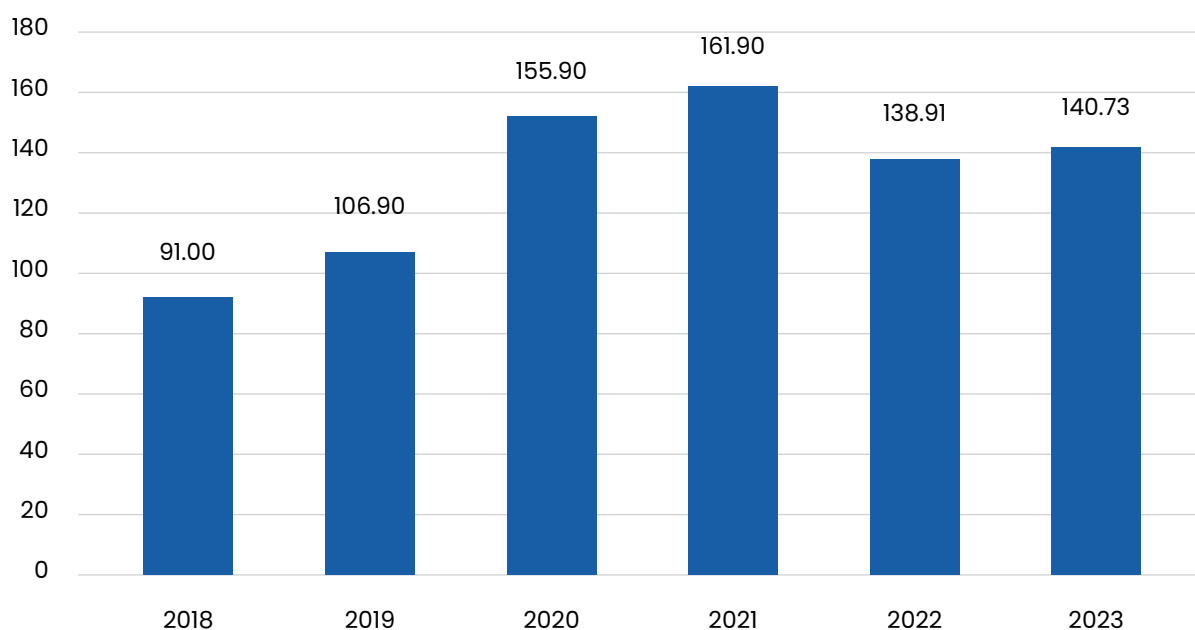


Figure 13. Total Parcel Volume (Ms) (2018–2023)

Procedures

In 2024, ComReg established:

- **Regulatory Procedures for quality of service monitoring and auditing (ComReg Document No. 24/72)**
to provide transparency on the national needs for the design and operation of the Quality of Service Monitor and audit of the Monitor and the Real Mail Study.
- **Postal Dispute Resolution Procedures (ComReg Decision D25/24)**
for the resolution of disputes between postal service users and postal service providers.

Storm Éowyn

ComReg has taken a number of measures to assist consumers following Storm Éowyn in preparation for future weather events.⁵³

These consumer measures include:

Providing information for Consumers on Preparing for Outages

We have created a webpage www.comreg.ie/severeweather to inform consumers on how severe weather can impact communications services, actions they can take to prepare, and what they can do during any service outages or disruptions. We remind consumers of key messages at regular intervals through consumer news and information campaigns.

Consumer Support

ComReg's Consumer Care team is available to consumers who have service issues and have difficulties resolving them with their service providers. We provided assistance to consumers. Consumer Care also has an exceptional escalation process that can be used during prolonged outages to help expedite service restoration for vulnerable consumers.

Information on outages

ComReg is considering service providers' current practices in relation to communication to its customers on service outages, including their provision of accurate information to their customers in accessible and appropriate mediums, channels available by providers giving customers ability to report outages and any improvements based on learnings from Storm Éowyn.

ComReg will also support the Government's communications strategy in relation to any severe weather event.

Prolonged Outages and credits/refunds

ComReg has worked to ensure that customers who had prolonged outages during Storm Éowyn had refunds/credits applied to their account. Service providers have confirmed that over €1.08 million in refunds/credits has been returned to consumers to date.

⁵³ [Severe-Weather-Events-ComReg-Measures.pdf](#)



05

Market Framework



Chapter 05

Market Framework

Management of the Radio Spectrum Resource

Radio spectrum is a medium by which information may be transmitted wirelessly over distances ranging from a few metres to thousands of kilometres. It is a valuable national resource underpinning important 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.

The radio spectrum is a limited and valuable national resource that permeates all areas of communications, including radio, television, mobile (voice and data), aeronautical and marine navigation, and satellite communications. Increased demand for the radio spectrum requires that it be used efficiently and that effective spectrum management processes be employed to maximise the benefits to society. The ability to take full advantage of the spectrum resource relies on the spectrum management activities that facilitate the implementation of radio communications systems with minimum radio interference.

However, as spectrum is a finite resource with many different services and users, spectrum management involves the careful consideration of a broad range of factors (e.g. administrative, regulatory, social, economic, and technical) with a view to ensuring that radio spectrum is efficiently used. This may also involve balancing a range of competing factors, including:

- i) appropriately meeting the reasonable requirements of all radio services, including commercial and public uses, such as public safety, national security and health care; and
- ii) for spectrum used for electronic communication services (ECS) and electronic communication networks (ECN), promoting competition including ensuring that users derive maximum benefit in terms of price, choice and quality, contributing to the development of the internal market, and promoting the interests of users within the European Community.

Investments in services that utilise the radio spectrum help to drive change and innovation across the entire Irish economy. This is because these services not only provide an efficient and reliable means of communication, but they also support economic activity across the whole economy.

Analysis carried out by ComReg conservatively estimates that the direct use of radio spectrum in Ireland in terms of Gross Value Added has increased from approximately €4.6 billion in 2019 to €4.9 billion in 2022. When modest multiplier effects are considered, ComReg estimates that the contribution of radio spectrum to Irish Gross National Income (GNI) increased from €7.2 billion in 2019 to approximately €8 billion in 2022, accounting for over 3% of Modified GNI.

Plainly, a system of spectrum management is required to ensure the efficient assignment and subsequent use of scarce frequencies among competing uses and users. This is essential to promote competition within the relevant downstream markets, particularly given that spectrum is an essential input in the provision of many ECS and an inefficient assignment of spectrum has the potential to distort competition and create inefficient outcomes for society.

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 published its Radio Spectrum Management Operating Plan for the period 2025 to 2028.⁵⁴ ComReg's Operating Plan includes ComReg's proposals for its core programmatic spectrum management activities together with activities in several radio spectrum services categories.

⁵⁴ ComReg doc. 24/99a – published 13 December 2024

The allocation of radio spectrum in Ireland

The allocation of radio spectrum means the designation of a given frequency band for use by one or more types of radio communications services, where appropriate, under specified conditions. An allocation identifies the services that could potentially use a radio frequency band and is an important activity in facilitating the international coordination of radio spectrum between regional areas and neighbouring countries. It thereby reduces the potential for interference while enabling economies of scale.

Under the 2002 Act, ComReg is obliged to publish, and revise, a Radio Frequency Plan (Plan). The Plan is comprised of a set of tables which sets out Ireland's radio spectrum allocations for 8.3 kilohertz (kHz) to 3000 Gigahertz (GHz), indicating the services to which each frequency band is allocated (Frequency Allocations) in the radio spectrum and is an important tool for users of radio frequencies.

The Plan is updated regularly in line with the outcomes of the International Telecommunication Union (ITU) World Radiocommunication Conferences (WRCs) and other relevant developments, such as the adoption of European harmonisation decisions and recommendations for a particular radio frequency band or service.

ComReg is committed to providing, in June of each year, an update of the online version of the Plan⁵⁵ and subsequently in December of each year ComReg provides a further update of the online version as well as publishing a pdf version of the Plan.⁵⁶

Licensing Operations

The possession and use of radio equipment in Ireland requires an authorisation from ComReg. This authorisation may take the form of a licence or a licence exemption. Licences may be issued in accordance with the Wireless Telegraphy Act 1926 (as amended) and the Broadcasting Act 2009.

As of 30 June 2025, the number of licences totalled 22,261 representing a 14% increase in the five years since 30 June 2020 (See Figure 14).

⁵⁵ See [Radio Frequency Plan For Ireland webpage](#)

⁵⁶ See ComReg document 24/105, published 19 December 2024

Number of live Licences 2020–2025

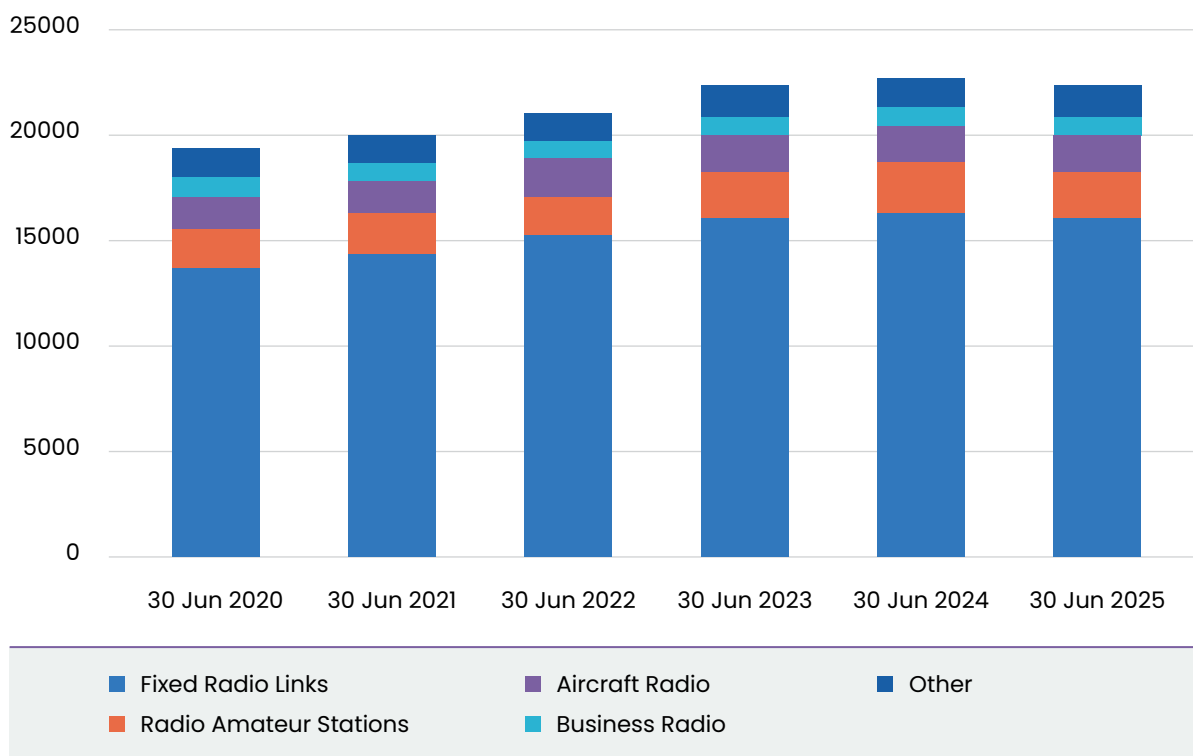


Figure 14. Number of live Licences 2020–2025

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 16% increase in the number of fixed radio links in Ireland over the past 5 years. As of 30 June 2025, there were 15,901 fixed radio link licences, representing circa 71% 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.

Licences for business radio, aircraft radio and amateur stations also remain popular. As of 30 June 2025, there was cumulatively 5,001 live licences in these categories, representing circa 22% of all live licences. The number of aircraft radio licences granted increased by 25% during the period 2020 to 2025. The number of radio amateur station licences had increased to 2,243 as of 30 June 2025, an increase of 15% over June 2020.

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

Number of live fixed radio link licences 2020–2025

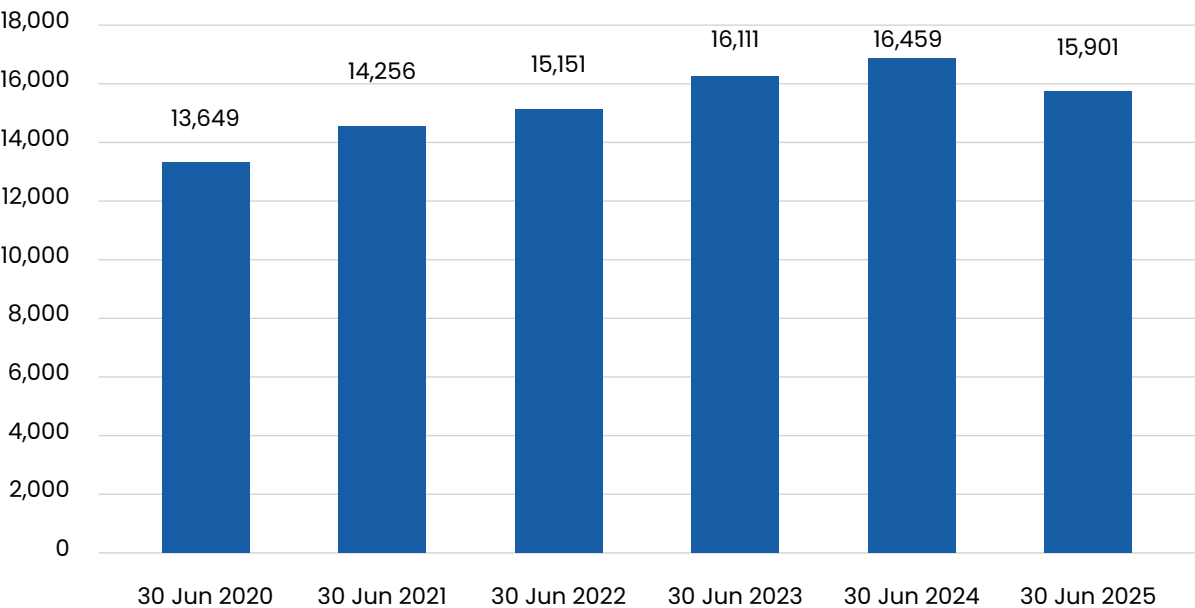


Figure 15. Number of live fixed radio link licences 2020–2025

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, namely:

- 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 technical and regulatory developments 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.

Spectrum Transfer and Lease Framework

During the period of review and following a public consultation, ComReg published an update to its Spectrum Transfer and Lease Framework in light of the European Union (Electronic Communications Code) Regulations 2022 (the EECC Regulations). Alongside the publication of ComReg's response to consultation and final Decision (Document 24/85), ComReg also published:

- Document 24/86 – Final procedures and guidelines to be used by ComReg in considering any proposed transfer or lease.
- Document 24/86a – Notification Form – contains the editable notification form that interested parties must complete and submit to ComReg as part of any proposed transfer or lease of spectrum rights of use for Electronic Communications Networks (ECNs) and Services (ECSSs).

On 28 March 2025, the Minister for the Environment, Climate and Communications gave consent for the making of the Transfer and Lease Regulations, which were published as S.I. No. 99 of 2025.

Test & Trial Ireland



Figure 16. Test & Trial 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 27 Test/Trial licences which facilitated, for example, tests of next generation private 5G networks including by Connect in Trinity College Dublin,⁵⁷ and has, for example, facilitated a trial of an Irish DAB+ radio network (FáilteDAB) by Foothold Communications Ltd.⁵⁸ Further details are set out at Test & Trial Ireland www.testandtrial.ie which includes a short video promoting this initiative.

⁵⁷ See ComReg, "[ComReg awards Test licence suitable for 5G to TCD telecoms researchers](#)"

⁵⁸ See FáilteDAB at <https://faiitedab.ie/>

Market Surveillance of Products

ComReg is the designated Market Surveillance Authority (MSA) and competent authority for the purposes of the Radio Equipment Directive⁵⁹ (RED) and Electromagnetic Compatibility (EMC) Directive⁶⁰ in Ireland.

The RED is transposed into Irish law by the European Union (Radio Equipment) Regulations 2017 (S.I. No. 248 of 2017 as amended by S.I. No. 30 of 2024) (the RE Regulations), and the EMC Directive (EMCD) is transposed into Irish law under the European Communities (Electromagnetic Compatibility) Regulations 2016 and 2017 as amended (S.I. No. 145 of 2016 & S.I. No. 69 of 2017 as amended by S.I. No. 316 of 2023) (the EMC Regulations).

During the period under review, ComReg discharged its duties as an MSA through its Product Safety Unit (PSU) by conducting market surveillance activities including:

- Compliance checks on products being imported at their point of entry into the State, through cooperation with Customs
- Authorised Officer visits to the premises of economic operators to inspect samples of radio equipment made available on the market in the State, and
- Online market surveillance of radio equipment for sale to end-users in Ireland via e-commerce platforms.

Throughout this reporting period, ComReg conducted a number of product safety communication campaigns.⁶¹ The purpose of these campaigns is to help economic operators best understand their obligations in respect of the radio equipment they place on the market, and also to educate and inform End-Users.

In 2025, ComReg published a report⁶² detailing its market surveillance activities for the period 1 January 2024 to 31 December 2024.

⁵⁹ [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 and repealing Directive 1999/5/EC Text with EEA relevance](#)

⁶⁰ [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 \(recast\) Text with EEA relevance](#)

⁶¹ [Product Safety Campaigns](#)

⁶² [Product Safety Unit Annual Report 2024](#)

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.

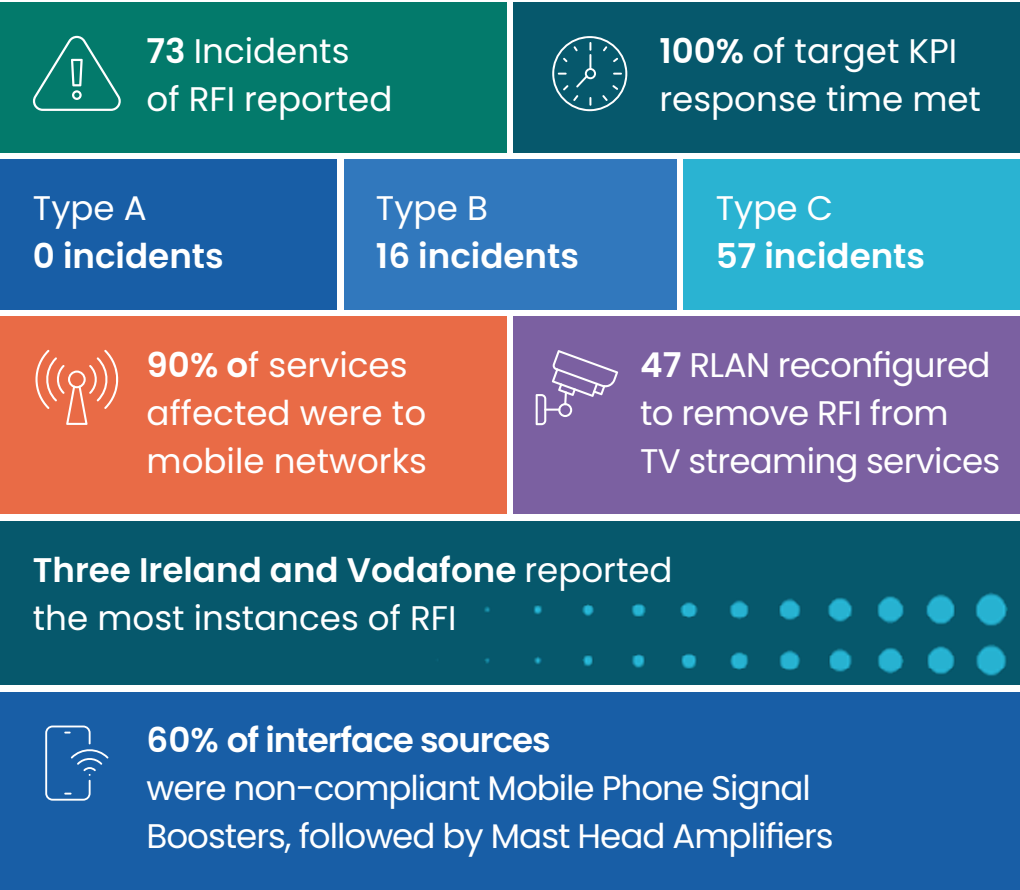
For the period 2023 to 2024, ComReg received zero (0) Type A, 16 Type B and 57 Type C radio frequency interference reports as outlined in Figure 17 below.

- ComReg achieved a 100% KPI response for Type B reports during this period.
- Mobile phone signal boosters accounted for over half of the interfering sources, followed by mast head amplifiers. The remaining interfering sources recorded were a faulty TV modulator, malfunctioning cigarette machine and other operator interference.
- ComReg received 47 reports of interference to the indoor 5GHz spectrum band⁶³ and successfully worked with service providers and installers of non-compliant incorrectly configured Radio Local Area Network (RLAN) equipment, resolving the issues affecting TV streaming services.

⁶³ [5.8 GHz Registration | Commission for Communications Regulation](#)

Spectrum Intelligence and Investigations Annual Statistics Infographic 2023–2024

Radio Frequency Interference Activities (RFI)



Compliance & Enforcement Activities

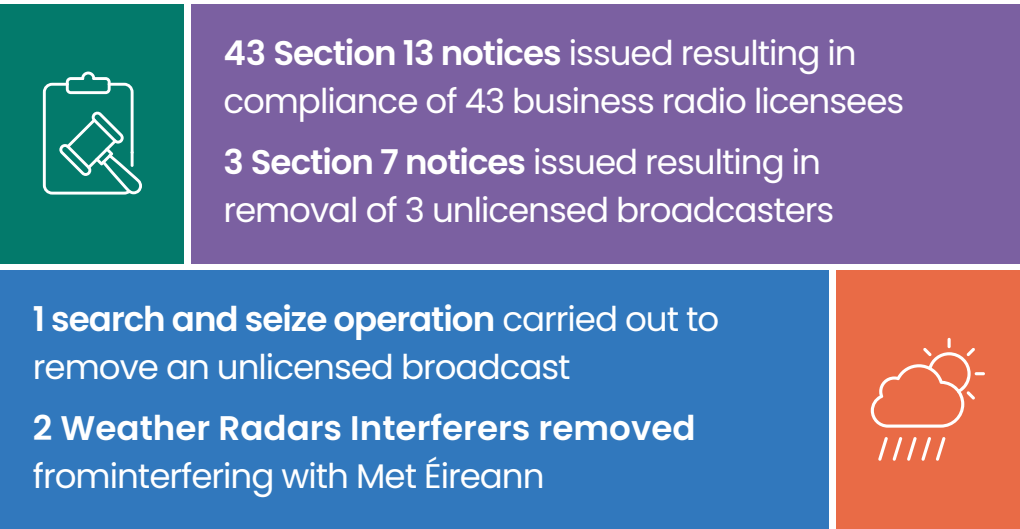


Figure 17. Spectrum Intelligence and Investigations Annual Statistics Infographic 2023–2024

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 spectrum⁶⁴ and the Health and Safety Authority (HSA) is the body responsible for occupational exposure to NIR.⁶⁵

In supporting the work of the HSA, ComReg requires, as a condition of a General Authorisation as well as of various Wireless Telegraphy licences, 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).⁶⁶

In 2003, ComReg commenced its Programme of Measurement of Non-Ionising Radiation, 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, approximately 2000 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,⁶⁷ an on-line map facility provided by ComReg, which allows the public to view details of mobile phone base stations throughout Ireland.

During the period under review, ComReg issued a new tender for NIR Surveys to cover the next 4 years. This competition was run through eTenders and the Official Journal of the European Union (OJEU), with the successful applicant being awarded a new contract in late 2024.

⁶⁴ ComReg Electromagnetic Spectrum Infographic

⁶⁵ [EPA webpage on radiation](#)

⁶⁶ [ICNIRP GUIDELINES](#)

⁶⁷ [ComReg Siteviewer](#)

Network Security and Cyber Security and Resilience

Security of electronic communications networks

ComReg has designated functions under Part 2 and Part 3 of the Communications and Regulation and Digital Hub Development Agency (Amendment) Act 2023 for the Security of Networks and Services and Security Measures in Respect of Certain Vendors. These functions require ComReg to supervise providers in the meeting of their obligations to take measures to manage risk. This includes providers taking appropriate and proportionate technical and organisational measures to manage the risks posed to the security of networks and services under Part 2 of the Act and ComReg taking reasonable steps to monitor providers' compliance with relevant vendor measures under Part 3. ComReg has executed its functions through targeted supervision activities.

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

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.

The Department of Culture, Communications and Sport (DCCS) in its 'Technical Stakeholder Consultation on Proposed Electronic Communication Security Measures Response to Issues Raised in Consultation'⁶⁸ has decided not to proceed with the Electronic Communications Security Measures Regulations for ECN/ECS. The Department proposes that ECN and ECS providers will be subject to a supervision and compliance framework for cyber security risk management measures under the forthcoming National Cyber Security Bill which will transpose the NIS2 Directive.

⁶⁸ [Technical Stakeholder Consultation on Proposed Electronic Communication Security Measures](#)

ComReg had planned to commence its associated supervisory work programme once the Electronic Communications Security Measures Regulations for ECN/ECS were commenced. However, this is now postponed in some cases until NIS2 is transposed. ComReg continues with its supervision work under Part 2 of the Act pending transposition of NIS2.

Network and Information Security Directive (NIS2)

In December 2023, a Government 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)
- Space

These new functions and obligations will have a significant impact for ComReg which has had no NIS role heretofore. In light of same, a substantial work programme including planning, organisational change, legislative review, national and international engagement has commenced. However, ComReg's work programme is constrained as it awaits approval of its NIS2 resource requirements and the transposition of NIS2 into Irish law.

Critical Entities Resilience Directive (CER)

In October 2024, the Critical Entities Resilience Directive was transposed into Irish law, designating ComReg as the National Competent Authority for the Digital Infrastructure sector. ComReg has been working with key stakeholders including the lead national competent authority and single point of contact, the Department of Defence on the implementation of the Directive.

Similarly to its NIS2 workstreams, ComReg's work in respect of these new CER functions and associated work programme is constrained as it awaits approval of its CER resource requirements.

Network Operations

Network Incident Reporting; Timings, Thresholds and Obligations

ComReg's Network Operations Unit (NOU) is a specialised unit which, among other areas, is focused on the resilience of Electronic Communications Networks (ECN) and Electronic Communication Services (ECS) and the analysis of the root causes of significant security incidents in respect of same.

Regarding network incident reporting, there are statutory obligations on providers and what they must provide when a security incident arises.

Further to this, the obligations on providers and the associated powers given to ComReg in respect of security incidents, are outlined in Part 2 (Security of Networks and Services) of the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023, (the Act of 2023).

Once ComReg has been notified by a provider of a security incident that has had a significant impact on the operation of ECN or ECS, ComReg must in turn inform the Minister for Culture, Communications and Sport (the Minister). The Minister may in turn pass on this information when apprising Government and Dáil Éireann. Following the agreement of the Minister and if other Member States (MS) are affected then, if necessary, ComReg must also notify the respective NRAs or Competent Authorities (CA) in other Member States (MS) and the European Union Agency for Network and Information Security (ENISA).

ComReg's approach to the management of reported security incidents, affecting ECN and ECS – including threshold for reporting of security incidents and timings of reporting of security incidents by providers, are set out in Decision Instrument D08/24 of ComReg Document 24/23 (Document 24/23).⁶⁹ Further to this, D08/24 sets out that all significant security incidents must be reported to ComReg using the prescribed incident reporting portal.⁷⁰

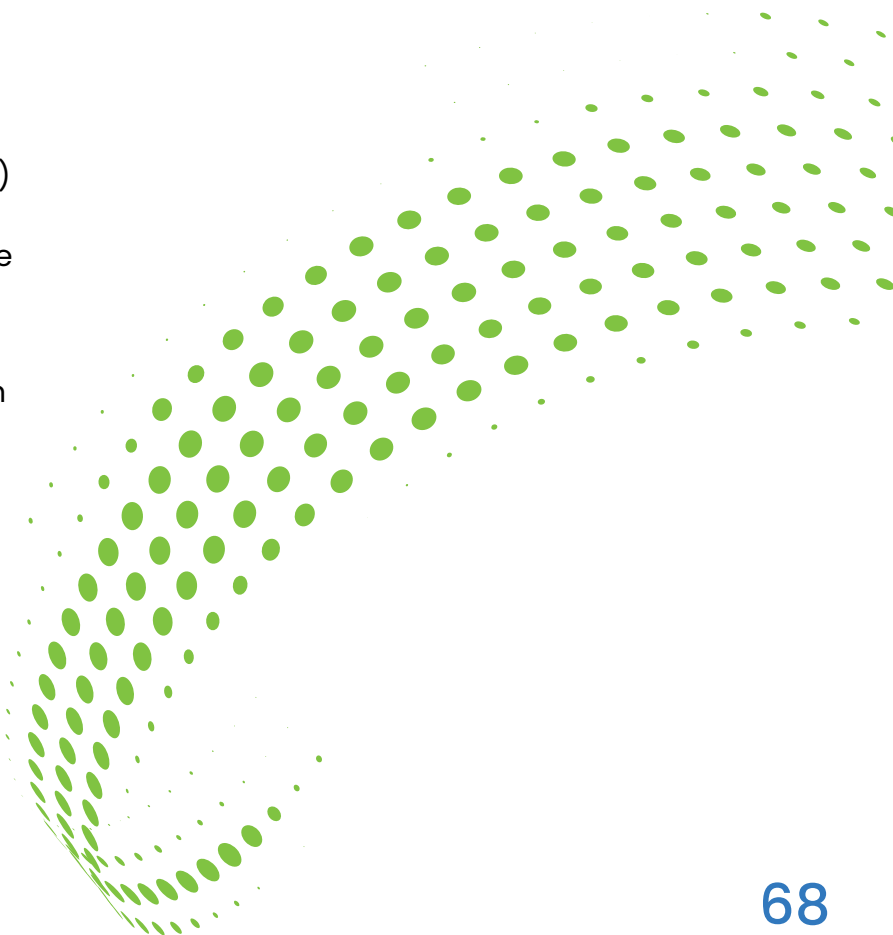
⁶⁹ [Network Incident Reporting Thresholds: Response to Consultation, ComReg Document 24/23](#)

⁷⁰ [ComReg eLicensing](#)

Storm Éowyn and an overview of Network Incidents reported in 2024–2025

Storm Éowyn was an extremely powerful and destructive extra-tropical cyclone that hit Ireland, the Isle of Man and the United Kingdom on 24 January 2025:

- It was the most destructive event since Hurricane Debbie in 1961
- At Mace Head Co. Galway, a gust of 184 km/h and a sustained wind speed of 142 km/h was recorded
- Nationally, the electricity supply to 768,000 customers (approximately 33%) was damaged
- Peak telecommunications outages reported over 24 & 25 January 2025 were:
 - i) Fixed Service: 10.09% (281k) National User Base (NUB) impacted
 - ii) Mobile Service: 34.9% (2.05M) NUB impacted, (noting that there would have been some (voice and text) service available in affected areas.)
 - iii) The largest impact was seen on the western seaboard
- Wireless and mobile networks were largely impacted by loss of the electricity supply, and this is reflected in the fact that mobile networks had returned to normal service by 11 February 2025. Fixed networks were impacted by the physical damage to the infrastructure, particularly where the fixed network included poles. The recovery timelines of telecommunications services are shown in Figure 18 below
- Post impact analysis shows 115 million User Hours were lost due to the Storm Éowyn.



Recovery timeline of impacted networks

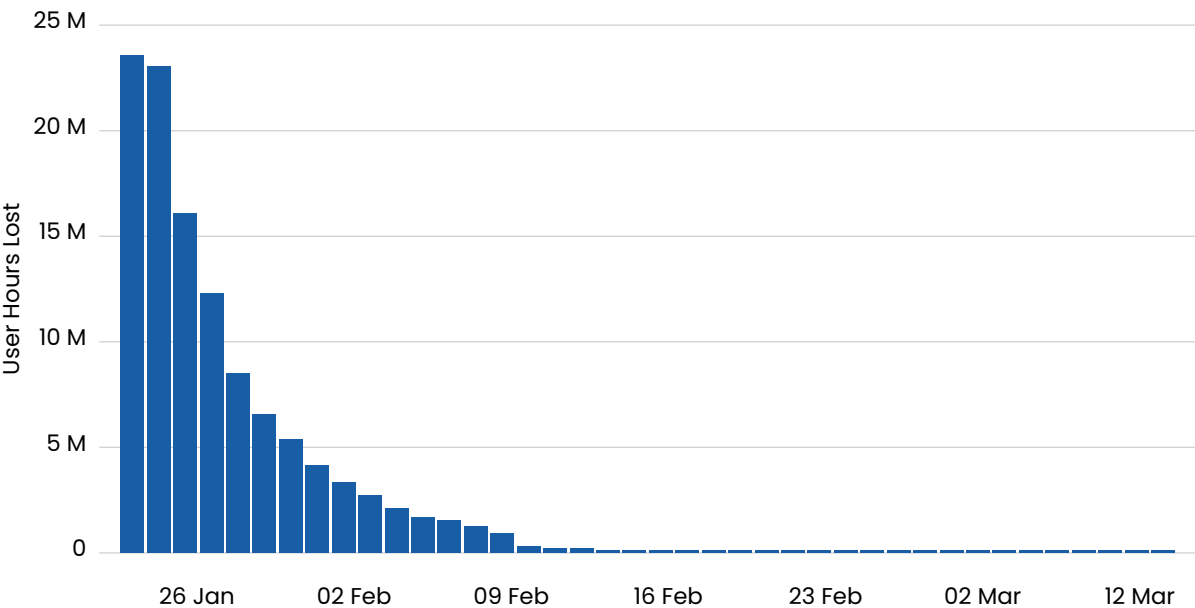


Figure 18. Recovery timeline of impacted networks during Storm Éowyn

Overview of Network Incidents reported in 2024–25

Network Incidents caused by Storm Éowyn dominated the reporting period of this annual report, a summary overview of all incidents up until June 2025 is as follows:

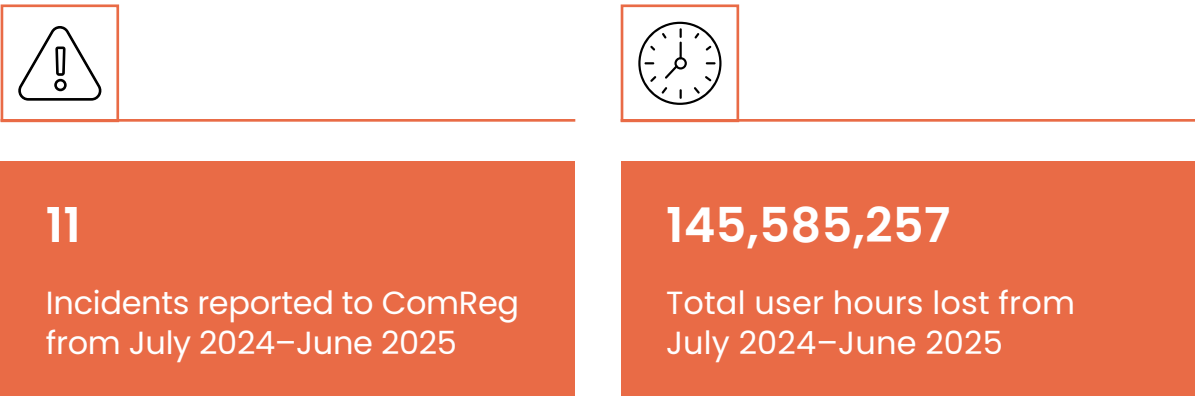


Figure 19. Security incidents reported from July 2024 to June 2025

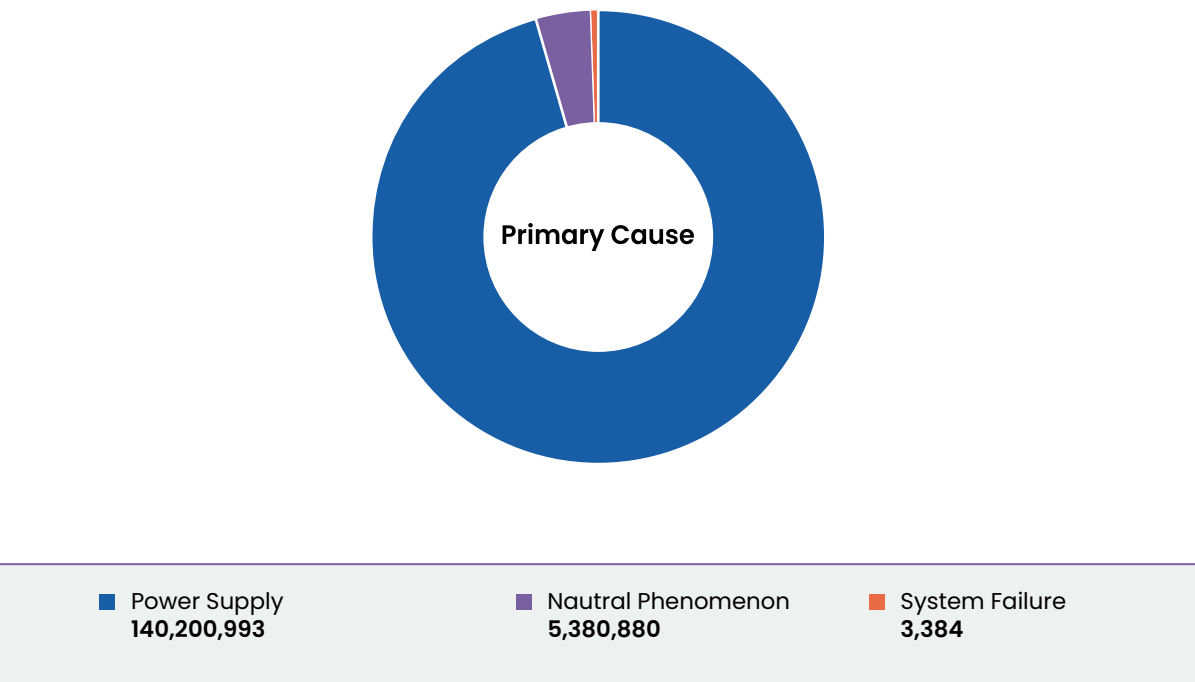


Figure 20. Breakdown of security incidents in July 2024–June 2025

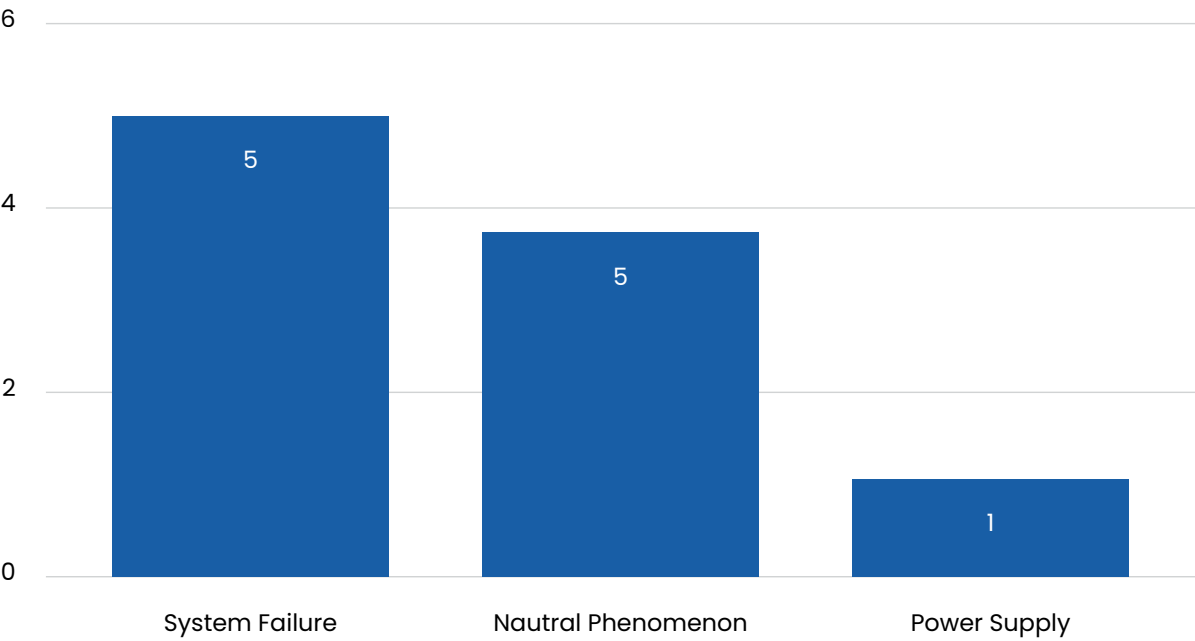


Figure 21. Count of security incidents in July 2024–June 2025

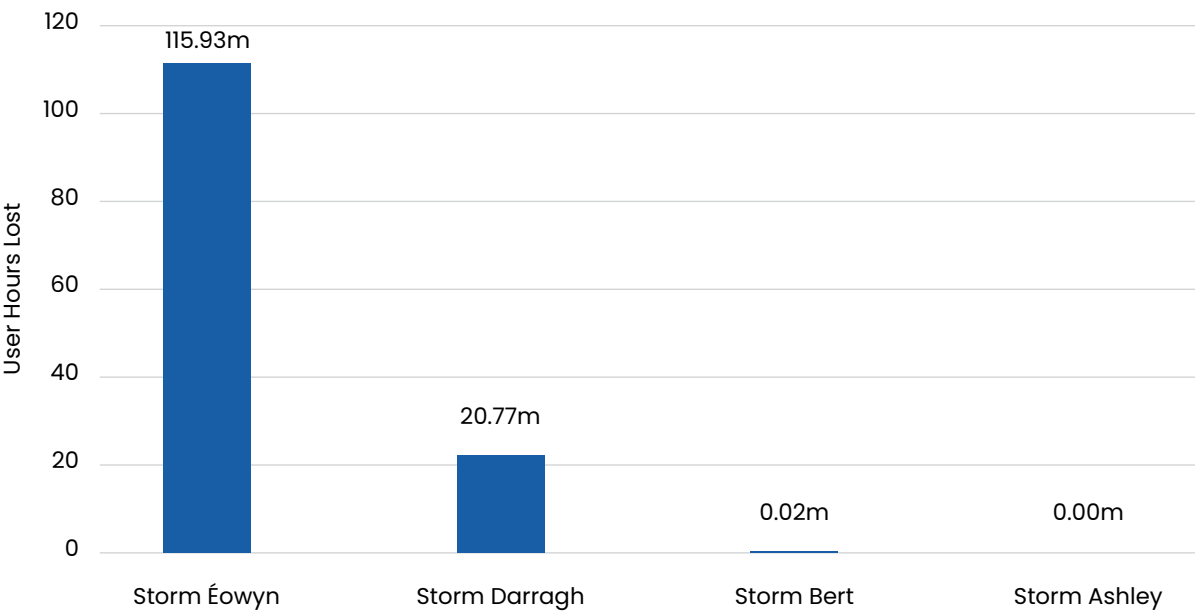


Figure 22. User hours lost due to storms from July 2024–June 2025

Nuisance Communications

Irish society and its economy have become ever more reliant on telecommunications technology. It is integral to our daily lives and affects all areas of the economy and society. Unfortunately, our use of electronic communications networks and services is being exploited by criminals, who use social engineering type attacks like vishing, smishing and CLI⁷¹ spoofing, with the intention of illegally acquiring personal consumer information to facilitate financial fraud.

ComReg is actively working to mitigate the plague of scam calls and texts in Ireland and to restore trust in Ireland’s telecommunications services.

To this end, the Network Trust section was established in July 2024. Network Trust sits within ComReg’s Market Framework Division and aims to raise consumer awareness and combat the scourge of scam calls and texts.

One of the functions of Network Trust is to oversee the workings of the Nuisance Communications Industry Forum (NCIF) – established by ComReg as an industry action group to address the growing menace of scam calls and texts. The NCIF – a cross-industry group, convened its first meeting in June 2024 and conducts regular meetings with industry.⁷²

⁷¹ CLI – Calling Line Identification, the number presented or displayed to the person receiving the phone call. Note: this may or may not be the actual number of the calling party.

⁷² This comprises of three separate industry working groups – one each for implementing the SMS and Voice interventions, and a steering group to coordinate issues

In April 2024,⁷³ and following a period of consultation,⁷⁴ ComReg mandated five voice interventions to combat scam calls.⁷⁵ This was informed by the advice of expert advisors and over 31 submissions from organisations in the communications and financial industry. These interventions were given regulatory underpinning and

resulted in the Decision Instruments (DIs) shown in Figure 23. 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 proposed ComReg SMS Scam Filter consultation.

Intervention	Description	Implementation as at June 2025
Do Not Originate (DNO)	Decision 09/24: DNO allows businesses and organisations to secure their phone numbers by blocking numbers which are never used for making outgoing calls to customers.	Operational October 2024
Protected Numbers (PN)	Decision 10/24: The Protected Numbers list refers to phone numbers which have not been allocated by ComReg, these should therefore not be in service and are now being blocked. Thus stopping fraudsters using such numbers.	Operational October 2024
Fixed CLI Call Blocking	Decision 11/24: This intervention identifies and blocks scam calls originating from abroad, but presenting as an Irish landline number. Preventing fraudsters impersonating legitimate Irish organisations.	Operational October 2024
Mobile CLI Call Blocking	Decision 12/24: Mobile CLI Call Blocking identifies and blocks nuisance calls originating from abroad, presenting as an Irish mobile caller. This stops fraudsters abroad spoofing Irish mobile numbers to make scam calls.	Operational October 2024
Voice Firewall	Decision 13/24: This is a dynamic intervention which uses AI and machine learning to act in real time to block scam calls arising from within Ireland or abroad, and protect against future more sophisticated scams.	Planned for October 2025

Figure 23. Overview of the interventions from Document 24/24

⁷³ [Combatting scam calls and texts: Response to Consultation on network-based interventions to reduce the harm from Nuisance Communications | Commission for Communications Regulation](#)

⁷⁴ [Nuisance Communications | Commission for Communications Regulation](#)

⁷⁵ ComReg also mandated a further intervention in relation to SMS text messages called SMS Sender ID which is currently being implemented. Further information on this intervention can be found at [SMS Sender ID Registry | Commission for Communications Regulation](#)

Implementation of the interventions

Since deployment, ComReg’s interventions have greatly reduced scam calls and their harm, protecting consumers and are helping to restore trust in telecommunication services.

As of October 2024, four of the five voice interventions are now in operation (see Figure 23). Together these four interventions have blocked over 77 million scam calls⁷⁶ (Figure 24). The volume of blocked calls varies across the year, rising and falling in line with scammer campaign activity

(e.g. over 9 Million calls were blocked in May 2025 alone). These are scam calls that would have been received by consumers absent the implementation of these important interventions.

The blocking data demonstrates that as a direct result of these important interventions, Irish consumers are receiving significantly fewer scam calls than would otherwise have been the case thereby reducing financial losses, wasted time and emotional harm.

Blocked Scam Calls

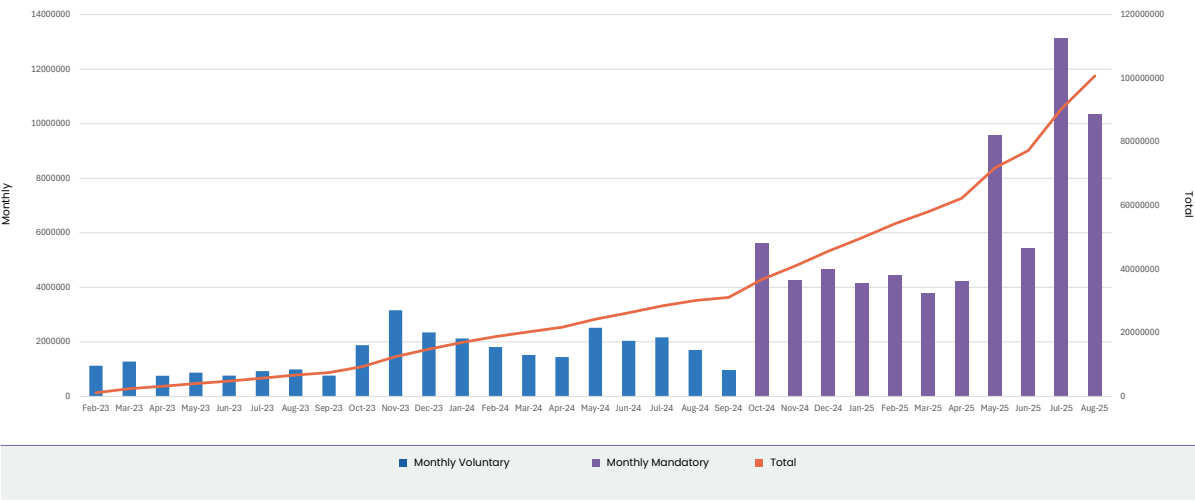


Figure 24. Scam Calls blocked, February 2023–June 2025

⁷⁶ Blocking and reporting became mandatory in October 2024 as a result of the Decision Instruments in Document 24/24, but certain operators that implemented their interventions reported figures on a voluntary basis from February 2023.

Next steps

The Voice Firewall intervention is expected to go into service in the next reporting period and will provide an additional defence against scam calls, including those with international numbers. This is a dynamic intervention that uses advanced real time call data analytics and machine learning to detect and act upon unusual patterns of call signalling data, traffic volumes, including the location of the originating number.

Alongside these scam call-focused interventions, ComReg also mandated an SMS Sender ID registry (Decision 14/24) to begin to tackle the deluge of scam texts. This counter measure allows businesses to register their SMS Sender ID, e.g. "An Post", "BOI", "DHL". Telecom operators will, as a first step, begin labelling any SMS text bearing an unregistered sender ID with "Likely Scam" from 3 July 2025. In this way, fraudsters will be unable to pose as legitimate businesses to mislead consumers. ComReg notes that the Sender ID registry has been successfully deployed in Singapore⁷⁷ with Australia⁷⁸ planning to follow suit later in 2025 thereby demonstrating its real-world application.

Mobile User Experience – Outdoor Mobile Coverage Mapping

ComReg applies independent engineering calculations to the network data received from mobile network operators (MNOs). These calculations have been calibrated using a series of real-world Continuous Wave (CW) measurements. 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. The coverage maps are also verified using the measurement results collected from targeted drive tests, at several locations throughout Ireland. The analysis of the outdoor coverage predictions also informs 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.

⁷⁷ [Overview \(sgnic.sg\)](https://sgnic.sg)

⁷⁸ [The SMS Sender ID Registry | ACMA](#)

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.

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. ComReg also 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 that numbers and Calling Line Identification (CLI) can be trusted. Unfortunately, the onslaught of scam calls and text messages in recent years has completely eroded that trust. As outlined in section Nuisance Communications, the societal and economic harm of this loss of trust and the resultant unanswered calls and ignored texts is enormous, and growing annually.

Scammers based overseas had 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. Thankfully, operators have now implemented interventions mandated by ComReg in 2024 to block such calls as they enter the country.

ComReg’s attention is now turning to scammers’ use of genuine numbers to make and receive calls, with a focus on ensuring that operators improve their Know Your Customer (KYC) processes. Currently, there are few, if any impediments in Ireland for scammers and other criminals to purchase and use unregistered SIM cards, or to obtain geographic or non-geographic numbers for criminal use, typically from communications service providers that do not have adequate KYC measures in place. Any new requirements for mandatory KYC measures may need to be supported by new legislation.

Numbering Conditions of Use

ComReg's Numbering Conditions of Use detail the rules for number use and the 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 completed in April 2024. As highlighted above, scam calls often misuse or 'spoof' CLI, so the revised Numbering Conditions of use (ComReg Document 15/136R4) strengthened requirements in respect of CLI. In particular, 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 has now included SMS Sender IDs as part of the National Numbering Scheme. The revised Numbering Conditions sets out the eligibility criteria and conditions of use for SMS Sender IDs, paving the way for the establishment of a national SMS Sender ID Registry as an intervention to combat scam SMS traffic.

SMS Sender ID Registry

In 2024, 2.3 billion SMS texts were sent in Ireland, with an estimated 615 million being Application-To-Person (A2P) messages. SMS scams are eroding trust in SMS communications. ComReg's advisors, Europe Economics estimates the quantifiable harm to consumer and businesses in Ireland from scam texts is approximately €115 million per year.

ComReg consulted on the introduction of a SMS Sender ID Registry in 2023, as part of a suite of six interventions to reduce scam calls and texts. There was broad support from all 31 respondents for the introduction of a Registry. Following the conclusion of the consultation process in April 2024, ComReg formed an industry working group (Nuisance Communications Industry Forum - NCIF) to progress the implementation of the interventions. The NCIF SMS Sub-Group has been meeting fortnightly since June 2024, and has a regular attendance of c. 70 participants, representing all of the Irish Mobile Service Providers (MSPs) and the majority of SMS Aggregators providing A2P services in Ireland. This industry forum agreed the principles and the implementation plans for creating what ComReg and industry refers to as the 'Circle of Trust' of MSPs and Participating Aggregators (PAs).

At industry's request, ComReg introduced an additional preregistration step in Q1 2025 to allow PAs to 'bulk upload' their customer details. However, and notwithstanding the industry request, several key industry players did not avail of this facility, resulting in only c. 50% of the total registrations received by end June 2025 for pre-registration.

ComReg launched the Sender ID Registry at the end of May 2025 to allow individual organisations (Sender ID Owners – SIDOs) to register on a first-come first-served basis. ComReg also conducted a public communications campaign from the launch date, with radio and national press advertising and an extensive digital communications campaign.

In the lead-up to commencement of the intervention, there were no objections or concerns expressed by industry either at the bi-monthly working groups or directly to ComReg regarding readiness. It was estimated that c. 90% of A2P traffic would come from already registered SMS Sender IDs, and that modifying the balance to 'Likely Scam' would quickly drive the balance of SIDOs to register.

ComReg's role in the Circle of Trust is restricted to processing applications to register Sender IDs and applications to become Participating Aggregators, with ComReg performing the necessary KYC and other due diligence checks on applicants. ComReg's Registry system makes updated lists of registered Sender IDs and Participating Aggregators available every night to facilitate MSPs and Participating Aggregators to modify unregistered Sender IDs to 'Likely Scam' from 3 July 2025 onwards.

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 these initial interventions was the implementation by ComReg and operators of a Do Not Originate (DNO) list. 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, manages applications from organisations to be added to the list, and distributes the revised DNO list to operators on a monthly basis. 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 fully implemented DNO and PN lists have been in place since October 2024, and continue to protect consumers that may be targeted in these particular ways.





06

Market Analysis and Pricing



Chapter 06

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 among others, 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 2025, 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 September 2024, ComReg published 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.⁷⁹

In November 2024, ComReg published a consultation⁸⁰ on its analysis of competition in the Wholesale Dedicated Capacity (WDC) markets, with responses to this now being considered, and a decision expected in early 2026.

Additionally, in February 2025, ComReg published a consultation⁸¹ on its analysis of competition in the various Wholesale Broadcast Transmission (WBT) markets, with responses to this now being considered, and a decision expected in early 2026.

In March 2025 ComReg published its annual monitoring report⁸² concerning developments in retail and wholesale fixed broadband and related markets since they were last reviewed in 2024 under ComReg Decisions D05/2024 and D03/2024.

ComReg has been actively engaged with DCCS and the DCCS industry steering meeting, preparing for the scheduled phased coming into effect of the Gigabit Infrastructure Act in the next reporting period. One of the aims of the GIA is to facilitate the deployment of very high capacity networks by both broadening the public and private infrastructure which can be used for the deployment of broadband networks and making that access more efficient.

⁷⁹ [ComReg Document 24/74](#)

⁸⁰ [ComReg Document 24/92](#)

⁸¹ [ComReg Document 25/08](#)

⁸² [ComReg Document 25/15](#)

Mapping and Data

ComReg also has responsibilities and powers under the EEC 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 Culture, Communications and Sport. ComReg also publishes geographic level statistics (such as on fibre broadband coverage and take-up) on its open data map hub.⁸³ Since the entry into force of the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023, the Minister may request ComReg to advise on matters relating to the electronic communications market and matters relating to the functions of the Commission, and also to provide information that the Minister considers may assist 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. In recognition of the work in this area, in June 2025 ComReg was awarded the Business Value Award by the Analytics Institute.

⁸³ [ComReg Data Maps](#)

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 2025, the following markets are subject to SMP regulation.

- a) The Physical Infrastructure Access Market (PIA)
- b) The Wholesale Local Access Market (WLA)
- c) Wholesale Dedicated Capacity Markets (high capacity business circuits) (WDC), and
- d) The Wholesale Broadcast Transmission Markets (WBT)

As of June 2025, 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 in which it designated Eircom Limited trading as Eir and Open eir (Eircom) as having SMP in the PIA market on a national basis and imposed various obligations.⁸⁴

⁸⁴ [ComReg Decision D03/24](#)

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.

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 the previous 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. Significant among these is an obligation on Eircom to allow Access Seekers, when self-installing its sub-duct into an Eircom duct to unblocking and/or repair Eircom's duct in order to facilitate efficient deployment.

The obligations also included the provision of real-time information to Eircom's wholesale customers of information about its duct and pole network, strict equivalence in how Eircom and Access Seekers order provisioning and repair of infrastructure and updated obligations with respect to the timelines for the negotiation and specification of SLAs. A separate decision, Decision D04/24,⁸⁵ requires Eircom to monitor its performance in providing PIA by reference to a series of equivalence key performance indicators (KPIs) and to publish same, with the first report under Decision being published by Eircom in December 2024. This helps ComReg, inter alia, to ensure that access is in fact being offered on a non-discriminatory basis.

These 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.

⁸⁵ [ComReg Decision D04/24](#)

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 D05/24⁸⁶ 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.

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.

In order to facilitate ComReg and Access Seeker in monitoring the non-discrimination of its performance in providing Wholesale Local Access, Eircom were mandated to collate and publish series of equivalence key performance indicators (KPIs) and the rules for processing the same.

The first quarterly report under the new Decision was published by Eircom in July 2024, with further reports published on a quarterly basis.

Mindful of its obligations to support competition while also to encourage 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).⁸⁷

A ban on wholesale discounts⁸⁸ imposed in 2018 was relaxed under Decision D05/24 allowing Eircom to introduce wholesale FTTH discounts and promotions subject to prior approval of any such schemes by ComReg.

⁸⁶ [ComReg Decision D05/24](#)

⁸⁷ The price control imposed in Decision D05/24 built on [ComReg Decision D11/21](#) (the ANM Decision) 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.

⁸⁸ [ComReg Decision D11/18](#)

Wholesale Dedicated Capacity (WDC) Market

During the period, ComReg considered several proposals for such wholesale FTTH discount schemes by Eircom. In August 2024 ComReg published Decision D20/24 withholding approval for Eircom to proceed with a wholesale FTTH discount scheme (Wholesale Notification No 2024-010) based on concerns about the scheme's likely impact on competition. ComReg Decision D21/24 approving a Wholesale FTTH promotion scheme (Wholesale Notification No 2024-021) was also published in August 2024. In May 2025 another Wholesale FTTH promotion scheme (Wholesale Notification No 2025-002) was approved when ComReg published Decision D05/25.⁸⁹

In March 2025 ComReg also published its first annual monitoring report on wholesale broadband related markets (ComReg Document 25/15) with it concluding that trends and developments were progressing broadly in line with those set out in Decision D03/24 relating to PIA and Decision D05/24 relating to WLA.

WDC is the provision on a wholesale basis of high-quality high capacity bandwidth for business use. Normally the service is symmetric, meaning 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 2025, this market is regulated under ComReg's 2020 decision, Decision D03/20⁹⁰ 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 2025 with a consultation having issued in November 2024 and a final decision due in the next reporting period.

⁸⁹ ComReg Decision D05/25

⁹⁰ [ComReg Decision D03/20](#)

Wholesale Broadband Transmission (WBT)

WBT is the provision on a wholesale basis of broadcast capacity for the purposes of radio and television services. As of June 2025, this market is regulated under ComReg's 2021 decision, Decision D02/21 where ComReg identified two submarkets in both of which RTÉ and its subsidiary 2RN are the sole providers in Ireland.⁹¹ 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 obligations 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 2025 with a consultation issued in February 2025 and a decision due in the next reporting period

Copper Switch Off

In March 2022, ComReg issued a consultation into the migration from copper networks to modern infrastructure Copper Switch-Off (CSO). The modernisation of Eircom's regulated access network from copper to fibre is an important evolution of telecommunications infrastructure in the State. In November 2023, following a public consultation on this migration to modern infrastructure, ComReg issued Decision D09/23 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.⁹² The first step in the mandated process is for Eircom to submit a Switch-Off Proposal to ComReg for its approval. In July 2025 Eircom informed the industry that they have commenced a project which will execute the CSO Framework and remove copper based regulated services from their network. ComReg are currently awaiting Eircom's switch off proposal from this internal project.

⁹¹ [ComReg Decision D02/21](#)

⁹² [ComReg Decision D09/23](#)

Weighted Average Cost of Capital

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 (WACC) which is an average cost of funding a business taking its debt / equity funding structure into account.

ComReg published Decision D10/20 in October 2020 on the WACC in the mobile, fixed line and broadcasting sectors to be used for the purpose of price control obligations imposed on SMP operators.⁹³ As set out in Decision D10/20 (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 2025 with the 2025 WACC Annual Update⁹⁴ and the updated values will be applied in any forthcoming price reviews. A review of the WACC methodology and process is underway as of June 2025 with a consultation scheduled for the next reporting period and a final decision due thereafter.

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 several years. In 2024 this contract was extended following a public procurement process for the management of Industry Engagement Forum. The IEF continues to serve an important role in facilitating eircom engagement with industry on regulated access products while protecting competition through taking place within a framework of competition law.

⁹³ [ComReg Decision D10/20](#)

⁹⁴ [ComReg Document 25/35](#)

Wholesale Enforcement

There were 21 active compliance investigations during the period 1 July 2024–31 June 2025, 2 of which were opened during the period. Separately there were 4 investigations in respect of misuse of Irish numbers.

On 3 April 2025, ComReg's enforcement action against Eircom Limited (2022/211 MCA: Commission for Communications Regulation v Eircom Limited) was brought to a successful conclusion when the matter was formally struck out after Eircom paid a sum of €3 million to ComReg.

This followed a settlement agreement between ComReg and Eircom in November 2024 where Eircom had acknowledged regulatory breaches related to access, non-discrimination, and transparency in respect of the provision of Passive Access Records for Civil Engineering Infrastructure to other telecoms operators and agreed to pay €2.8 million in penalties and a €200,000 contribution towards ComReg's legal costs (see ComReg document 24/93).



07

Strategy and
Economics



Chapter 07

Strategy and Economics

ComReg Strategy Statement 2025–2027

In June 2025, ComReg published its Strategy Statement for 2025–2027. ComReg is entering a period of significant and rapid change. ComReg has recently been given – and expects over the lifetime of its Strategy Statement to be assigned – new responsibilities in such areas as the European Accessibility Act, the Data Act, the second Network and Information Systems (NIS2) Directive, the Critical Entities Resilience (CER) Directive, and the Artificial Intelligence (AI) Act.

In light of this, two decisions were taken. Firstly, ComReg decided to publish a shorter, principle-based Strategy Statement to accommodate the dynamic environment that we are entering. Secondly, ComReg decided to publish a single Strategy Statement encompassing all our functions. Previously, ComReg published three separate statements with respect to electronic communication services, spectrum, and postal. The Strategy Statement sets out five strategic priorities for the coming years with 15 accompanying goals setting out our approach to our responsibilities over the coming period.

ComReg Conference 2025: Securing the Digital Future

On 18 June 2025, ComReg hosted its biennial conference in Croke Park, Dublin entitled “Securing the Digital Future”. The opening address was given by Minister Patrick O’Donovan who spoke about the importance of telecommunications to the daily lives of those living in Ireland and the importance of resiliency in the aftermath of Storm Éowyn. Two panel discussions were held on the day.

The first panel focused on developments in the European telecommunications regulatory landscape following the publication of the White Paper on “How to master Europe’s digital infrastructure needs?”, the Letta Report, and the Draghi Report. The key themes included:

- Challenges operators face in the current European market
- Opportunities and threats that scale and consolidation could bring
- The importance of ensuring consumers have a voice and are protected in any forthcoming changes to the regulatory framework

External representation and engagement

The second panel focused on issues of cybersecurity and NIS2. The key themes included:

- The future of cyber threats from state and private actors
- The impact of AI on the threat landscape
- The challenges of resiliency and redundancy for large players in the digital ecosystem

The panellists for the two sessions were drawn from industry, academia, government, and national regulators, reflecting the broad range of stakeholders, old and new, who ComReg will be interacting with in its new and forthcoming responsibilities.

Over the past year, Strategy & Economics has presented at and attended a number of workshops and conferences in conjunction with other economic regulators and academics to further the practice of economics in Ireland and foster collaboration between regulators and academia. Highlights include:

- Participation in a panel discussion on 'Mergers, Market Power, and the Challenges of Enforcement' at the 1st Competition and Regulation Industrial Economics Ireland (CRIEI) workshop
- Presentation on a paper co-authored with the ESRI on in-home mobile coverage issues and building energy ratings (BER) at the Irish Economics Association annual conference
- Presentation on consumer understanding of broadband in the Irish market at the Economic Regulators Network (ERN) annual conference.



08

International



Chapter 8

International

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 NRAs from the 27 Member States of the European Union, the countries of the European Economic Area (EEA), the official candidate countries and the potential candidate countries of the European Union, including Ukraine, Moldova, the countries from the Western Balkans, and high-level representatives from the European Commission.

During this reporting period, ComReg Commissioner (and Chairperson until January 2025), Robert Mourik served as ComReg's representative on BEREC's Board of Regulators including as a BEREC Vice Chair (2024), and subsequently BEREC Chair (2025).

ComReg's international activities involved achieving the public deliverables as set out in the relevant BEREC Work Programmes in 2024 and 2025. ComReg's experts actively participated in each of BEREC's twelve Working Groups (WGs), and ComReg continued to provide a Co-Chair for the Wireless Network Evolution (WNE) WG.

BEREC's work is conducted under three strategic priorities, as follows: (1) promoting full connectivity, (2) promoting thriving sustainable and open digital markets, and (3) empowering end users. The full list of completed projects is set out in BEREC's Annual Report 2024–2025 and it shows a great depth and variety of work, such as reporting on the use of satellite technologies in mobile communications, submitting an Opinion to the European Commission on End User Rights as set out in Article 123 of the European Electronic Communications Code (EECC), and analysing on the Internet Protocol interconnection ecosystem to name but a few.

BEREC also interacted with other competent bodies, such as the RSPG on Peer Review under Article 35 of the EECC, the European Union Agency for Cybersecurity (ENISA), and with other institutional groups and relevant umbrella organisations, notably the European consumer organisation (BEUC).

ComReg and other members of BEREC also contributed to BEREC's input to the EC public consultation on the White Paper "How to master Europe's digital infrastructure needs?" (June 2024), which acted as one of the initial steps by the European Commission towards a new regulatory framework.

The Independent Regulators Group (IRG)

ComReg continued to actively participate in the Independent Regulators Group (IRG), which works in close cooperation with BEREC. The IRG 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 on telecommunications regulation but also on aspects of Data, Artificial Intelligence and Digital Platform regulation.

ComReg experts also leveraged the IRG information sharing function to seek the views of IRG Members on topics such as on the rules laid down in Member States relating to compensating end-users for missed service and installation appointments and on regulated access products in the Civil Engineering Infrastructure and Wholesale Local Access markets. For their part, ComReg experts also considered and responded to 83 requests from other Members of IRG for information regulatory topics of interest.

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 Culture, Communications and Sport.

Other programmatic duties carried out by the International Unit

The International Unit also continued to participate in other ad-hoc and external programmatic workstreams affecting ComReg.

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 exit from BEREC in terms of participation at BEREC Work Group and High-level meetings.

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 several project steering committees this year. These included: 'Ideas for the Future of European Telecommunications Regulations' (2024), and 'Better Law-Making and Evaluation for the EU Digital Rulebook' (2025).



09

Corporate
Services



Chapter 9

Corporate Services

Corporate 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 Culture, Communications and Sport.

ComReg has an extensive audit programme in place, overseen by its Audit & Risk 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 complex 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 our Corporate 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 2025 96% of payments has been made within the requisite time.

Communications and Public Affairs

In line with ComReg's 2025–2027 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.

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 under review, we issued 149 publications on ComReg's website.

We also collaborated with the Strategy and Economics Unit to organise the biennial ComReg Conference. The theme of the conference was securing the digital future. Minister for Culture, Communications and Sport, Patrick O'Donovan TD opened the conference with a keynote address.



Figure 25. ComReg Chairperson Garrett Blaney, Minister for Culture Communications and Sport, Patrick O'Donovan TD and Commissioner Robert Mourik at the ComReg 2025 Conference

An Ghaeilge

During the period under review, ComReg continued to fulfil statutory requirements under the Official Languages Act (2003).

Consumer Care

- Services for consumers through the Irish language were provided, with staff at the Consumer Care call-centre available to discuss queries as Gaeilge.

Advertising

- Public sector Irish language advertising targets were met.
- A report detailing Irish language advertising metrics was submitted to Oifig an Choimisinéara Teanga in March 2025.

Publications

- Key documents such as the Annual Report 2023–2024 and Strategy Statement 2025–2027 were published trí Ghaeilge per statutory requirements.

Website

- ComReg is committed to making website content available bilingually. During the relevant period, content relating to key areas such as Careers, Billing, Roaming, and information regarding the SMS Sender ID Registry were made available in Irish. The ComReg Compare Tool was also translated.

Staff Engagement

- A regular Cupán Caife conversation circle was held to promote the use of An Ghaeilge in the organisation.
- A new system to support staff seeking to undertake Irish language classes was established by Human Resources.
- Internal channels such as the staff intranet and the organisation's monthly newsletter were utilised to share information regarding An Ghaeilge, such as participation in Gréasán Gaeilge na hEarnála Poiblí.

Environmental Sustainability and Resilient Adaptation in the face of Climate Change

ComReg collaborates with the Department of Culture, Communications and Sport (DCCS) to respond to the annual adaptation scorecard review for the Communications Sector. ComReg remains in contact with the Environmental Protection Agency (EPA) regarding publications and workshops concerning the ICT aspect of critical infrastructure.

In June 2025, the EPA published Ireland's first National Climate Change Risk Assessment (NCCRA). The NCCRA project, which commenced in January 2024, aimed to identify risks to Ireland from climate change. This project provided valuable insights for the revised Sectoral Adaptation Plan under the National Adaptation Framework (NAF).

ComReg has contributed to the development of the NCCRA as part of the expert working group. Accurate information on the risks relating to the Communications sector was provided by ComReg's experts.

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 are committed to integrating 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.

ComReg complies with the requirements of public sector bodies by reporting annually (on a calendar year basis) on its energy efficiency and greenhouse-gas emissions performance to the Sustainable Energy Authority of Ireland (SEAI). ComReg's performance in the calendar year 2024 is as follows:

- Greenhouse gas emissions: fossil CO₂ was 15.9% below the baseline. To achieve the target, ComReg must reduce fossil CO₂ by another 41.7% from 2024 level within 6 years. Total CO₂ was 175.8% above the baseline. To achieve this target, total CO₂ must reduce by 89.3% within 6 years.
- Progress towards the 2030 energy efficiency target: Energy performance has improved by 51.2% since the baseline. If our energy performance is maintained at this level for another 6 years, the efficiency target will be achieved.

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 on 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) are 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 its 2024 Annual Return and payment of €3,056 in relation to the offsetting emissions associated with official air travel, to the Climate Action Fund in February 2025.

Information Technology

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

We continue to enhance online services offering to consumers and industry 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, resilient and 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 to meet the current and future requirements in line with growing organisational needs.

Human Resources

The year under review has been a period of growth for ComReg, with continued focus on talent development and acquisition for the Human Resources (HR) team. As an organisation, we have grown in number from 162 (157.5 WTE) staff in June 2024 to 202 (198.2 WTE) in June 2025 and expect to continue to grow in the coming years, informing our ongoing HR initiatives.

In 2024, we completed a scoping exercise to create a bespoke ComReg Leadership Development Programme for the 28 senior managers in the organisation. The focus of this programme is to ensure continuity of service delivery for the future of the organisation and to promote developmental opportunities for our staff. The final programme consists of modules on mentoring, behavioural leadership, strategic thinking, and managing change.

All participants will be mentored by a commissioner or director and will be provided with professional coaching. The programme was finalised and procurement was completed and roll out commenced in July 2025.

With the growth of the organisation, a key focus is developing diverse talent streams to meet our future needs. We engaged with Back to Work Connect to advertise our roles directly to candidates returning to the workplace after a period of absence. ComReg also has a talented internal candidate marketplace to draw on and we have launched initiatives to encourage staff to consider internal moves, such as career coaching sessions and interview skills training.

Our current 2-year graduate programme ended in August 2025 and 50% of our graduates have been successful in obtaining new roles within ComReg. Recruitment for our 2025-2027 graduate programme kicked off in early 2025 with an expansion of the programme to welcome legal graduates for the first time. 12 graduates commenced in October 2025.

ComReg remains committed to supporting equality, diversity and inclusion (EDI) in the workplace and we were delighted to successfully achieve Silver Medal Accreditation from the Irish Centre for Diversity in 2024. We also published our first Gender Pay Gap report in January 2025.

With a particular focus on addressing the gender pay gap, we engaged with the 30% Club by appointing 2 staff to the council and supporting a senior manager to participate in the Senior Women's Leadership Programme. We also held a very successful International Women's Day event with a panel discussion on the challenges of the unseen domestic workload on women. Unconscious bias training was rolled out across the organisation again and all hiring managers are required to complete the training before engaging with a recruitment campaign.

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.

All public bodies in Ireland have a statutory duty to eliminate discrimination, promote equality and protect the human rights of their staff, service users and everyone affected by their policies and plans. This is an obligation originated in Section 42 of the Irish Human Rights and Equality Act 2014.

ComReg completed an assessment of the equality and human rights issues that are relevant to its purpose and functions (published in February 2025) and agreed a series of measures to address the gaps identified as a result of that assessment.

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.

Adjudication

The Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 which came into force on 9 June 2023, established an adjudication regime for the regulation of electronic communications. Under this regime, independent Adjudicators, who have been appointed by the Minister, on the nomination of ComReg, consider cases referred by Authorised Officers of the Commission for Communications Regulation and take decisions on whether an operator of electronic communications networks or services has breached a relevant regulatory provision. If the Adjudicators find that there has been such a breach, they will go on to decide what, if any, sanction should be imposed on the operator in question.

The sanctions available to Adjudicators include directions to terminate a regulatory breach, orders to pay refunds in respect of overcharging, orders to pay compensation to victims or regulatory breaches, the imposition of financial sanctions, and the suspension or withdrawal of a general authorisation or rights of use for radio spectrum or numbering.

A decision of an Adjudicator (or a Division of Adjudicators) does not take effect until it has been either confirmed by the High Court (in a case where the sanctioned party does not appeal the Adjudication decision) or upheld on an appeal to the High Court.

On 23 February 2024, the Minister appointed 15 people to carry out functions as Adjudicators under the 2023 Act, each for a term of 5 years and which may be renewed. From these Adjudicators, ComReg appointed Maureen O'Neill as Chief Adjudicator, for the period to 22 February 2027 and which also may be renewed.⁹⁵

ComReg put in place the following Adjudication rules and guidelines in January 2025:

- ComReg Rules for Adjudication Oral Hearings
- ComReg Guidelines for Adjudication Proceedings

No referrals have been made during the relevant period of this annual report ending 30 June 2025.

⁹⁵ [Personnel | Commission for Communications Regulation](#)



10

Financial Statements



Financial Statements

of the Commission for communications Regulation
for the year ended 30 June 2025.

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Financial Statements

Commission members and other information for the year ended 30 June 2025

Commission	As at 30 June 2025 the Commission comprised of 2 Commissioners: Garrett Blaney – Chairperson Robert Mourik – Commissioner
Offices	1 Dockland Central , Guild Street, Dublin 1
Auditors	Comptroller & Auditor General, 3A Mayor Street Upper, Dublin 1
Bankers	Bank of Ireland, 6–7 O’Connell Street Lower, Dublin 1

Governance Statement and Commission Members' Report for the year ended 30 June 2025

Governance

The Commission for Communications Regulation (ComReg) is the independent statutory body established on 1 December 2002 under the Communication Regulation Act 2002. It is responsible for the regulation of the Electronic Communications Services ("ECS") and Electronic Communications Networks ("ECN"), together referred to as "the ECS sector", including telecommunications, radio communications, broadcasting transmission and premium rate services in Ireland and Postal Services in the State in particular the Postal Universal Service.

ComReg has a wide range of responsibilities in the sectors we regulate and operate under Irish and EU legislation in these areas. ComReg is also, together with the Competition and Consumer Protection Commission responsible for the enforcement of domestic and EU competition law (excluding in relation to merger control) in the electronic communications sector. As of October 2024, ComReg was designated as the National Competent Authority for the resilience of critical entities in the digital infrastructure sector including, but not limited to, publicly available electronic communications networks, cloud computing services, and data centres under the European Union (Resilience of Critical Entities) Regulations 2024.

In addition ComReg was given additional responsibilities under the Communications Regulation and Digital Hub Development Agency Amendment Act 2023.

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.

Governance Statement and Commission Members' Report for the year ended 30 June 2025 (cont'd)

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.

Section 32 of the Communications Regulation Act, 2002, requires the Commission to keep in such form as may be approved by the Minister for Culture, Communications and Sport, with the consent of the Minister for Public Expenditure, Infrastructure, Public Service Reform and Digitalisation, 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.

Governance Statement and Commission Members' Report for the year ended 30 June 2025 (cont'd)

Commission Responsibilities (cont'd)

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 2025.

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 2025.

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 2025 the Commission comprised two Commissioners both of whom were appointed by the Minister for Culture, Communications and Sport. 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.

Governance Statement and Commission Members' Report for the year ended 30 June 2025 (cont'd)

Commission Structure (cont'd)

Commission Member	Date Appointed / Reappointed
Garrett Blaney Chairperson	7 January 2024 (date of re-appointment)
Robert Mourik Commissioner	7 January 2024 (date of re-appointment)
Helen Dixon Commissioner	resigned 28 February 2025

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 six people:

- two Commissioners
(Note: The Chairperson is the Accounting Officer and hence is not appointed to the Audit and Risk Committee);
- up to four 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.

The Commissioners were members of the ARC in the year ended 30 June 2025. Garrett Blaney was a member of the ARC until his appointment as Chairperson on 7 January 2025 and he was then replaced by Robert Mourik. Helen Dixon was a member until her resignation on 28 February 2025. The external members of the Audit and Risk Committee at 30 June 2025 were: Michael Tutty (Chairperson), Dr Celine McInerney and Martin Kelly. There were four meetings of the ARC in the year ended 30 June 2025.

Schedule of Attendance, Fees and Expenses

A schedule of attendance at the Audit & Risk Committee meetings for 2025 is set out below including the fees and expenses received by each member.

Governance Statement and Commission Members' Report for the year ended 30 June 2025 (cont'd)

Audit and Risk Committee Members

Name	Role	Number of Meetings Attended	Fees 2025 €	Expenses 2025 €
Michael Tutty Chairperson	External Member	3	6,000	Nil
Dr Celine McInerney*	External Member	4	2,400	149
Martin Kelly	External Member	4	4,800	Nil
Garrett Blaney	Chairperson	2	N/A	Nil
Helen Dixon	Commissioner	2	N/A	Nil
Robert Mourik	Commissioner	2	N/A	Nil

* Fees have not been paid since December 2024 in accordance with the 'One person One Salary' principle.

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, Infrastructure, Public Service Reform and Digitalisation in August 2016. The following disclosures are required by the Code.

Governance Statement and Commission Members' Report for the year ended 30 June 2025 (cont'd)

Employee Short-Term Benefits Breakdown

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

Range (€'000)	30 June 2025 Number	30 June 2024 Number
60–70	29	19
70–80	13	9
80–90	10	13
90–100	22	23
100–110	18	18
110–120	12	9
120–130	11	10
130–140	6	4
140–150	6	6
150–160	8	7
160–170	4	2
170–180	2	1
180–190	1	1
190–200	0	0
200–210	0	0
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.

Governance Statement and Commission Members' Report for the year ended 30 June 2025 (cont'd)

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 €1.5m (2024: €1.3m) are shown separately as part of Legal Costs below.

	2025 €'000	2024 €'000
Professional & Technical Advice	12,229	10,495
Contact Management	681	605
Market Research	310	432
Quality of Service Monitoring	700	490
	13,920	12,022

Legal Costs

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

	2025 €'000	2024 €'000
Legal Advice	1,513	1,318
Legal Costs relating to Legal Proceedings	(626)	2,521
	887	3,839

Legal Costs relating to Legal Proceedings amounted to €874,000 and legal costs recovered totalled €1,500,000, leaving a net amount recovered of €626,000. There were no conciliation and arbitration payments or settlement payments made by ComReg in the year.

Governance Statement and Commission Members' Report for the year ended 30 June 2025 (cont'd)

Travel and Subsistence Expenditure

Travel and subsistence expenditure is categorised as follows:

	2025 €'000	2024 €'000
Domestic Travel	15	26
International Travel	216	207
	231	233

Hospitality Expenditure

The Income and Expenditure Account includes the following hospitality expenditure:

	2025 €'000	2024 €'000
Staff Hospitality Costs	24	18
Contribution to Sports and Social Club	16	8
	40	26

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.

Governance Statement and Commission Members' Report for the year ended 30 June 2025 (cont'd)

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, Infrastructure, Public Service Reform and Digitalisation 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 Culture, Communications and Sport and the Minister for Public Expenditure, Infrastructure, Public Service Reform and Digitalisation, 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, Infrastructure, Public Service Reform and Digitalisation) has been approved by the Minister for Culture, Communications and Sport and the Minister for Public Expenditure, Infrastructure, Public Service Reform and Digitalisation. 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: 16 December 2025

Statement of Internal Control for the year ended 30 June 2025

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, Infrastructure, Public Service Reform and Digitalisation has been in place in ComReg for the year ended 30 June 2025 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 2025.

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.

Statement of Internal Control for the year ended 30 June 2025 (cont'd)

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.

Statement of Internal Control for the year ended 30 June 2025 (cont'd)

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 2025 the total value of non-compliant procurement was Nil (2024: €29,000).

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 2025 which was completed on 10 June 2025.

Internal Control Issues

No weaknesses in internal control were identified in relation to 2025 that require disclosure in the financial statements.

On behalf of the Commission



Garrett Blaney

Chairperson

Date: 16 December 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 2025 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 2025 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

22 December 2025

Appendix to the Report of the Comptroller and Auditor General for presentation to the houses of the Oireachtas

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.

Statement of Income and Expenditure and Appropriation Account for the year ended 30 June 2025

	Year to 30 June 2025						Year to 30 June 2024
	Notes	Electronic Communications		Post	Premium Rate Services	Total	Total
		Levy €'000	Other €'000	Levy €'000	Levy €'000	€'000	€'000
Income							
Levy		7,411		1,821	705	9,937	9,196
Licensing Fees	2	–	58,765	–	–	58,765	57,472
Other Income	2	–	7,037	–	–	7,037	3,719
Total Income		7,411	65,802	1,821	705	75,739	70,387
Expenditure							
Staff Costs	3	11,640	7,168	794	249	19,851	17,724
Retirement Benefit Costs	17(b)	2,000	1,249	136	43	3,428	2,890
Technical Advice	4	6,899	5,720	1,018	283	13,920	12,022
Legal Expenses	5	1,112	(317)	79	13	887	3,839
Advertising		1,008	16	–	–	1,024	355
Administrative Expenses	6	2,771	2,142	145	80	5,138	4,148
Auditors' Remuneration		19	12	1	1	33	30
Premises and Related Expenses		1,449	963	74	44	2,530	2,548
Depreciation and amortisation	7, 8	902	568	46	27	1,543	1,883
Subscriptions to International Organisations	15	895	–	–	–	895	811
Total Expenditure		28,695	17,521	2,293	740	49,249	46,250
Surplus/(Deficit) before Appropriations		(21,284)	48,281	(472)	(35)	26,490	24,137
Less: Appropriations							
Transfer from Capital Reserve	12					(335)	(1)
Payable to Central Fund	13					(24,997)	(22,831)
Pension Reserve adjustment	13					(1,158)	(1,305)
Surplus after Appropriations						–	–

The Statement of Cash Flows and Notes 1 to 23 form part of these financial statements.
On behalf of the Commission



Garrett Blaney

Date: 16 December 2025

Statement of Comprehensive Income for the year ended 30 June 2025

		Year to 30 June 2025	Year to 30 June 2024
	Notes	Total €'000	Total €'000
Surplus after Appropriations			
ComReg Defined Benefit Scheme			
Actual return less expected return on scheme assets	17(f)	(5,027)	813
Experience gains/(losses) on retirement benefit obligations	17(f)	8,208	(1,828)
Changes in assumptions underlying the present value of Retirement benefit obligations for current year		–	–
Transfers in for prior service	17(g)	–	–
Actuarial gain/(loss) in the year		3,181	(1,015)
Single Public Sector Pension Scheme			
Experience gains/(losses) on retirement benefit obligations		1,141	(403)
Changes in assumptions underlying the present value of Retirement benefit obligations		–	–
Adjustment to Deferred Funding		(1,141)	403
Actuarial (loss)/gain in the year		–	–
Total actuarial gain/(loss) in the year		3,181	(1,015)
Movement in Retirement Benefit Reserve			
Balance at 1 July		5,045	4,755
Total Recognised Gains/(Losses) in the year		3,181	(1,015)
Pension Reserve adjustment	13	1,158	1,305
Balance at 30 June		9,384	5,045

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 23 form part of these financial statements.

On behalf of the Commission



Garrett Blaney

Date: 16 December 2025

Statement of Financial Position for the year ended 30 June 2025

		Year to 30 June 2025	Year to 30 June 2024
	Notes	Total €'000	Total €'000
Non-Current Assets			
Property, Plant & Equipment	7	4,171	3,857
Intangible Assets	8	509	488
		4,680	4,345
Current Assets			
Receivables	9	2,095	3,969
Short-Term Investments	10	128,643	103,386
Cash and Cash Equivalents		3,738	3,074
		134,476	110,429
Current Liabilities (Amounts falling due within one year)			
Payables	11	(134,476)	(110,429)
Net Current Assets		–	–
Total Assets less Current Liabilities		4,680	4,345
Total Net Assets excluding Retirement Benefits Asset		4,680	4,345
Retirement Benefits			
Deferred Funding Asset for SPSPS Pensions	17c(i)	7,900	7,322
Single Public Sector Pension Scheme (Liability)	17c(iv)	(7,900)	(7,322)
ComReg Scheme Asset	17c(i)	9,384	5,045
Total Net Assets including Retirement Benefits Asset		14,064	9,390
Representing			
Capital Reserves	12	4,680	4,345
Retirement Benefit Reserve		9,384	5,045
		14,064	9,390

The Statement of Cash Flows and Notes 1 to 23 form part of these financial statements.

On behalf of the Commission



Garrett Blaney

Date: 16 December 2025

Statement of Cash Flows

for the year ended 30 June 2025

		Year to 30 June 2025	Year to 30 June 2024
	Notes	Total €'000	Total €'000
Net Cash Flows from Operating Activities			
Excess Income over Expenditure (before Appropriations)		26,155	24,136
Difference between pension charge and contributions		(1,158)	(1,305)
Depreciation and amortisation	7, 8	1,543	1,883
Bank Interest	2	(1,147)	(850)
Capital reserve transfer	12	335	1
(Increase)/Decrease in Receivables		1,874	(339)
(Decrease)/Increase in Payables (excluding Central Fund)		(950)	(524)
Net Cash Inflow from Operating Activities		26,652	23,002
Return on Investments			
Bank Interest		1,147	850
Cash Flows from Investing Activities			
Payments to acquire Property, Plant, Equipment & Intangible assets	7, 8	(1,878)	(1,884)
Cash Flows from Financing Activities			
Receipt from sale of Asset		–	–
Payment to Central Fund		–	–
Net (Decrease)/Increase Cash and Cash Equivalents		25,921	21,968
Opening Cash and Cash Equivalents		106,460	84,492
Closing Cash and Cash Equivalents		132,381	106,460

Notes to the Financial Statements for the year ended 30 June 2025

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. ComReg has also been given additional responsibilities regarding the resilience of critical entities in the digital infrastructure sector.

The Commission is a Public Benefit Entity (PBE).

b) Statement of Compliance

The financial statements of the Commission for the year ended 30 June 2025 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 Culture, Communications and Sport with the consent of the Minister for Public Expenditure, Infrastructure, Public Service Reform and Digitalisation 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.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

1. Accounting Policies (cont'd)

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 Culture, Communications and Sport (See Note 13).

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

1. Accounting Policies (cont'd)

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	33.33% per annum
Fixtures & fittings	9% per annum
Office Furniture & office equipment	15% per annum
Motor vehicles	20% 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 as follows:

Software development	15% per annum
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Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

1. Accounting Policies (cont'd)

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.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

1. Accounting Policies (cont'd)

1.8 Retirement Benefits (cont'd)

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, Infrastructure, Public Service Reform and Digitalisation (DPEIPSRD). In addition, the Commission is liable to pay an employer contribution to DPEIPSRD in accordance with DPEIPSRD 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.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

1. Accounting Policies (cont'd)

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.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

2. Non-Levy Income

	Year to 30 June 2025	Year to 30 June 2024
	Total €'000	Total €'000
Electronic Communications Licensing Fee		
3G Radio Licensing Fees	1,905	1,905
4G Liberalised Use Licensing Fees	26,934	26,233
Other Radio Licensing Fees	29,926	29,334
	58,765	57,472
Other Income		
Bank Interest	1,147	850
Sundry Income	5,890	2,869
	7,037	3,719

In 2025, Sundry Income included €5.7m received from operators 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.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

3. Staff Costs

	Electronic Communications		Post	PRS	Year to 30 June 2025	Year to 30 June 2024
	Levy €'000	Other €'000	Levy €'000	Levy €'000	Total €'000	Total €'000
Employee Short-term benefits	10,619	6,539	724	227	18,109	16,168
Employer's contribution to social Welfare	1,021	629	70	22	1,742	1,556
	11,640	7,168	794	249	19,851	17,224
The average number of staff employed by the Commission during the year, analysed by category, was as follows:	102	61	5	3	171	149
Employee Short Term benefits						
Basic Pay					16,973	15,050
Performance related pay					1,117	1,099
Chairperson Allowance					19	19
					18,109	16,168

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, €1,117,000 (or 6%) 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 (2024: €1,099,000 (7%)).

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
Garrett Blaney – Chairperson	204
Robert Mourik – Commissioner	204
Helen Dixon – Commissioner (resigned 28 February 2025)	134

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

4. Technical Advice

	30 June 2025 €'000	30 June 2024 €'000
Professional/Technical Advice	13,920	12,022

5. Legal Expenses

	30 June 2025 €'000	30 June 2024 €'000
Legal expenses are stated net of costs recovered from third parties	887	3,839

6. Administrative Expenses

	30 June 2025 €'000	30 June 2024 €'000
Equipment and IT Maintenance	2,549	2,082
Subscriptions to Databases/Research Reports	556	490
Travel and Subsistence	231	233
Conferences/Meetings	235	151
Postal and Telecommunications	112	103
Stationery	14	45
Publishing	20	22
Recruitment	396	162
Light, Heat and Cleaning	189	147
Insurance	60	68
Staff Training and Professional Development	562	469
Other Administrative Costs	214	176
	5,138	4,148

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

7. Property, Plant and Equipment

	Technical Equipment €'000	Computer Equipment €'000	Computer Software €'000	Furniture & Fittings €'000	Motor Vehicles €'000	Total €'000
Cost						
At 30 June 2024	4,125	14,454	903	4,660	114	24,256
Additions	–	399	1,280	–	–	1,679
Disposals	–	–	–	–	–	–
At 30 June 2025	4,125	14,853	2,183	4,660	114	25,935
Accumulated Depreciation						
At 30 June 2024	3,116	13,679	268	3,242	94	20,399
Disposals	–	–	–	–	–	–
Charge for period	193	486	311	366	9	1,365
At 30 June 2025	3,309	14,165	579	3,608	103	21,764
Net Book Value						
30 June 2025	816	688	1,604	1,052	11	4,171
30 June 2024	1,009	775	635	1,418	20	3,857

8. Intangible Assets

	Software Development €'000	Total €'000
Cost		
At 30 June 2024	745	745
Additions	199	199
Disposals	–	–
At 30 June 2025	944	944
Accumulated Depreciation		
At 30 June 2024	257	257
Disposals	–	–
Charge for period	178	178
At 30 June 2025	435	435
Net Book Value		
30 June 2025	509	509
30 June 2024	488	488

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

9. Receivables

	30 June 2025 €'000	30 June 2024 €'000
Due within one year:		
Electronic Communications administration levy	158	1,258
Radio Licence Income	774	952
Accrued Income	616	617
Pre-payments & Recoverable expenses	547	1,142
	2,095	3,969

10. Short Term Investments

	30 June 2025 €'000	30 June 2024 €'000
Short Term Investments	128,643	103,386

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.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

11. Payables

	30 June 2025 €'000	30 June 2024 €'000
Payables		
Amounts falling due within one year		
Trade Creditors	985	2,400
Other Creditors	5,736	5,725
Value-added tax	108	140
Accruals	1,988	1,457
Deferred income (see analysis below)	36,854	36,919
Payroll	1,643	1,623
Payable to Central Fund (see Note 13)	87,162	62,165
	134,476	110,429

Other Creditors includes potential refunds of €5.4m (2024: €5.4m) in respect of delayed commencement of 3.6GHz Band Liberalised Use licences.

	30 June 2025 €'000	30 June 2024 €'000
Analysis of Deferred Income		
Radio Licence Income	36,714	36,779
Other	140	140
	36,854	36,919

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.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

12. Capital Reserves

	30 June 2025 €'000	30 June 2024 €'000
Opening Balance	4,345	4,344
Transfer (to)/from Income and Expenditure Account:		
Additions to fixed assets	1,878	1,884
Amortisation in line with fixed asset depreciation	(1,543)	(1,883)
Amount released on disposal of Fixed Assets	–	–
Net Amount (to) Income and Expenditure Account	335	1
Closing Balance	4,680	4,345

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, Infrastructure, Public Service Reform and Digitalisation 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 years ending 30 June 2024 and 30 June 2025. In August 2024 the Department confirmed that ComReg could retain €39.854m in respect of its surplus for the year ended 30 June 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.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

13. Appropriation of Surplus (cont'd)

	Gross Amount Due €'000	Pension Adjustment(b) €'000	Net Amount Due €'000
Balance due to Exchequer at 30 June 2024	62,685	(520)	62,165
Surplus for 2025 including Transfer from Capital Reserve	26,155	–	26,155
Paid in 2025	–	–	–
Pension reserve adjustment (a)	(1,158)	–	(1,158)
Pension fund payment clawback (b)	–	–	–
	87,682	(520)	87,162

The comparative figures in respect of the amount owed to the Exchequer as at 30 June 2024 are shown below.

	Gross Amount Due €'000	Pension Adjustment(b) €'000	Net Amount Due €'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	–	–	–
Pension reserve adjustment (a)	(1,305)	–	(1,305)
Pension fund payment clawback (b)	(320)	320	–
Balance at 30 June 2024	62,685	(520)	62,165

a) The pension reserve adjustment represents the difference between the pension amount charged to the Income and Expenditure Account in 2025 of €3,428,000 (2024: €2,890,000) and the employer contributions in the period of €4,586,000 (2024: €4,194,000).

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 2025 there was a clawback of Nil (2024: €320,000).

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

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 2025 €'000	30 June 2024 €'000
Payable:		
Within one year	1,634	2,189
Between one and five years	6,423	3,390
More than five years	133	–
	8,190	5,579

15. Membership of International Telecommunications Organisations

Certain payments to International Telecommunications Organisations are met by the Department of the Culture, Communications and Sport (DCCS) out of the proceeds of the Electronic Communication Administrative Levy. The charge to the Income and Expenditure Account includes €895,000 (2024: €811,000) for that purpose. Such charges are invoiced to DCCS who are subsequently reimbursed by ComReg.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

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, Infrastructure, Public Service Reform and Digitalisation (DPEIPSRD). In addition, the Commission is liable to pay an employer contribution to DPEIPSRD in accordance with DPEIPSRD 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 2025.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

17. Retirement Benefits (cont'd)

	30 June 2025 €'000	30 June 2024 €'000
b) Retirement Benefit Costs		
Made up of:		
Defined Benefit Scheme		
Current service cost	2,751	2,546
Interest cost	2,898	2,707
Expected return on Scheme Assets	(3,170)	(2,973)
Less: Employees' Contributions	(481)	(470)
	1,998	1,810
Single Public Service Pension Scheme (SPSPS)		
Employer Contribution	1,430	1,080
Current Service Cost*	1,426	976
Interest Cost	293	229
Adjustment to deferred Exchequer Pension funding	(1,719)	(1,205)
	1,430	1,080
Total Retirement Benefit Costs	3,428	2,890
*Employee contributions of €472,000 (2024: €360,000) remitted to DPEIPSRD, have been included in the calculation of the current service cost.		
c) Net Retirement Benefit Liability (Defined Benefit Scheme)		
i) Made up of:		
Fair value of Scheme Assets	78,851	77,817
Present Value of Retirement benefit obligations	(69,467)	(72,772)
Net Asset	9,384	5,045
Note: The Balance Sheet Liability in respect of Single Scheme Retirement Benefits in 2025 comprises a Deferred Funding Asset of €7.900m (2024: €7.322m) to match the Single Scheme Liability of €7.900m (2024: €7.322m) giving a nil Net Liability.		

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

17. Retirement Benefits (cont'd)

	30 June 2025 €'000	30 June 2024 €'000
ii) Present Value of Retirement Benefit Obligations at beginning of year (Defined Benefit Scheme)	72,772	66,257
Current Service Cost	2,751	2,546
Interest Cost	2,898	2,707
Actuarial (Gain)	(8,208)	1,828
Benefits Paid	(627)	(478)
Premiums Paid	(119)	(88)
Present Value of Retirement Benefit Obligations at end of year (Defined Benefit Scheme)	69,467	72,772
iii) Change in Scheme Assets (Defined Benefit Scheme)		
Fair Value of Scheme Assets at beginning of year	77,817	71,012
Expected return on Scheme Assets	3,170	2,973
Actuarial Gain / (Loss)	(5,027)	813
Employer Contributions	3,156	3,115
Members' Contributions	481	470
Benefits Paid	(627)	(478)
Premiums Paid	(119)	(88)
Fair Value of Scheme Assets at end of year	78,851	77,817
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.		
iv) Retirement Benefits Liability (SPSPS)		
Present Value as at 1 July 2024	7,322	5,583
Current Service Cost	1,426	1,107
Interest Cost	293	229
Actuarial (Gain)	(1,141)	403
Benefits Paid	–	–
Present Value as at 30 June 2025	7,900	7,322

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

17. Retirement Benefits (cont'd)

	30 June 2025 €'000	30 June 2024 €'000
d) Scheme Asset Composition (Defined Benefit Scheme)		
The scheme assets at the year end were composed of:		
Equities	19,395	24,757
Bonds	55,055	46,490
Property	–	626
Cash and Other liquid assets	4,401	5,944
	78,851	77,817
The scheme assets at the year end expressed in % terms comprised		
	%	%
Equities	24.6%	31.8%
Bonds	69.8%	59.7%
Property	–	0.8%
Cash and Other liquid assets*	5.6%	7.7%
	100.0%	100.0%
*consists of alternative strategies and enhanced yield funds		
Weighted average assumptions used to determine benefit obligations (Defined Benefit Scheme)		
Discount Rate	4.25%	4.00%
Rate of compensation increase	3.80%	4.10%
Weighted average assumptions used to determine pension expense (Defined Benefit Scheme)		
Discount Rate	4.00%	4.10%
Expected long-term return on scheme assets	4.25%	4.00%

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

17. Retirement Benefits (cont'd)

e) Principal Actuarial, Financial & Demographic Assumptions (Defined Benefit Scheme)

	30 June 2025 €'000	30 June 2024 €'000
The financial assumptions used were as follows:		
Discount rate	4.25%	4.00%
Salary increases	3.80%	4.10%
Pension increases	3.30%	3.60%
Inflation increases	2.30%	2.60%
The Demographic assumptions used were as follows		
	2025	2024
Mortality Pre-Retirement & Post-Retirement	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)
Retirements	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
Ill Health Retirement	No allowance	No allowance
Early Retirement	No allowance	No allowance
Withdrawals	No allowance	No allowance
Percentage married	It is assumed that 90% of members are married.	It is assumed that 90% of members are married.
Age Difference between spouses	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.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

17. Retirement Benefits (cont'd)

	30 June 2025 €'000	30 June 2024 €'000	30 June 2023 €'000	30 June 2022 €'000	30 June 2021 €'000
f) History of defined benefit obligations, assets and experience gains and losses					
Defined benefit obligations	69,467	72,772	66,257	63,786	78,060
Fair value of Scheme Assets	(78,851)	(77,817)	(71,012)	(64,905)	(69,724)
(Surplus)/Deficit for funded Scheme	(9,384)	(5,045)	(4,755)	(1,119)	8,336
Experience Adjustment on Scheme Assets	(5,027)	813	745	(7,824)	8,284
percentage of scheme assets	6.3%	1.0%	1.0%	12.1%	11.9%
Experience (losses)/gains on ComReg Scheme Liabilities					
Amount	8,208	(1,828)	(2,131)	(2,688)	(14)
percentage of Scheme Liabilities	11.8%	2.5%	3.2%	4.2%	0.0%
Experience gains/(losses) on Single Public Sector Pension Scheme Liabilities					
Amount	1,141	(403)	(2)	311	(72)
percentage of Scheme Liabilities	14.4%	0.5%	0.0%	6.9%	1.4%

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 2025, the total value of such payments received in the year to 30 June 2025 was Nil (2024: Nil).

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

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

17. Retirement Benefits (cont'd)

h) Funding of retirements benefits

A triennial actuarial valuation of the scheme was carried out as at 1 January 2025 and the recommended contribution rate was subsequently agreed. The next triennial actuarial valuation is due to be carried out as at 1 January 2028.

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 2025.

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 €715,367 (2024: €652,929) deducted from salaries in respect of the Additional Superannuation Contribution was paid to the Department of Culture, Communications and Sport, in the year ended 30 June 2025.

Notes to the Financial Statements for the year ended 30 June 2025 (cont'd)

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. Approval of Financial Statements

These financial statements were approved by Garrett Blaney, Chairperson, for the Commission, on the 16th December 2025.

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

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Commission for
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Commission for
Communications Regulation

Tuarascáil Bhliantúil 2024–2025

Tuarascáil Bhliantúil 2024–2025

Arna cur faoi bhráid an Aire Cultúir, Cumarsáide agus Spóirt
de réir Alt 32 d'Acht um Rialáil Cumarsáide, 2002.

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01

Faoi ComReg



Caibidil 01

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



Garrett Blaney
Cathaoirleach agus Coimisinéir



Robert Mourik
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 beirt Choimisinéirí ag an gCoimisiún: **Garrett Blaney** (Cathaoirleach) agus **Robert Mourik** (Coimisinéir).

Tá an Coimisiún, maraon 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, eacnamaith, innealtóirí, cuntasóirí, anailísithe gnó agus speisialtóirí riaracháin) chun ár misean a chur i bhfeidhm agus ár gcuspóirí rialála a chomhlíonadh.

Tá ceithre Rannóg i 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 Cheannaireachta



Paul McSweeney
**Stiúrthóir Straitéise agus
Eacnamaíochta**



Caroline Dee-Brown
**Abhcóide Ginearálta agus
Stiúrthóir Seirbhísí Dílíthiúla**



An Dr Lorraine Horgan
**Stiúrthóir na Rannóige Seirbhísí
Corparáideacha**



Donal Leavy
Stiúrthóir na Rannóige Mórdhíola



Barbara Delaney
**Stiúrthóir na Rannóige Miondíola
agus Seirbhísí do Thomhaltóirí**



George Merrigan
**Stiúrthóir na Rannóige
Creata Margaidh**

Feidhmeanna

Bunaíodh ComReg in 2002 agus tá sé freagrach as seirbhísí cumarsáide in Éirinn a rialáil lena n-áirítear seirbhísí poist, seirbhísí ardráta, líonraí agus seirbhísí cumarsáide leictreonaí, freagairt glaonna éigeandála, cumarsáide rabhaidh phoiblí, riachtanais rochtana d'úsáideoirí deiridh agus speictream raidió. In 2024, sannadh ról nua dúinn i ndáil le hathléimneacht fhisiciúil. I mí an Mheithimh 2025, d'fhoilsigh ComReg a Ráiteas Straitéise 2025–2027 ina ndéantar machnamh ar rún an Rialtais, trí reachtaíocht, ról shonracha a shannadh do ComReg i ndáil le cibearshlándáil faoin Dara Treoir maidir le Slándáil na gCóras Gréasáin agus Faisnéise (NIS2), néalríomhaireacht agus sonraí faoin Acht Sonraí (Rialachán AE) agus faoin Acht um an Intleacht Shaorga (Rialachán AE).

Trína fheidhmeanna agus cuspóirí éascaíonn ComReg earnáil chumarsáide iomaíoch in Éirinn a oibríonn go maith d'úsáideoirí; cumhachtaíonn agus cosnaíonn sé úsáideoirí, lena n-áirítear úsáideoirí deiridh atá faoi mhíchumas; déanann sé maoirseacht ar oibleagáidí oibritheoirí chun athléimneacht agus slándáil a chur san áireamh ina ngréasáin agus seirbhísí; bainistíonn sé speictream raidió agus acmhainní uimhrithe na hÉireann; agus déanann sé ullmhúcháin chun a fhreagrachtaí rialála nua a chur chun feidhme.

Foras ildisciplíneach is ea é, a bhíonn ag déileáil le saincheisteanna casta dlí, eacnamaíochta, cuntasaíochta, rialála agus teicneolaíochta. Tá ár gcuspóirí leagtha amach de réir na reachtaíochta. Tá an reachtaíocht phríomha lenar bunaíodh ComReg, in 2002, leasaithe roinnt uaireanta agus an tAcht um Rialáil Cumarsáide, 2002 go dtí 2026, a thugtar uirthi anois. Tá ár gcreat reachtach ag forbairt i gcónaí ó achtaíodh an tAcht um Rialáil Cumarsáide in 2002.

Bronnadh cumhachtaí don dlí iomaíochta orainn in 2007 maidir le seirbhísí cumarsáide leictreonaí, agus rinneadh tuilleadh leasaithe ar ár gcumhachtaí forfheidhmithe iomaíochta in 2023 go háirithe trí chóras smachtbhannaí airgeadais riaracháin a thabhairt isteach.

In 2010, aistríodh freagracht as rialáil seirbhísí ardráta chuig ComReg faoi Acht um Rialáil Cumarsáide (Seirbhísí Ardráta & Bonneagar Cumarsáide Leictreonaí), 2010. Is í an fheidhm atá againn ná an earnáil poist a rialú – lena n-áirítear, go háirithe: – a chinntiú go bhfuil seirbhís poist uilíoch inacmhainne á cur ar fáil – atá bunaithe ó 2002, ainneoin go bhfuil ár bhfreagrachtaí agus cumhachtaí sa réimse seo leagtha amach go príomha in Acht um Rialáil Cumarsáide (Seirbhísí Poist), 2011.

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.

Tá creat comhchuibhithe an AE chun an earnáil teileachumarsáide a rialáil bunaithe sa reachtaíocht faoi láthair i dTreoir maidir leis an gCód um Chumarsáid Leictreonach Eorpach 2018 (an Cód). Trasúodh an Cód i ndlí na hÉireann le Rialacháin an Aontais Eorpaigh (An Cód um Chumarsáid Leictreonach Eorpach), 2022 agus Acht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023.

Tá ComReg anois ag tús tréimhse d'athrú suntasach, agus tá freagrachtaí nua suntasacha air i ndáil le hinrochtaineacht, cibearshlándáil, athléimneacht líonra, Intleacht Shaorga (IS), néal agus sonraí. Oibreoidh ComReg le páirtithe leasmhara nua, in Éirinn agus ar fud na hEorpa. I gcuid de na réimsí seo, beidh na feidhmeanna rialála á roinnt ar fud roinnt gníomhaireachtaí stáit agus údarás rialála, ComReg san áireamh. Lena chois sin, i mí Eanáir 2026 d'fhoilsigh an Coimisiún Eorpach an chéad dréacht de Rialachán AE nua ar a dtugtar an Gníomh um Líonraí Digiteacha (GLD). Is mórfhiosa reachtaíochta nua é an GLD de bhrí go bhfuiltear ag súil go ndéanfaidh sé an Cód um Chumarsáid Leictreonach Eorpach, 2018, a aisghairm agus go dtiocfaidh sé ina áit. Táimid ag súil go gcuimseofar ina chuspóir foriomlán rochtain ar leathanbhanda ardluais a fheabhsú agus infheistíocht i mbonneagar digiteach a dhreasú.



Sa Tuarascáil Bhliantúil seo clúdaítear ár bpríomhghníomhaíochtaí ón 1 Iúil 2024 go dtí an 30 Meitheamh 2025.



02

Athbhreithniú an
Chathaoirligh



Caibidil 02

Athbhreithniú an Chathaoirligh

Saintréith den tréimhse atá á hathbhreithniú ba ea athrú agus dúshlán suntasach a bhí le sárú ag ComReg. Tá na hearnálacha atá á rialáil ag ComReg ag forbairt mar gheall, i bpáirt, ar nuálaíocht theicneolaíoch. Bainfidh ComReg tairbhe as freagrachtaí nua agus as réaltachtaí margaidh. Glacfar leis ár sainordú reatha do chumarsáid leictreonach agus don earnáil poist mar ghné lárnach dár gcuid oibre. Ach, tá freagrachtaí nua á sannadh dúinn i ndáil leis an dara Treoir maidir le Slándáil na gCóras Gréasáin agus Faisnéise (NIS2), an Treoir maidir le hAthléimneacht Eintiteas Criticiúil agus an Gníomh um an Intleacht Shaorga agus Gníomh um Shonraí an AE. Mar thoradh air seo, beidh ComReg gníomhach san earnáil dhigiteach le páirtithe leasmhara nua, in Éirinn agus ar fud an AE. Tabharfaimid tús áite d'fhorbairt eagraíochtúil lena chinntiú go bhfeidhmímid go héifeachtach agus go seachadfaimid torthaí éifeachtacha.

Stoirm Éowyn

I rith na bliana, tharraing tionchar Stoirm Éowyn aird ar an tábhacht a bhaineann le nascacht inár saol oibre agus sóisialta.

Tá ComReg ag obair leis an Rialtas agus leis an tionscal chun bearta a bhunú chun maolú i gcoinne thionchar na hadhaimisre nuair a tharlóidh a leithéid arís.

Tá athléimneacht ár mbonneagair chumarsáide riachtanach i gcomhthéacs ár sochaí agus ár ngeilleagair. Ní mór go mbeadh ár líonraí cumarsáide chomh slán agus chomh hathléimneach agus is féidir i bhfianaise bagairtí seachtracha, is cuma más drochstoirm atá i gceist nó cibirionsaí.

Líne Sheasta & Leathanbhanda

Is acmhainn ríthábhachtach é leathanbhanda i saol daoine agus gnóthaí de bhrí go bhfuil an ról atá aige inár saol ag éirí níos tábhachtaí an t-am ar fad. Faoi dheireadh na tréimhse tuairiscithe seo, bhí beagán os cionn 2.1 mhilliún líne síntiús leathanbhanda ann, arb ionann é agus méadú 2.6% ó 2024. Chomh maith leis sin, infheistíodh breis is €1 bhilliún i líonraí i rith na tréimhse seo. Tháinig fás suntasach ar Chábla Snáthoptaice go hÁitreabh (CSÁ), méadú 25.4%, agus bhí 957,957 síntiús cláraithe ag deireadh Ráithe 2 2025.

Tomhaltóirí

Lean luasanna leathanbhanda agus úsáid sonraí ag fás. Faoi dheireadh na tréimhse tuairiscithe seo, bhí seirbhís ag 68.8% de na línte leathanbhanda go léir ag luasanna díolta cothrom le nó níos mó ná 500 Mbps, le 21.1% ag luasanna cothrom le nó níos mó ná 1 Gbps. Maidir le sonraí don tréimhse, d'úsáid meán-shíntiúsóir leathanbhanda seasta 498 GB sonraí in aghaidh na míosa, suas ó 433 GB ón mbliain roimhe.

Móibíleach

Ag deireadh na tréimhse tuairiscithe, bhí 10.6 milliún síntiús le haghaidh seirbhísí cumarsáide móibíleacha agus síntiús Meaisín le Meaisín (M2M) in Éirinn. I Ráithe 2 2025, bhí na síntiús M2M iomlána cothrom le 4.2 milliún, arb ionann é agus fás bliantúil atá ag tarlú ag ráta 10%. Laghdaigh meánlíon na nóiméad guthghlaonna míosúla don síntiúsóir móibíleach in Éirinn go dtí 152 nóiméad sa mhí i mí Meithimh 2025. I mí Meithimh 2025 bhí an meánlíon tráchta don síntiúsóir móibíleach a bhí ag úsáid seirbhísí gutha agus sonraí cothrom le 19.7 GB.

As measc na bhfadhbanna ar fad ar tarraingíodh aird ComReg orthu i rith na tréimhse, gearáin ba ea 10% a géaraíodh thar ceann tomhaltóirí na Soláthraithe Seirbhíse ábhartha le haghaidh Seirbhísí Cumarsáide Leictreonacha (SCL) agus Seirbhísí Ardráta (SAR).

I rith na tréimhse, d'fhoilsigh ComReg a chinneadh maidir le Cairteacha Custaiméirí soláthraí seirbhíse. Ní mór do Sholáthraithe Seirbhíse a gCairteacha Custaiméirí a ullmhú, a fhoilsiú agus a choinneáil cothrom le dáta. Is éard atá i gCairt Custaiméirí faisnéis do gach custaiméir maidir leis na leibhéil cháilíochta seirbhísí do chustaiméirí a bhfuiltear ag súil leo ó sholáthraithe seirbhíse.

I rith na bliana, ainmníodh ComReg mar údarás comhlíonta don Acht Eorpach um Inrochtaineacht (AEI). Faoin reachtaíocht seo, ní mór do sholáthraithe SCL a gcuid seirbhísí a dhearadh de réir ceanglas inrochtaineachta, eolas a roinnt le húsáideoirí maidir le hinrochtaineacht a dtáirgí agus seirbhísí agus Rialacháin AEI a chomhlíonadh. Ní mór a chinntiú freisin go bhfuil na ceanglais inrochtaineachta á gcomhlíonadh ag a gcuid suíomhanna gréasáin, aipeanna móibíleacha agus seirbhísí tacaíochta.

Cumarsáid Chiapaireachta

I rith na bliana, chuir ComReg obair i gcrích chun glaonna agus téacsanna camscéime a raibh tionchar acu ar thomhaltóirí a mhaolú agus, mar chuid den phróiseas, chabhraigh sé chun níos mó muiníne as seirbhísí teileachumarsáide a chothú. In 2024, shainordaigh ComReg roinnt idirghabhálacha gutha chun glaonna camscéime a chosc, agus cuireadh bac ar thart ar 120 milliún glao camscéime mar gheall ar na hidirghabhálacha seo.

I mí Meithimh 2025, bhunaigh ComReg Clár Aitheantais Seoltóra SMS chun cabhrú leis an gcainéal SMS ó fheidhmchlár go duine (A2P) a chosaint ó chamscéimeanna. Ó mhí Iúil 2025, athraíodh Aitheantas Seoltóra SMS neamhchláraithe go dtí “Camscéim Seans”.

Iomaíocht

I mí an Mhárta 2025, d’fhoilsigh ComReg a thuarascáil mhonatóireachta bhliantúil i ndáil le forbairtí sna margaí leathanbhanda agus gaolmhara seasta miondíola & mórdhíola. D’oibrigh ComReg leis an Roinn Cultúir, Cumarsáide agus Spóirt chun Gníomh um Bonneagar Gigighiotáin (GBG) a ullmhú. Ceann d’aidhmeanna GBG is ea imlonnú líonra an-ardacmhainne a éascú tríd an mbonneagar poiblí agus príobháideach a leathnú.

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).

I rith na tréimhse tuairiscithe seo, d’fheidhmigh Coimisinéir ComReg, Robert Mourik, mar ionadaí ComReg ar Bhord Rialtóirí BEREC, bhí sé ina Leas-Chathaoirleach ar BEREC in 2024 agus ina Chathaoirleach air le linn 2025. Ghlac saineolaithe ComReg páirt ghníomhach i ngach ceann de 12 Mheitheal BEREC, agus lean ComReg ar aghaidh le Comhchathaoirleach a chur ar fáil do Mheitheal Éabhlóid an Líonra Gan Sreang (LGS).

Conclúid

Le linn na bliana, sheas Helen Dixon siar ón gCoimisiún. Sa teachtaireacht a sheol sí chuig a comhghleacaithe, ghlac Helen buíochas le foireann ComReg as a saineolas a roinnt agus a gcuid oibre a chur i gcrích go dúthrachtach. Thar ceann ComReg, táimid buíoch de Helen as a taithí, eolas agus léargas a roinnt le ComReg i rith a tionachta mar Choimisinéir.

Tá ComReg ag cur i gcónaí lena fhoireann oibre fad is atá sé ag déileáil le roinnt dúshlán nua. Is iad baill foirne oilte an phríomhshócmhainn atá ag ComReg. Trí infheistíocht a dhéanamh i bhfoghlaím agus i bhforbairt, tá iarracht á déanamh againn cabhrú leis an bhfoireann cur lena hacmhainn agus barr a cumais a bhaint amach.

Táimid ag leanúint ar aghaidh ag tacú le hoideachas agus molaimid go láidir do bhaill foirne cur lena gcuid eolais agus cáilíochtaí ar mhaithe leo féin agus ar mhaithe le ComReg.

Chomh maith leis sin, is mian liom buíochas a ghabháil le foireann shaineolach agus oilte ComReg a dhéileálann i gcónaí leis na dúshláin a bhíonn le sárú ag ár n-eagraíocht. Tá mé dóchasach go bhfuilimid sách solúbtha chun dul in oiriúint dár dtimpeallacht nua agus go leanfaidh ComReg ar aghaidh ag soláthar torthaí éifeachtacha chun a shainordú a chomhlíonadh.



03

Forléargas ar
Chumarsáid



Caibidil 03

Forléargas ar Chumarsáid

Sciar den Mhargadh Líne Sheasta

Bunaithe ar shonraí oibreora a cuireadh isteach trí cheistneoir na Tuarascála Ráithiúla, b'ionann Eircom Limited (ag trádáil mar Eir) agus 38.5% den mhargadh líne seasta iomlán i dtéarmaí ioncam foriomlán (miondíola agus mórdhíola) faoi mhí an Mheithimh 2025, méadú ó 37.9% i Meitheamh 2024. B'ionann Oibritheoirí Eile agus an sciar eile den mhargadh.

Cineál Líne	Q2 2025	Athrú Ráithiúil R1'25–R2'25	Athrú Bliantúil R2'24–R2'25
Leathanbhanda Cábla	300,854	–3.01%	–9.86%
Leathanbhanda DSL	49,981	–7.59%	–30.93%
Leathanbhanda VDSL	317,947	–6.01%	–21.08%
Leathanbhanda FTTP	957,957	5.40%	25.44%
Leathanbhanda Satailíte	19,877	21.31%	72.14%
Leathanbhanda FWA	69,993	–7.61%	–20.50%
Leathanbhanda Seasta Iomlán	1,716,609	0.76%	2.65%
Leathanbhanda Móibíleach	393,253	–0.17%	2.60%
Leathanbhanda Iomlán	2,109,862	0.59%	2.64%

Fíor 1. Síntiúis Leathanbhanda de réir Cineál Síntiúis

Margadh Leathanbhanda

Faoi dheireadh mhí an Mheithimh 2025, bhí beagán os cionn 2.1 mhilliún líne síntiús leathanbhanda ann. Ba mhéadú 2.6% é seo ar R2 2024. Mhéadaigh síntiús Cábla Snáthoptaice go hÁitreabh (FTTP) go 957,957 i R2 2025, méadú de 25.4% ó Ráithe 2 2024. Bhí leathanbhanda Gigighiotáin (FTTP nó Cábla) ar fáil in 88% d'áitribh ag deireadh Ráithe 2 2025. Bhí Éire (93%) díreach faoi mheán an AE (93%) i ndáil leis an gcéatadán teaghlach a bhfuil rochtain acu ar an idirlíon sa bhaile in 2024.¹

I R2 2025, bhí 27.7% de na línte síntiús leathanbhanda seasta miondíola ag Eir, agus Virgin Media ina dhiaidh sin a raibh 20.9% de línte aici. Bhí 20.8% ag Vodafone (gan leathanbhanda soghluaiste san áireamh), 15.9% ag Sky Ireland, 2.5% ag Pure Telecom, 2.2% ag Imagine, agus 2.2% ag Digiweb. B'ionann gach Oibritheoir Eile le chéile agus an sciar 7.8% eile de línte síntiús leathanbhanda seasta miondíola.

I R2 2025 d'úsáid meán-shíntiúsóir leathanbhanda seasta 498 GB sonraí in aghaidh na míosa, suas ó 433 GB i R2 2024. Maidir le luasanna íoslódála líne rannpháirtí, ag deireadh R2 2025, bhí seirbhísí ag 68.8% de na línte leathanbhanda go léir ag luasanna díolta cothrom le nó níos mó ná 500 le nó níos mó ná 1 Gbps.

Teileafónaíocht Guth Seasta

Bhí 1.03 milliún líne síntiús ghutha seasta i margadh na hÉireann i Meitheamh 2025, laghdú 8% ó Meitheamh 2024. Ag deireadh mhí an Mheithimh 2025, b'ionann Eir agus 52.9% den mhargadh teileafónaíochta guth seasta agus Virgin Media ina dhiaidh sin ag 14%. I Ráithe 2 2025 laghdaigh trácht gutha a bhí ag teacht ó líonraí seasta go dtí 215 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 2025.

¹ Geilleagar Digiteach an AE agus an tSochaí

Seirbhísí Cumarsáide Soghluaiste

Ag deireadh Mheitheamh 2025, bhí 10.6 milliún síntiús le haghaidh seirbhísí cumarsáide móibíleacha lena n-áirítear síntiúis leathanbhanda mhóibíligh agus Meaisín le Meaisín (M2M) in Éirinn. I Ráithe 2 2025, bhí na síntiúis M2M iomlána cothrom le 4.2 milliún, arb ionann é agus fás bliantúil atá ag tarlú ag ráta 10%.

Bhí an cion is mó de shíntiúis 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) – 49.2%. Laghdaigh meánlíon na nóiméad guthghlaonna míosúla don síntiúsóir móibíleach in Éirinn go dtí 152 nóiméad sa mhí i mí Meithimh 2025. I mí Meithimh 2025 bhí an meánlíon tráchtá don síntiúsóir móibíleach a bhí ag úsáid seirbhísí gutha agus sonraí cothrom le 19.7 GB.



04

Tomhaltóirí



Caibidil 04

Tomhaltóirí

Cur Chuige Straitéiseach

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 2024 agus an 30 Meitheamh 2025, 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 Roghnú, 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/ Cosaint agus Comhlíonadh.



Is féidir le tomhaltóirí seirbhísí cumarsáide a roghnú agus a úsáid go muiníneach.

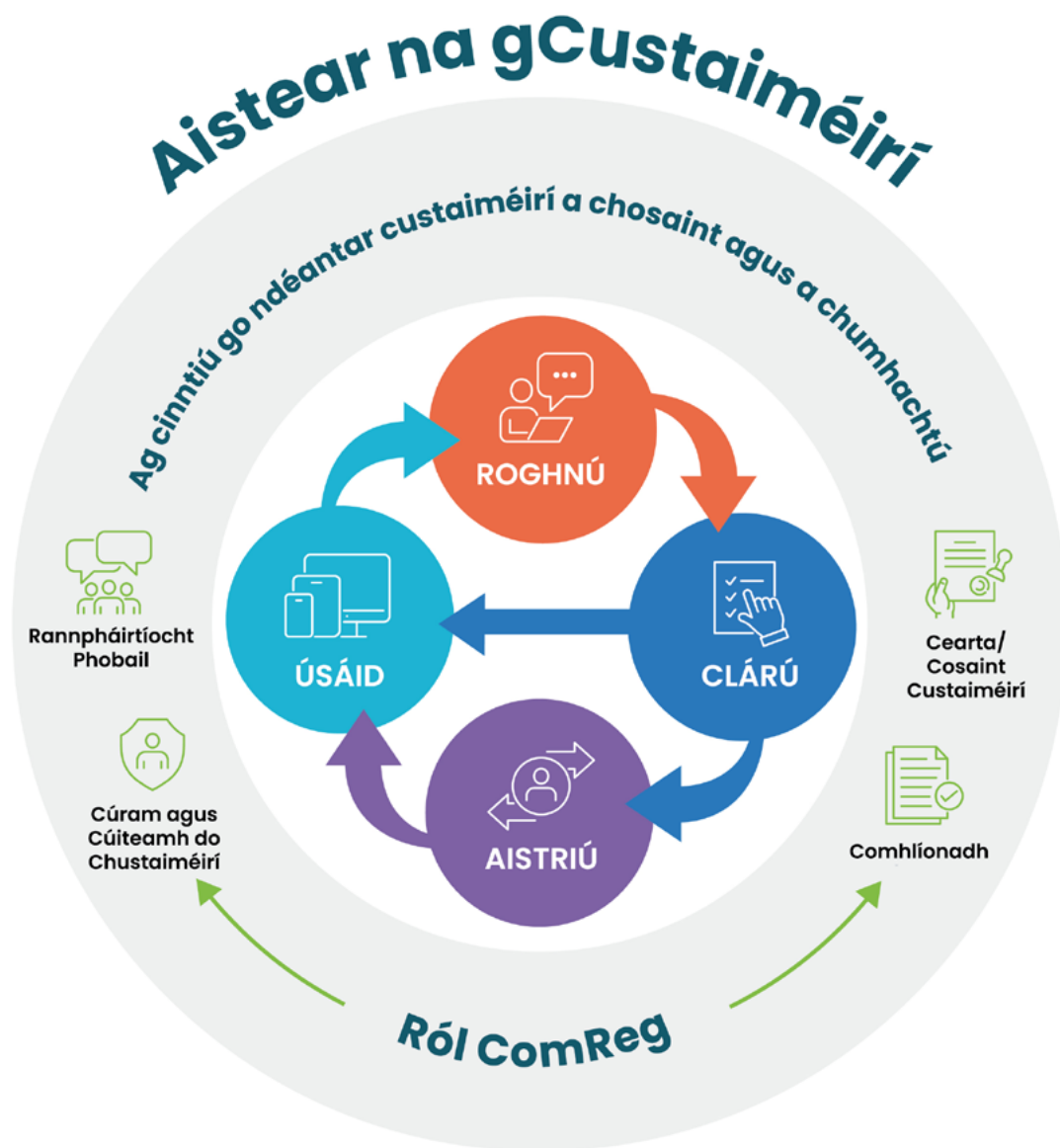
Rannpháirtíocht Phoiblí

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.

Mar aon le taighde a dhéanamh, téimid i mbun rannpháirtíochta le páirtithe leasmhara éagsúla trí chainéil cosúil leis an bhFoireann Cúraim Tomhaltóirí, an clár Cumarsáide agus Rannpháirtíochta, an Painéal Comhairleach Tomhaltóirí, eagraíochtaí páirtithe leasmhara tomhaltóirí eile agus taighde ar thomhaltóirí a dhéanamh chun teacht ar thuiscint ar riachtanais athraitheacha custaiméirí.



Aithníonn agus tuigeann ComReg údar dochair do thomhaltóirí.



Fíor 2. Ról ComReg agus Turas Tomhaltóirí

Faisnéis faoi Chearta Tomhaltóirí

Baineann tomhaltóirí, lena n-áirítear úsáideoirí deiridh leochaileacha agus faoi mhíchumas, tairbhe as faisnéis thráthúil, ábhartha, shoiléir agus inrochtana a chumasaíonn roghanna eolasacha a dhéanamh maidir le cumarsáid leictreonach.

Tá ComReg airdeallach ar an riachtanas seo, agus lean ComReg ar aghaidh leis an roinn agus leis an ábhar do thomhaltóirí ar **comreg.ie** a nuashonrú chun tuilleadh comhairle agus faisnéise a chur ar fáil maidir le hábhair éagsúla a bhain le seirbhísí cumarsáide leictreonaí.



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.

Foilsímid nuacht do thomhaltóirí go rialta² maidir le hábhair cosúil le haistriú, glaonna camscéime, saincheisteanna tomhaltóirí, comhairle, gníomhartha comhlíonta, gníomhaíochtaí for-rochtana, uirlisí tomhaltóirí ComReg, agus comhairliúchán agus tuarascálacha ábhartha.

Acmhainní agus feidhmchláir ar líne chun cabhrú le tomhaltóirí

Soláthraíonn ComReg roinnt feidhmchlár agus acmhainní ar líne ar **comreg.ie**.

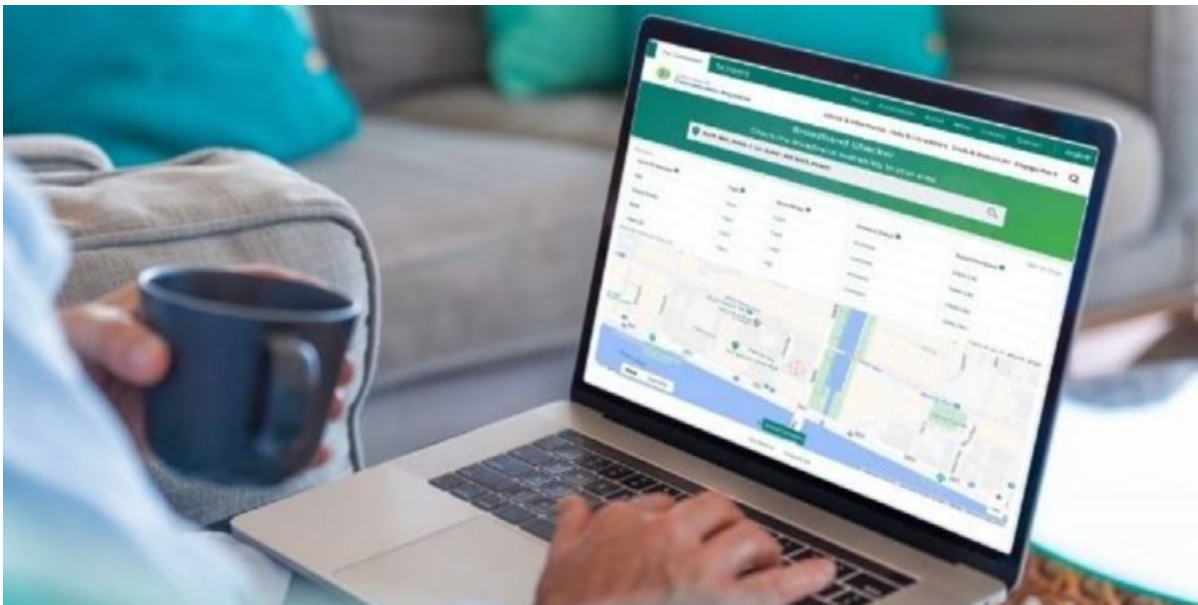
Cuireann an feidhmchlár Seiceálaí Leathanbhanda³ ar chumas úsáideoirí infhaighteacht líonra leathanbhanda seasta a sheiceáil trí úsáid a bhaint as Éirchód nó seoladh. Déantar an fhaisnéis a uasdátú uair sa ráithe bunaithe ar shonraí a chuir oibritheoirí líonra leathanbhanda sheasta ar fáil do ComReg. Áirítear ar na hOibritheoirí Líonra atá liostaithe sa Seiceálaí Leathanbhanda faoi láthair Cablecomm, Magnet Networks, NBI, Open Eir, Siro agus Virgin Media.

Tá faisnéis ar an Seiceálaí Leathanbhanda maidir le:

- Snáithín [Cábla Snáthoptaice go háitreabh (FTTP)]
- Páirtsnáithín [Cábla Snáthoptaice go Colbha (FTTC)]
- Cábla [cábala comhaiseach go háitreabh] agus,
- Seirbhísí Copair.

² [Nuacht ComReg do Thomhaltóirí](#)

³ [Seiceálaí Leathanbhanda ComReg](#)



Fíor 3. Seiceáláí Leathanbhanda ComReg

Taispeántar ar Léarscáil an Chlúdaigh Mhóibíligh Lasmuigh⁴ ríomh ComReg ar chlúdach agus ar leibhéil chomhartha ghutháin phóca oibritheoirí ag suíomhanna ar fud na tíre. Ar an léarscáil taispeántar na leibhéil chlúdaigh mhóibíleacha lasmuigh d'úsáideoirí ag a suíomh, rud a chabhraíonn le tomhaltóirí oibritheoirí a roghnú bunaithe ar chlúdach tuartha ina gceantar féin. Ginimid an léarscáil trí úsáid a bhaint as sonraí atá curtha ar fáil ag na hoibritheoirí líonra mhóibíligh (OLManna), agus cuimsítear sonraí maidir le soláthraithe seirbhíse a bhfuil a gcuid seirbhísí á n-óstáil ag oibritheoirí líonra mhóibíligh. Nuashonraítear sonraí na léarscáile trí huairé sa bhliain.

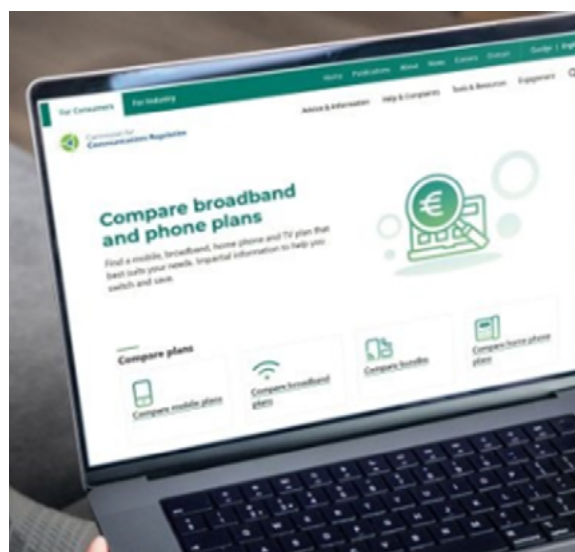
Tá an léarscáil dathchódaithe – tagraíonn dúdhonn do chlúdach an-mhaith agus tagraíonn béasa do chlúdach imeallach. Taispeántar ar an léarscáil neart an chomhartha do theicneolaíocht 2G (Guth), 3G (Sonraí agus Guth), 4G (Sonraí agus Guth) agus 5G (Sonraí).

Chomh maith leis sin, tá feidhmchlár (Aip) ar fáil d'úsáideoirí gutháin phóca. Feabhsaíodh an léarscáil i rith na bliana trí fheabhsuithe úsáideora a chur i bhfeidhm.



Fíor 4. Léarscáil Clúdaigh Mhóibíligh

Athsheoladh Uirlis Chomparáide ComReg,⁵ i mí na Nollag 2024. Bhí cuma nua ar an uirlis agus cuireadh gnéithe breise ar fáil. Cabhraíonn an Uirlis Chomparáide seo le tomhaltóirí chun plean móibíleach, leathanbhanda, gutháin bhaile nó cuachta atá oiriúnach dá riachtanais a aimsiú. Is féidir le húsáideoir a c(h)uardach a scagadh de réir soláthraí, thréimhse an chonartha agus teicneolaíochta, agus sórtáil a dhéanamh de réir costais. Cuireadh tuilleadh nuashonruithe i bhfeidhmi mí Aibreáin 2025. Tá Soláthraithe Seirbhíse ag cur sonraí praghsála ar fáil do ComReg agus tá na sonraí seo á nuashonrú de réir mar atá sé beartaithe an fhaisnéis maidir le praghas an phlean a athrú. Tá na hathruithe seo á dtiomsú ag ComReg sula ndéantar iad a uaslódáil ar an bhfeidhmchlár.



Fíor 5. Uirlis Chomparáide

Feidhmchlár é Seiceálaí Seirbhíse PRS⁶ atá le fáil ar 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. Cuirtear sonraí ar fáil maidir le huimhir agus le seoladh ríomhphoist líne chabhrach na seirbhíse do chustaiméirí.

Clár Rannpháirtíochta Tomhaltóirí

Mar chuid de straitéis cumarsáide agus rannpháirtíochta le tomhaltóirí ComReg, shainaithníomar príomhthosaíochtaí don tréimhse. I measc na bpríomhthosaíochtaí sin bhí:

- feachtas faisnéise poiblí chun feachtas ar leathanbhanda agus ar theicneolaíocht mhóibíleach a fheabhsú
- eolas a roinnt leis an bpobal maidir lena gcearta i ndáil le seirbhísí cumarsáide leictreonaí agus feachtas ar ComReg a mhéadú
- cumarsáid chun tacú le céimeanna an Chláir Aitheantais Seoltóra agus chun eolas a roinnt leis an bpobal ionas go mbeidh sé airdeallach ar chamscéimeanna
- rannpháirtíocht leis an bpobal ag imeachtaí for-rochtana
- rannpháirtíocht le páirtithe leasmhara maidir le hábhair a bhaineann le tomhaltóirí

Feachtas ar leathanbhanda agus ar theicneolaíocht mhóibíleach

Reáchtáil ComReg feachtais faisnéise poiblí a raibh sé mar aidhm leo feachtas ar theicneolaíocht [leathanbhanda](#) agus [mhóibíleach](#) na buntáistí agus na huirlisí do thomhaltóirí atá ar fáil chun cabhrú leo a fheabhsú, agus ComReg a chur chun cinn mar fhoinsé do chomhairle agus d'fhaisnéis neamhspleách. Reáchtáladh an feachtas seo i mí na Samhna 2024, mí Aibreáin 2025 agus mí Meithimh 2025.



Fíor 6. Gnéithe samplacha feachtais maidir le teicneolaíocht mhóibíleach agus leathanbhanda

Faisnéis maidir le cearta agus seirbhísí ComReg

Lena chois sin, reáchtáil ComReg feachtas faisnéise poiblí chun eolas a roinnt leis an bpobal maidir lena chearta i ndáil le seirbhísí cumarsáide leictreonaí, chun cur le tuilleadh feasachta ar ComReg agus ar an tacaíocht is féidir linn a chur ar fáil le faisnéis, agus maidir le huirlisí gréasáin agus cúram agus cúiteamh tomhaltóirí. Reáchtáladh an feachtas seo i mí na Samhna 2024 agus mí Márta 2025.

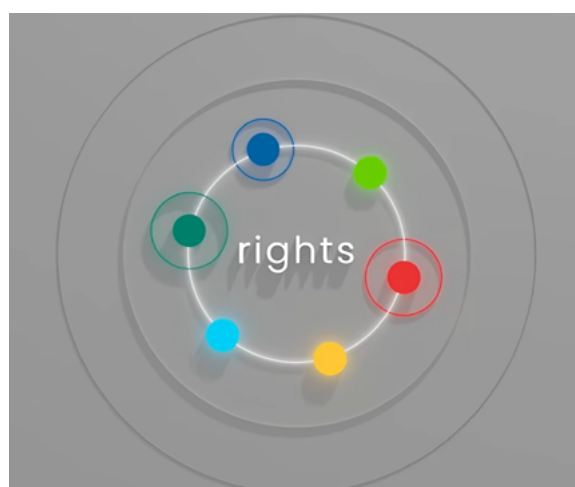
Eolas faoi fhanacht slán ar chamscéimeanna

Tá ComReg ag obair le roinnt oibritheoirí teileachumarsáide chun roinnt idirghabhálacha teicniúla a chur chun feidhme chun dul i ngleic le glaonna agus téacsteachtaireachtaí SMS camscéime atá deartha chun a chinntiú go mbeidh níos mó deacrachtaí ag calaoiseoirí teagmháil a dhéanamh leis an bpobal.

Sheol ComReg Clár Aitheantais Seoltóra SMS sa dara ráithe de 2025. Seoladh feachtais chumarsáide i mí Feabhra, Bealtaine agus Iúil 2025 chun tomhaltóirí agus páirtithe leasmhara eile a choinneáil ar an eolas agus chun tacú leis na céimeanna a bhaineann leis an gClár Aitheantais Seoltóra.

Imeachtaí for-rochtana

I rith na bliana, d'oibrigh ComReg le pobail ag cúig imeacht for-rochtana, a reáchtáladh i gCorcaigh, Luimneach, Gaillimh agus Baile Átha Cliath. Chomh maith leis sin, dáileadh [Bileoga eolais](#) i lialanna dochtúra agus i gcomhar creidmheasa ar fud na tíre, mar aon le físeáin ar scáileáin dhigiteacha, chun eolas a roinnt leis an bpobal.



Fíor 7. Gné chruthaitheach shamplach ó fheachtas feasachta ComReg



Fíor 8. Gnéithe samplacha feachtais maidir le hAitheantas Seoltóra

Plé le Páirtithe Leasmhara

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, agus Painéal Comhairleach Tomhaltóirí ComReg.



Fíor 9. Seastán For-Rochtana ComReg

Cúram agus Cúiteamh Tomhaltóirí



Tá meicníochtaí cúitimh éifeachtacha ag tomhaltóirí, lena n-áirítear rochtain ar phróisis láimhseála fiosrúcháin agus gearán thráthúla.

Cúram Tomhaltóirí

Tá ComReg ag leanúint ar aghaidh le seirbhís láimhseála fiosrúcháin agus gearán ar ardchaighdeán a chur ar fáil do thomhaltóirí. I rith na tréimhse, dhéileáil Foireann Cúraim Tomhaltóirí ComReg leis an méid seo a leanas:

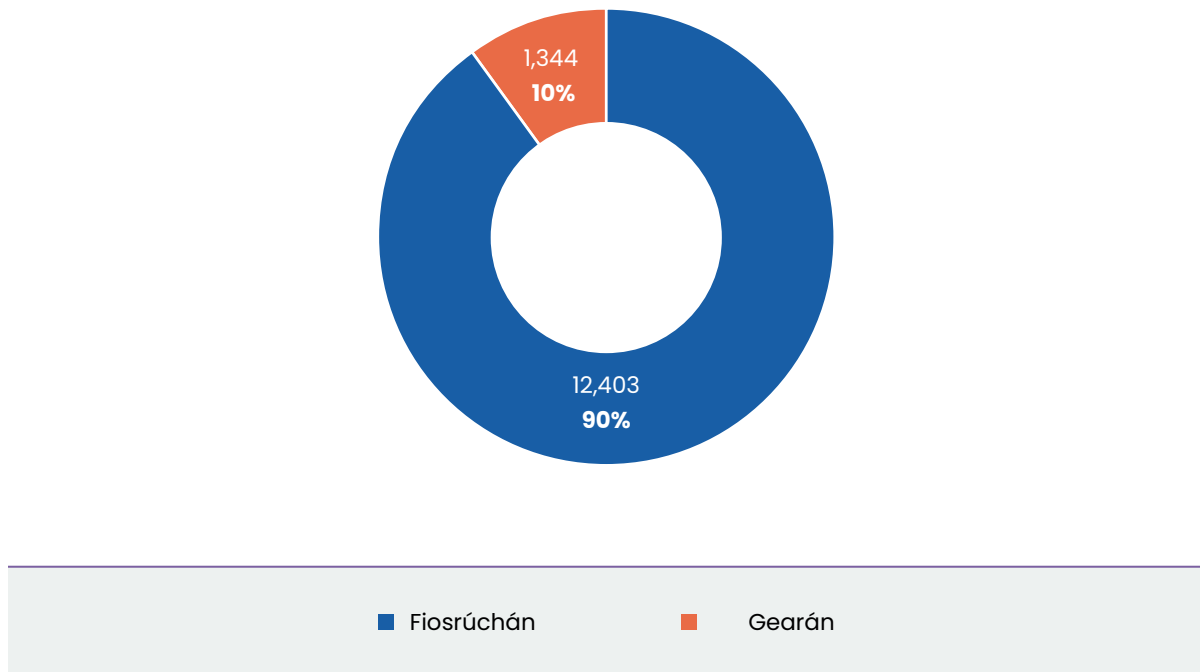
- thart ar 32,000 teagmháil ó thomhaltóirí. (Is féidir le tomhaltóirí teagmháil a dhéanamh le Foireann Cúraim Tomhaltóirí ComReg trí na cainéil seo a leanas – guthán, ríomhphost, foirm gearán ar líne, litir, comhrá gréasáin, SMS agus Teanga Chomharthaíochta na hÉireann).⁷
- freagraíodh 99.1% de gach glao laistigh de 20 soicind,
- freagraíodh 100% de na teagmhálacha i scríbhinn laistigh de 24 uair an chloig.

Tá ComReg ag leanúint ar aghaidh le staitisticí ráithiúla faoin fhadhbanna a bhí ag tomhaltóirí a rinne teagmháil lenár bhFoireann Cúraim Tomhaltóirí. I rith na tréimhse idir an 1 Iúil 2024 agus an 30 Meitheamh 2025, bhí:

- thart ar) 14,000 saincheist a ndearna tomhaltóirí teagmháil linn maidir leo.
- Bhain (thart ar) 79% de na fadhbanna ar fad ar tarraingíodh aird orthu le cumarsáid leictreonach
- bhain 1% eile le seirbhísí ardráta
- bhain na fadhbanna eile le nithe nár bhain le sainordú ComReg nó a bhí neamhaithnid.⁸

As measc na bhfadhbanna ar fad ar tarraingíodh aird ComReg orthu i rith na tréimhse, gearáin ba ea 10% a géaraíodh thar ceann tomhaltóirí na Soláthraithe Seirbhíse ábhartha le haghaidh Seirbhísí Cumarsáide Leictreonacha (SCL) agus Seirbhísí Ardráta (SAR).

Gach Fadhb a Taifeadadh de réir Fiosrúcháin v Gearán

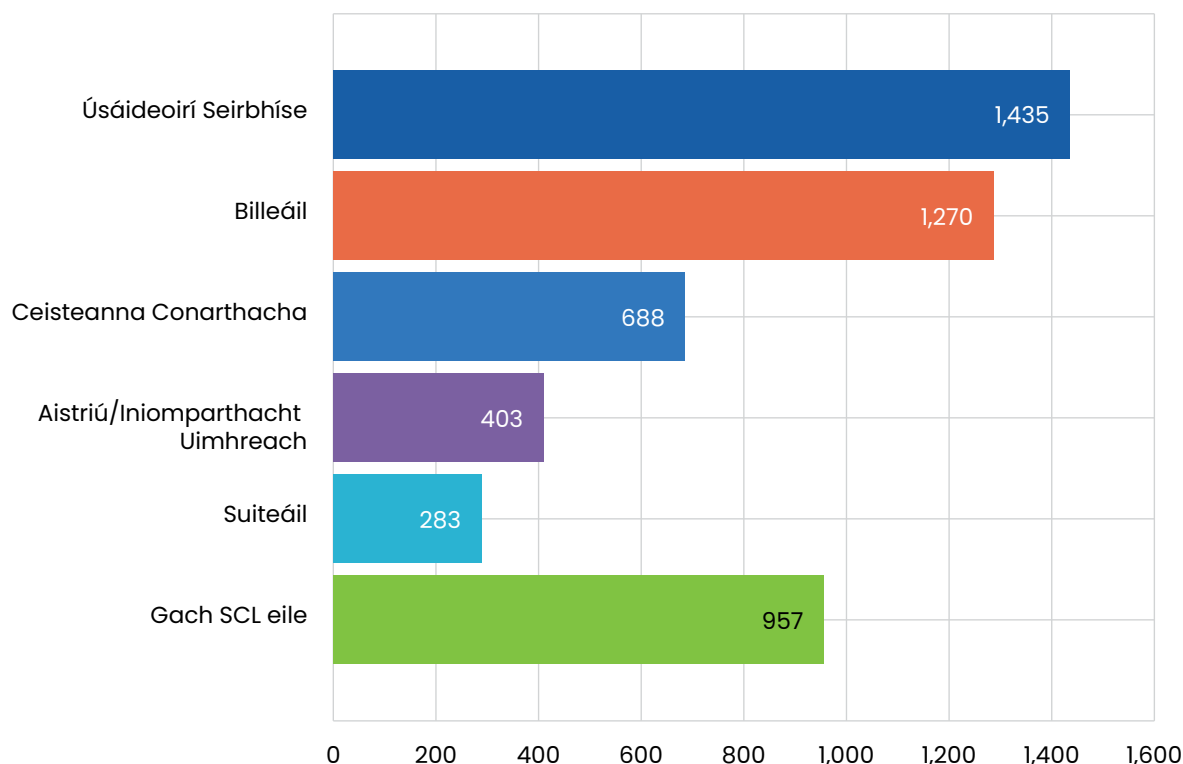


Fíor 10. Gach Fadhb a Taifeadadh de réir Fiosrúcháin v Gearán

Bhain formhór na bhfadhbanna SCL ar tarraingíodh aird orthu laistigh de shainordú ComReg le fadhbanna seirbhíse, billeáil, ceisteanna conarthacha, aistriú / iniomparthacht uimhreach, agus suiteáil.

Baineann formhór na bhfadhbanna PRS ar tarraingíodh aird orthu le staideanna ina ndiúltaíonn tomhaltóirí go ndearna siad teagmháil leis an PRS nó sa chás go ndíospóideann an tomhaltóir an táille PRS atá i gceist.

Fadhbanna SCL a Taifeadadh de réir Cineáil Catagóire



Fíor 11. Fadhbanna SCL a Taifeadadh de réir Cineáil Catagóire

Lena chois sin, tairgeann ComReg próiseas údaraithe tríú páirtí, a cheadaíonn, faoi réir critéar agus fíoraithe áirithe, údarú do thríú páirtí gníomhú thar ceann sealbhóra cuntais nuair a bhíonn sé nó sí ag déileáil le cúram tomhaltóirí.

D’fhaomh Foireann Cúraim Tomhaltóirí ComReg 235 údarú tríú páirtí do thomhaltóirí i rith na tréimhse.

Láimhseáil Gearán

Príomhghné de chúiteamh í láimhseáil gearán. Chuaigh ComReg i gcomhairle maidir le hathbhreithniú ar na híoscheanglais a bhaineann le cóid chleachtais láimhseála gearán soláthraithe seirbhísí cumarsáide leictreonáí (ComReg 25/23).⁹

Cuireadh an t-athbhreithniú seo ar riachtanais an chóid chleachtais reatha (ComReg D04/17) i gcrích i bhfianaise athruithe reachtacha agus taithí phraiticiúil ar láimhseáil gearán.

⁹ Léigh [An Cód Cleachtais do Láimhseáil Gearán Athbhreithniú ar Cheanglais Íosta do Sholáthraithe SCL ComReg 25/23](#)

Ba é an aidhm a bhí leis an athbhreithniú cosaint d'úsáideoirí deiridh a fheabhsú i ndáil le gearáin le soláthraithe agus breise soiléire a sholáthar d'úsáideoirí deiridh agus do sholáthraithe araon. Díriodh ar raon nithe lena n-áirítear sainmhíniú ar ghearán, amlínte, an tslí a ndéantar gearáin agus faisnéis a bheith á cur ar fáil ag soláthraithe d'úsáideoirí deiridh maidir le gearáin.

Tuairisciú Gearán

Ainneoin go réitíonn ComReg díospóidí a chuirtear faoina bhráid, déanann úsáideoirí deiridh gearáin le soláthraithe freisin nach gcuirtear faoi bhráid ComReg. Ceanglaíonn Acht 2023, ó Meitheamh 2023 i leith, ar sholáthraithe tuairisciú do ComReg maidir le gach gearán a chuireann úsáideoirí deiridh faoina bhráid thar thréimhsí 6 mhí. Sonraítear na dátaí tuairiscithe do gach bliain:

- a) 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) b) 9 Nollaig – gearáin curtha faoi bhráid soláthraithe ag a n-úsáideoirí deiridh sa tréimhse tuairiscithe idir an 1 Meitheamh agus an 30 Samhain.

Éilíonn ComReg sonraí gearán atá soiléir, sothuigthe, iontaofa agus inchomparáide maidir le feidhmiú a fheidhmeanna agus chun a chuspóirí reachtúla a chomhlíonadh.¹⁰ In 2023, sholáthair ComReg Treoir Rialála¹¹ a raibh sé mar aidhm léi cabhrú le soláthraithe lena n-oibleagáidí maidir le tuairisciú gearáin.

I bhfianaise na dtreochtaí, cleachtas, easnamh agus saincheisteanne eile a tugadh faoi deara bunaithe ar na tuarascálacha gearáin a fuarthas, shainaithin ComReg réimsí ina bhféadfaí na tuarascálacha seo a fheabhsú agus moladh an tsonraíocht ceanglas a bhain le gearán a thuairisciú.

Ar an 28 Feabhra 2025, chuaigh ComReg i gcomhairle maidir le ceanglais a bhí le comhlíonadh ag soláthraithe i ndáil le sonraí gearán a thuairisciú do ComReg,¹² agus é mar aidhm a chinntiú go bhfuil na sonraí a chuirtear ar fáil do ComReg soiléir, intuigthe, iontaofa agus inchomparáide.

¹⁰ Alt 10(1)(da) d'Acht 2002

¹¹ ComReg 23/99 agus 23/99a

¹² ComReg 25/12 agus ComReg 25/12a maidir le sonraíochtaí molta

Réiteach Díospóidí

Díospóidí faoi Chumarsáid Leictreonach

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.

I rith na bliana atá á athbhreithniú le haghaidh díospóidí SCL:

- Measadh 21 iarratas ar réiteach díospóidí foirmiúil a bhaineann le nithe SCL. As measc an 21 iarratas sin, bhíothas fós ag obair ar dhíospóid amháin ón mbliain roimhe sin a bhí á hathbhreithniú agus fuarthas 20 iarratas nua i rith na bliana a bhí á hathbhreithniú.
- Réitíodh nó tugadh 7 ndíospóid chun críche
- Bhíothas fós ag obair ar 11 dhíospóid ag deireadh na bliana atá á hathbhreithniú, agus
- Diúltaíodh do 3 iarratas.

Foilsíonn ComReg achoimrí ar na díospóidí a réitíodh ar a shuíomh gréasáin.¹³

I ndiaidh comhairliúcháin phoiblí, d'fhoilsigh ComReg a Fhreagra ar Chomhairliúchán, Cinneadh agus Nósanna Imeachta le haghaidh Éisteachtaí ó Bhéal atá le húsáid i réiteach díospóidí úsáideora deiridh SCL.¹⁴ Tá na nósanna imeachta seo, a foilsíodh mar iarscríbhinn le Nósanna Imeachta Réitigh Díospóidí an Úsáideora Deiridh,¹⁵ ábhartha díreach d'aon éisteacht ó bhéal a reáchtáladh in imthosca ina measann Cinnteoir go bhfuil nós imeachta riachtanach chun coinbhleacht fírice a réiteach nach féidir a réiteach ar shlí eile chun a chinntiú go bhfuil na ceanglais a bhaineann le trédhearcacht, cothroime nóis imeachta, inrochtaineacht agus ceartas aiceanta á gcomhlíonadh.¹⁶

¹³ [Réiteach Díospóidí ComReg](#)

¹⁴ Léigh [Nósanna Imeachta d'Éisteachtaí ó Bhéal le hÚsáid in SCL 'Réiteach Díospóidí Úsáideora Deiridh' ComReg 24/101 D24/24](#)

¹⁵ Foilseachán: ComReg 24/22R1

¹⁶ Caitear ar leithligh leis na nósanna imeachta seo, a bhaineann le Cuid 5 d'Acht 2023, agus éagsúil leis na rialacha a bhaineann le héisteachtaí ó bhéal a cheanglaítear faoi Chuid 7 d'Acht 2023 i ndáil le breithiúnas

Díospóidí 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 údaráithe chun a ngearán a réiteach.

I ndiaidh comhairliúcháin phoiblí, d'fhoilsigh ComReg a Nósanna Imeachta Réitigh Díospóidí Poist.¹⁷ Rinne na nósanna imeachta, a bhfuil éifeacht leo ón 18 Márta 2025, leasú agus feabhsú ar nósanna imeachta rompu agus léirítear iontu an taithí a fuarthas fad is a bhí na nósanna imeachta roimhe á gcur chun feidhme ag ComReg ó 2015 agus forbairtí a bhain le réiteach díospóidí go ginearálta, agus leagadh béim ar leith ar réiteach díospóidí earnálach.

I rith na bliana atá á hathbhreithniú le haghaidh Díospóidí Poist,

- Fuarthas 40 iarratas ar réiteach díospóidí. Lena chois sin, tugadh 5 iarratas anonn ón mbliain roimhe sin
- Réitíodh nó tugadh 21 díospóid chun críche
- Bhíothas fós ag obair ar 8 ndíospóid ag deireadh na bliana, agus
- Diúltaíodh do 16 iarratas.

Foilsíonn ComReg achoimrí ar na díospóidí a réitíonn sé ar a shuíomh gréasáin.¹⁸

Beartha Cosanta Tomhaltóirí

Tá na cearta agus na cosaintí tomhaltóirí, lena n-áirítear do thomhaltóirí leochaileacha agus míchumasaithe, oiriúnach chun díobháil tomhaltóirí a mhaolú. Rinne ComReg 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 na cearta agus na cosaintí tomhaltóirí, lena n-áirítear do thomhaltóirí leochaileacha agus míchumasaithe, oiriúnach.

¹⁷ Foilseacháin: ComReg 24/102, ComReg D25/24 agus ComReg 24/102a

¹⁸ [Réiteach Díospóidí Poist ComReg](#)

Cairt Custaiméirí

Ar an 27 Meitheamh 2025, d'fhoilsigh ComReg a Fhreagra ar Chomhairliúchán agus Cinneadh maidir le Cairt Custaiméirí a Chur Chun Feidhme (ComReg 25/38) do Sholáthraithe Seirbhíse. Rinneadh an Cinneadh i ndiaidh dhá chomhairliúchán.^{19 20}

Bhí ComReg den tuairim go bhféadfaí an margadh cumarsáide leictreonaí in Éirinn a fheabhsú go suntasach chomh fada is a bhain le sástacht custaiméirí le caighdeán na seirbhíse do chustaiméirí a fuarthas ó sholáthraithe seirbhíse. Shainaithin ComReg easpa trédhearcachta maidir le leibhéil chaighdeán na seirbhíse do chustaiméirí a bhféadfadh úsáideoirí deiridh sa mhargadh cumarsáide leictreonaí a bheith ag súil leis, easpa gealltanais reatha ó sholáthraithe, agus míshástacht tomhaltóirí leis na leibhéil seirbhíse do chustaiméirí trí chéile. Is éard atá i gceist againn le seirbhísí do chustaiméirí ná gnéithe cosúil le déileáil le fiosrúcháin, ceisteanna agus gearáin ó chustaiméirí. Tá próisis cosúil leis na cinn seo a leanas i gceist againn freisin:

- billeáil,
- aisíocaíochtaí a chur ar fáil, agus
- cumarsáide le custaiméirí le linn gearradh seirbhíse.

Rinneadh foráil in Acht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023²¹ (Acht 2023) do ComReg chun Cairt Custaiméirí a bhunú chun déileáil le saincheisteanna a bhí ag teacht chun cinn, ionas go bhfuil úsáideoirí deiridh á gcosaint.

Is éard atá i gCairt Custaiméirí faisnéis atá inrochtana agus inchomparáide (ionad ilfhreastail) do gach custaiméir, micreaghnóthas, fiontar beag agus eagraíocht sheachbhrabúsach maidir leis na leibhéil de chaighdeán seirbhísí do chustaiméirí a bhfuiltear ag súil leo ó sholáthraithe seirbhíse. Tá sé mar aidhm leis an bhfaisnéis atá ar fáil do chustaiméirí i gCairt, go háirithe na gealltanais a thug soláthraithe maidir le leibhéil seirbhísí do chustaiméirí feasacht a mhéadú i measc custaiméirí maidir leis na leibhéil seirbhíse atá á dtairiscint ag soláthraithe gutháin agus idirlín agus iomaíocht a éascú trína chinntiú go bhfuil sé níos éasca leibhéil seirbhísí do chustaiméirí a chur i gcomparáid lena chéile i measc soláthraithe difriúla sa mhargadh.

¹⁹ ComReg 23/14 [Tograí maidir le Cairt Custaiméirí a chur chun feidhme | An Coimisiún um Rialáil Cumarsáide](#)

²⁰ ComReg 25/05 [Tograí maidir le Cairt Custaiméirí a Chur Chun Feidhme Tuilleadh Comhairliúcháin | An Coimisiún um Rialáil Cumarsáide](#)

²¹ [An tAcht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach \(Leasú\), 2023](#)

Ciallaíonn an Cinneadh nach mór do sholáthraithe idirlín agus gutháin a bhfuil sciar margaidh de 0.5% nó níos mó acu an méid seo a leanas a dhéanamh:

- A gCairteacha Custaiméirí a ullmhú, a fhoilsiú agus a choinneáil cothrom le dáta, agus
- A bhfeidhmíocht a thomhas agus a thuairisciú i gcomparáid le gealltanais cosúil leo seo a leanas:
 - i) amanna freagartha do chainéil dhifriúla seirbhísí do chustaiméirí,
 - ii) frámaí ama chun iarratais seirbhíse nua a admháil agus a ghníomhachtú,
 - iii) amlíne chun aisíocaíochtaí a eisiúint, agus
 - iv) uainiú fógraí maidir le bristeacha pleanáilte agus nuashonruithe maidir le bristeacha neamhphleanáilte.
- Tuarascálacha feidhmíochta a chur faoi bhráid ComReg ar bhonn ráithiúil agus socruithe a dhéanamh le haghaidh agus íoc as an gcéad tuarascáil feidhmíochta a bhfuil iniúchadh neamhspleách le déanamh uirthi.

Ní mór do sholáthraithe seirbhíse eolas a roinnt lena gcustaiméirí maidir lena gCairteacha Custaiméirí agus, ón 5 Eanáir 2026, ní mór dóibh a gCairt a fhoilsiú ar a suíomhanna gréasáin, chun rochtain a thabhairt do chustaiméirí ar fhaisnéis maidir

le leibhéil seirbhísí custaiméirí an tsoláthraí seirbhíse agus sonraí maidir le seirbhís custaiméirí chúitimh. Mura féidir le custaiméirí rochtain a fháil ar Chairteacha ar líne, is féidir leo cóip a lorg trí theagmháil a dhéanamh leis na soláthraithe seirbhíse. Féadfaidh daoine atá faoi mhíchumas iarratas a dhéanamh ar Chairt i bhformáid inrochtana de chineál eile.

Cúiteamh as aistriú agus fadhbanna a bhaineann le portáil uimhreacha

Tá Ballstáit faoi oibleagáid rialacha a chur i bhfeidhm 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 chailltear.²² I gcomhthéacs aistrithe agus portála, teastaíonn rialacha maidir le cúiteamh..

D'eisigh ComReg Cinneadh D01/24 den chéad uair i mí Eanáir 2024 i ndáil leis an scéim chúitimh do mhoilleanna nó do mhí-úsáidí aistrithe agus portála agus tá sé i bhfeidhm ó Dheireadh Fómhair 2024.

Lena chois sin, d'fhoilsigh ComReg a Chinneadh D07/25 (a bhain le coinní aistrithe agus portála i ndiaidh comhairliúcháin phoiblí) i mí Meithimh 2025. Shonraigh ComReg:

- i) caighdeáin íoscháillíochta seirbhíse (CC) le haghaidh coinní seirbhíse agus suiteála caillte nó moillithe (CSSCM) i ndáil le naisc do phortáil agus d'aistriú, agus
- ii) teipeanna gaolmhara soláthraithe seirbhíse rochtana idirlín (SRI) nó seirbhísí cumarsáide idirphearsanta uimhir-neamhspleácha atá ar fáil go poiblí (SCIUNP), chun na caighdeáin sin a chomhlíonadh.

Ciallaíonn Cinneadh D07/25 ComReg nach mór do Sholáthraithe (SRI agus SCIUNP) an méid seo a leanas a dhéanamh:

- Caighdeáin a leanúint maidir le sceidealú agus coinní seirbhíse agus suiteála a chomhlíonadh i rith aistrithe agus portála
- cúiteamh a íoc leis an úsáideoir deiridh ábhartha nuair a tharlaíonn teip shonraithe, agus
- scéimeanna cúitimh a ullmhú agus a fhoilsiú chun foráil a dhéanamh d'íoc cúitimh sa chás gur ann do choinní caillte agus moillithe a bhaineann le portáil agus aistriú uimhreacha gutháin faoin 4 Nollaig 2025, ina leagtar amach nós imeachta trédhearcach chun cúiteamh a fháil (le cur síos oiriúnach ar an méid sin don úsáideoir), an bealach a mbeidh cúiteamh á íoc, na tréimhsí ama ina bhfaighidh úsáideoirí deiridh cúiteamh, agus an méid cúitimh a bhfuil úsáideoirí deiridh i dteideal a fháil.

Sonraíonn Cinneadh D07/25 ceanglais i ndáil le híoschaighdeáin CC agus teipeanna inchúitithe le haghaidh CSSCM i gcomhthéacs na bpróiseas aistrithe agus portála amháin. Tá ComReg ag leanúint ar aghaidh, áfach, le coinní eile a bhreithniú agus tá an ghné seo fós á hathbhreithniú ag an gCoimisiún. Leanfaidh ComReg ar aghaidh ag obair air seo.

Chinn ComReg ag an gcéim seo gan cúiteamh a chur ar fáil go huathoibríoch, ná gan an leibhéal cúitimh atá iníoctha le custaiméirí a shonrú sa chás go dteipeann ar Sholáthraí na híoschaighdeáin CC a chomhlíonadh. Is iad na Soláthraithe a bheidh freagrach as na critéir chúitimh in Acht 2023 a chomhlíonadh.²³

Forálacha d'úsáideoirí deiridh atá faoi mhíchumas

Ba cheart go mbeadh rochtain agus rogha chomhionann ag gach duine maidir le seirbhísí SCL agus le faisnéis 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:

- **Bearta Cumarsáide Leictreonaí** chun Comhionannas Rochtana agus Rogha a Chinntiú d'Úsáideoirí Deiridh atá faoi Mhíchumas
- **Forálacha d'Úsáideoirí Deiridh atá faoi Mhíchumas** Ceanglas maidir le Ráiteas Inrochtaineachta

²³ I gcomhréir le hAlt 39 (5) d'Acht 2023

- Rochtain ar Sheirbhís Athsheachadórsa Téacs a chur ar fáil.

Go hachomair, is éard atá i gceist leis na bearta seo seirbhísí agus faisnéis shonrach atá ar fáil do dhaoine faoi mhíchumas:

- Nós imeachta inrochtana chun gearáin a dhéanamh
- Eolaire fiosrúchán inrochtana
- Saoráid bhreisthe inrochtana d'úsáideoirí gutháin phóca réamhíochta
- Billeáil inrochtana
- Saoráid inrochtana chun comhoiriúnacht trealaimh theirminéil a thástáil nó beartas fillte oiriúnach
- Saoráid do shíntiúsóirí faoi mhíchumas chun ceanglais a chlárú
- Seirbhís athsheachadórsa téacs (SAT) a chur ar fáil²⁴
- Faisnéis inrochtana
- Ceanglas maidir le ráiteas inrochtaineachta

Rinne ComReg athbhreithniú ar na bearta seo chun a chinntiú go bhfuil rochtain ar agus rogha SCL do dhaoine faoi mhíchumas coibhéiseach.

Mar chuid den athbhreithniú sin, d'fhoilsigh ComReg Gairm ar lonchur agus doiciméad achomair – féach ar dhoiciméad 23/80 agus 23/80a ComReg. Chomh maith leis sin, cuireadh físeán i dTeanga Chomharthaíochta na hÉireann, le fotheidil agus guthú déanta ar an doiciméad achomair ar fáil freisin.²⁵

Ó bunaíodh bearta ComReg, agus ó foilsíodh Gairm ar lonchur ComReg, tá forbairtí teicneolaíocha agus reachtacha déanta a bhfuil sé mar aidhm leo tuilleadh inrochtaineachta a chinntiú d'úsáideoirí deiridh atá faoi mhíchumas nuair a bhíonn rochtain á fáil acu ar sheirbhísí cumarsáide leictreonaí. San áireamh tá bunú an Achta Eorpaigh um Inrochtaineacht²⁶ (AEI).

I mí Eanáir 2025, d'fhoilsigh ComReg Fógra Faisnéise (Doiciméad 25/04R ComReg) maidir le hInrochtaineacht Seirbhísí Cumarsáide Leictreonaí ina ndearnadh achoimre ar fhreagraí a fuarthas ar Ghairm ar lonchur ComReg mar aon le seasamh ComReg maidir lena bhearta agus roinnt sonraí maidir le AEI.

Amhail ón 28 Meitheamh 2025, ní mór do Sholáthraithe Seirbhíse ceanglais AEI a chomhlíonadh. Tá bearta ComReg fós i bhfeidhm, agus tá oibleagáid ar na Soláthraithe Seirbhíse na bearta sin a chomhlíonadh.

²⁴ Faoi dhó sa bhliain foilsíonn ComReg tuarascáil staitisticí agus grafaic eolais maidir le Glacadh agus Úsáid Sheirbhís Athsheachadórsa Téacs na hÉireann (SATÉ), féach ar www.comreg.ie

²⁵ Cliceáil ar an nasc seo chun dul chomh fada leis an bhfíseán ar YouTube [Achoimre Fheidhmeach – YouTube](#)

²⁶ Treoir 2019/882

Tá AIE trasuite i ndlí na hÉireann ag Ionstraim Reachtúil Uimh. 636/2023, a tháinig i bhfeidhm ar an 28 Meitheamh 2025. Is Údarás Comhlíonta é ComReg faoi Rialacháin AEI i ndáil le hinrochtaineacht seirbhísí cumarsáide leictreonaí agus leis an tSeirbhís Freagartha Glaonna Éigeandála (SFGÉ). Déanfaidh ComReg monatóireacht ar chur chun feidhme AEI i measc Soláthraithe Seirbhíse de réir a shainchúraim.

Amhail ón 28 Meitheamh 2025, ní mór do Sholáthraithe Seirbhíse ceanglais AEI a chomhlíonadh. Tá bearta ComReg fós i bhfeidhm, agus tá oibleagáid ar na Soláthraithe Seirbhíse na bearta sin a chomhlíonadh.

Tá AIE trasuite i ndlí na hÉireann ag Ionstraim Reachtúil Uimh. 636/2023, a tháinig i bhfeidhm ar an 28 Meitheamh 2025. Is Údarás Comhlíonta é ComReg faoi Rialacháin AEI i ndáil le hinrochtaineacht seirbhísí cumarsáide leictreonaí agus leis an tSeirbhís Freagartha Glaonna Éigeandála (SFGÉ). Déanfaidh ComReg monatóireacht ar chur chun feidhme AEI i measc Soláthraithe Seirbhíse de réir a shainchúraim.

Is ionann Rialacháin AEI agus athrú bunúsach ar an gcur chuige ginearálta ardleibhéil maidir le hinrochtaineacht atá le fáil sa Chód um Chumarsáid Leictreonach Eorpach. Ní mór go gcomhlíonfadh suíomhanna gréasáin, aipeanna móibíleacha agus seirbhísí tacaíochta do chustaiméirí SCL na ceanglais theicniúla mhionsonraithe atá sonraithe i Sceidil na Rialachán agus i gcaighdeáin chomhchuibhithe atá á bhforbairt faoi láthair ag Comhlachtaí Caighdeán Eorpacha.

Ní mór do sholáthraithe SCL faisnéis chuimsitheach agus shothuigthe a fhoilsiú i bhformáidí inrochtana maidir le hinrochtaineacht a gcuid seirbhísí agus an bealach a bhfuil na ceanglais inrochtaineachta á gcomhlíonadh ag na seirbhísí seo.

Ní mór go gcumasódh siad modhanna cumarsáide nua cosúil le Téacs Fíor-Ama, agus, sa chás go gcuirtear físeán ar fáil, Comhrá Iomlán agus ní mór dóibh tacú le húsáid a bhaint astu i nglanna éigeandála ar an tSeirbhís Freagartha Glaonna Éigeandála (SFGÉ) agus is í '112' an uimhir éigeandála Eorpach aonair.

Tugann na Rialacháin cearta nua do thomhaltóirí chun gearán a dhéanamh agus chun a chinntiú go mbeidh ComReg nó na cúirteanna ag déileáil lena ngearán. Tá Fógra Faisnéise maidir le Soláthraithe Seirbhíse Cumarsáide Leictreonaí faoin Acht Eorpach um Inrochtaineacht (doiciméad 25/39 ComReg) foilsithe ag ComReg.

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. Amhail ón 1 Iúil 2022, cuireadh síneadh le RLAH trí Rialachán (AE) 2022/612²⁷ go dtí an 30 Meitheamh 2032.

Ar an 28 Márta 2025, chuir BEREC, faoi chathaoirleacht ComReg in 2025, a fhreagra ar iarratas an Choimisiúin Eorpaigh ar fáil chun tuairimí saineolacha maidir le Rialachán (AE) 2022/612 a fháil.²⁸

Ar an 23 Meitheamh 2025, d'fhoilsigh an Coimisiún Eorpach a athbhreithniú,²⁹ inar tugadh le fios go bhfuil an córas FTB “fós ábhartha agus go gcruthaíonn sé buntáistí nithiúla do thomhaltóirí AE”, agus nach mbíonn tionchar diúltach aige ar struchtúir taraifí agus ar threochtaí praghsanna náisiúnta i mBallstáit.

I rith na tréimhse seo, lean ComReg ar aghaidh le monatóireacht a dhéanamh ar chomhlíonadh an Rialacháin agus le sonraí a bhailiú maidir le fánaíocht idirnáisiúnta chun críche tuairisciú a dhéanamh ar fhorbairt patrún praghsála agus úsáide.

Tá an cleachtadh bailithe sonraí seo á chur i gcrích ag Údaráis Rialála Náisiúnta eile cosúil le ComReg laistigh de BEREC agus úsáidtear é chun an tuarascáil tagarmhairc rialta ar fhánaíocht idirnáisiúnta a ullmhú. Foilsíodh an leagan is déanaí den tuarascáil ar an 13 Márta 2025.³⁰

Tá a shuíomh gréasáin nuashonraithe ag ComReg chun comhairle agus faisnéis maidir le fánaíocht a chur ar fáil do thomhaltóirí. Tá forléargas le fáil ar an suíomh gréasáin ar fhánaíocht, saincheistanna clúdaigh cosúil le conas táillí fánaíochta sonraí gan choinne a sheachaint, conas teagmháil a dhéanamh le seirbhísí éigeandála nuair a bhíonn tú thar lear agus fánaíocht neamhbheartaithe. Cuirtear faisnéis agus comhairle ar fáil do chustaiméirí maidir le beartais agus rialacháin a bhaineann lena nguthán póca a úsáid laistigh den AE, lena n-áirítear liúntas sonraí, caighdeán seirbhíse agus foláirimh ar féidir le custaiméir a bheith ag súil leo nuair a bhíonn sé nó sí ag fánaíocht. Cuirtear eolas maidir lena nguthán póca a úsáid lasmuigh den AE ar fáil do thomhaltóirí ar an suíomh gréasáin freisin.

Chomh maith leis sin, foilsíonn ComReg tuarascálacha maidir le cur chun feidhme an Rialacháin Fánaíochta.³¹

²⁷ [Rialachán - 2022/612 - EN - EUR-Lex](#)

²⁸ [Féach Tuairim BEREC ar Rialachán \(AE\) 2022/612](#)

²⁹ [Tuarascáil an Choimisiúin maidir leis an Athbhreithniú ar an Margadh Fánaíochta | Todhchaí Dhigiteach na hEorpa a Mhúnlú](#)

³⁰ [31ú Tuarascáil Sonraí agus Monatóireachta BEREC maidir le Tagarmharc Fánaíochta Idirnáisiúnta](#)

³¹ [Tuarascálacha feidhmithe fánaíochta](#)

Cumarsáid laistigh den AE

Ón 15 Bealtaine 2019, de réir Rialachán (AE) 2018/1971, tá guthghlaonna agus SMS miondíola san AE,³² caidhpeáilte ag €0.19 (gan CBL) in aghaidh an nóiméid do ghlaonna a dhéantar (lena n-áirítear aon táille cheangail) agus €0.06 (gan CBL) le haghaidh gach SMS. Ní bhaineann na caidhpeanna ach le seirbhísí tomhaltóra, agus níl taraifí gnó san áireamh.

Le linn na tréimhse, 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. Ar an 3 Deireadh Fómhair 2024, d'fhoilsigh BEREC tuarascáil tagarmhairc ar chumarsáide laistigh den Aontas, ina clúdaíodh an tréimhse idir Aibreán 2023–Márta 2024.³³ De réir sonraí a chuir ComReg ar fáil do thuarascáil BEREC, gearrann gach soláthraí Éireannach tuairiscithe (seasta agus móibíleach) táillí ar thomhaltóirí ag na praghsanna rialaithe do ghlaonna agus SMS.

Ba cheart a thabhairt faoi deara, ar an 7 Márta 2025, gur lorg an Coimisiún Eorpach tuairim BEREC i ndáil le Dréachtrialachán Cur Chun Feidhme maidir le cumarsáid laistigh den Aontas an Choimisiúin.

Sa dréachtrialachán moltar beartas úsáide córa agus bearta frithchaloise do ghlaonna gutha agus SMS laistigh den Aontas. Chuir BEREC, faoi chathaoirleacht ComReg 2025, a Thuairim faoi bhráid an Choimisiúin Eorpaigh ar an 14 Aibreán 2025.³⁴

Rialacha maidir leis an Idirlíon Oscailte

Faoi Rialacha an AE maidir leis an Idirlíon Oscailte, i Rialachán (AE) 2015/2120³⁵ 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 feidhmchláir 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.

³² An costas atá le híoc ag tomhaltóirí Éireannacha as glao a dhéanamh nó SMS a sheoladh as Éirinn chuig uimhir sheasta nó mhóibíleach i mBallstát AE eile. Baineann na caidhpeanna le seirbhísí cumarsáide idirphearsanta uimhirbhunaithe (SCI), i.e. seirbhísí gutha seasta agus móibíleacha agus SMS. Níl MMS agus SCI uimhirspleácha (m.sh. Alanna cosúil le WhatsApp) san áireamh.

³³ [Tuarascáil Tagarmhairc BEREC maidir le cumarsáid laistigh den Aontas](#)

³⁴ [Tuairim BEREC i ndáil leis an Rialachán Cur Chun Feidhme maidir le cumarsáid laistigh den Aontas](#)

³⁵ Rialachán (AE) 2015/2120 ó Pharlaimint na hEorpa agus ón gComhairle an 25 Samhain 2015

Déileáiltear le gníomhaíochtaí comhlíonta ComReg sa roinn dar teideal ‘Comhlíonadh agus Forfheidhmiú’.

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 dhíreach (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, ní mór faisnéis chuí 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 bhillí 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). Len a 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 féin³⁶ 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.

Chomh maith leis sin, phróiseáil ComReg 371 iarratas ar cheadúnas SAR i rith na tréimhse seo, agus próiseáladh 100% de na hiarratais laistigh de 7 lá.

Foráiltear in Alt 3.3 de Chód Cleachtas SAR do mhodh malartach atá le húsáid ag Soláthraí SAR, sa chás, i ndáil le SAR ar leith, go sásaíonn Soláthraí SAR ComReg gur féidir aon cheanglas den Chód a chomhlíonadh go leordhóthanach trí mhodhanna malartacha atá le sonrú sa Chód.³⁷

Chomh fada is a bhaineann le meicníocht iontrála UAP mholta, tá ceanglais sonraithe ag ComReg (féach ar dhoiciméad 13/36 ComReg) ar comreg.ie.

I rith na tréimhse, rinne larratasóirí ar Cheadúnas SAR, iarratas ar chead Alt 3.3. Mar chuid den phróiseas a bhain le hiarratas a dhéanamh ar chead Alt 3.3, eisíodh Foirm Iarratais Chead Alt 3.3. d’larratasóirí agus lean ComReg ar aghaidh ag obair ar na hiarratais a seoladh isteach.

³⁶ Cinneadh ComReg 03/18

³⁷ [Leathanach gréasáin Leasuithe agus Cheadanna Cheadúnas SAR | An Coimisiún um Rialáil Cumarsáide](#)

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 SFGÉ a ghearradh.

I mí Eanáir 2025, chinn ComReg, i ndiaidh athbhreithniú a dhéanamh ar na costais tabhaithe ag an soláthraí SFGÉ, an TLG uasta a shocrú ag €3.93 don ghlaon ón 12 Feabhra 2025.³⁸ Sa bhliain roimhe sin, idir an 12 Feabhra 2024 agus an 11 Feabhra 2025, chinn ComReg go bhfuil an TLG uasta cothrom le €3.12.

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 nglaonna ar SFGÉ, ceann in Iúil 2024³⁹ agus an ceann eile i bhFeabhra 2025.⁴⁰



Tá rochtain inacmhainne ag gach úsáideoir deiridh ar sheirbhísí leathanbhanda agus cumarsáide gutha ag suíomh seasta.

Seirbhís Uilíoch do Chumarsáid Leictreonach

Gné lárnach dár gcuid oibre maidir le cosaint tomhaltóirí is ea a chinntiú go bhfuil seirbhís cumarsáide leictreonaí uilíoch ar fáil.

³⁸ D02/25: Freagra ar Chomhairliúchán agus Cinneadh Deiridh maidir le Táille Láimhseála Glaonna na Seirbhíse Freagartha Glaonna Éigeandála i gcomhair 2025/20

³⁹ ComReg 24/63: Seirbhís Freagartha Glaonna Éigeandála (SFGÉ): Líon glaonna éigeandála Eanáir 2024 – Meitheamh 2024

⁴⁰ ComReg 25/10: Seirbhís Freagartha Glaonna Éigeandála (SFGÉ): Líon glaonna éigeandála Eanáir 2024 – Nollaig 2024

Rochtain ag Suíomh Seasta

Maidir le Seirbhís Uilíoch, tá na doiciméid chomhairliúcháin phoiblí seo a leanas eistithe ag ComReg:

- **Riachtanais Seirbhíse Uilíche**
Naisc ghutha amháin agus seirbhísí cumarsáide gutha a chur ar fáil ag suíomh seasta (GSS OSU)⁴¹
- Soláthar Seirbhíse Uilíche de naisc ghutha amháin agus de sheirbhísí cumarsáide gutha ag suíomh seasta – Freagra ar Chomhairliúchán, Tuilleadh Comhairliúcháin agus Dréachtchinneadh⁴²
- Ar an 12 Nollaig 2023, d’eisigh ComReg Cinneadh D10/23⁴³ 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 le⁴⁴ 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.

Ar an 8 Samhain 2024 d’fhoilsigh an tAire⁴⁵ a thuairim nach féidir le huirlisí beartais phoiblí féideartha eile rochtain ar sheirbhísí cumarsáide gutha sa Stát a chinntiú ag suíomh seasta. Lean ComReg ar aghaidh le monatóireacht a dhéanamh ar an margadh i rith na tréimhse tuairiscithe.

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 ar bhonn rialta maidir leis na nithe seo agus nuair a iarrann an tAire a leithéid a dhéanamh.

Caighdeán Seirbhíse (QoS) na Seirbhíse Uilíche

Tá ComReg den tuairim go bhfuil sé tábhachtach go ndéanfaí monatóireacht ar fheidhmíocht QoS. Leanfaidh ComReg ag déanamh monatóireachta 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 Eir do gach tréimhse ráithiúil agus bhliantúil.

⁴¹ Ceanglais Seirbhíse Uilíche: Naisc ghutha amháin agus seirbhísí cumarsáide gutha a chur ar fáil ag suíomh seasta (GSS OSU)

⁴² Soláthar Seirbhíse Uilíche de naisc ghutha amháin agus de sheirbhísí cumarsáide gutha ag suíomh seasta – Freagra ar Chomhairliúchán, Tuilleadh Comhairliúcháin agus Dréachtchinneadh

⁴³ Seirbhís Uilíoch lena mbunaítear nach féidir seirbhísí cumarsáide gutha sheasta a chinntiú ar bhonn tráchtála sa Stát. D10/23, Uimh. Doic. 23/115

⁴⁴ [Comhairliúchán maidir le hinfhaighteacht seirbhísí cumarsáide gutha ag suíomh seasta \(GSS\) uirlisí beartais phoiblí poitéinsiúla a bheith ann cheana \(www.gov.ie\)](#)

⁴⁵ [Tuairim an Aire maidir le huirlisí beartais phoiblí féideartha chun infhaighteacht GSS a chinntiú](#)

Iarratais Mhaoinithe OSU

Tá mionsonraí curtha ar fáil ag ComReg maidir le cinntí iarratais mhaoinithe OSU 2010–2015 ComReg, faoin dúshlán dlí a thug Eircom ina dhiaidh sin, atreorú CBAE á dhéanamh ag Ard-Chúirt na hÉireann, breithiúnas CBAE agus orduithe Ard-Chúirt na hÉireann ina dhiaidh sin ina Ráiteas Straitéise 2023–2025.

Sa chomhthéacs seo, thosaigh agus chríochnaigh ComReg a athbhreithniú, de réir an ordaithe ón Ard-Chúirt, ar na measúnuithe ar an ualach éagothrom (2010–2015) ar bhonn an ghlanchoistais ghaolmhair arna chinneadh bunaithe ar na Cinntí.

Rinne ComReg athbhreithniú ar na measúnaithe ar an ualach éagothrom a bhain le Cinneadh ComReg D05/19, D06/19, D07/19, D08/19 agus D09/19 (i.e. 2010–2011). Chuaigh ComReg i gcomhairle maidir lena réamhthuairimí, agus ina dhiaidh sin rinne ComReg cinntí aonair maidir leis na measúnuithe ualaigh neamhchothroime I gcomhair 2010–2015 (D01/25, D03/25, D06/25; agus D09/25) Chinn ComReg nárbh ionann glanchostas fhoráil OSU i ngach bliain idir 2010–2015 agus ualach neamhchothrom ar Eircom. Níor iarradh achomharc ar na cinntí seo.

I rith na tréimhse, chuir ComReg tús le hathbhreithniú ar mheasúnú ar iarratas Maoinithe Seirbhíse Uilíche 2015–2016 eir, measúnú ar ualach míchothrom. Chuaigh ComReg i gcomhairle maidir lena réamhthuairimí. Ba é an dáta a bhí sonraithe chun glacadh le haighneachtaí i ndáil leis an gcomhairliúchán ná an 5 Lúnasa 2025.

Níl aon iarratas ar mhaoiniú OSU faighte ag ComReg don tréimhse airgeadais 2017–2023.

Leathanbhanda Leordhóthanach

Tá an tAire freagrach as Leathanbhanda Leordhóthanach a shainmhíniú. Ina dhiaidh sin, cuirfidh ComReg a fhreagrachtaí i gcrích i ndáil le haon cheanglas a bhaineann le Seirbhís Uilíoch do Leathanbhanda Leordhóthanach.

Comhlíonadh agus Forfheidhmiú

Is í sprioc tomhaltóra ComReg i réimse na Comhlíonta agus an Fhorfheidhmithe a chinntiú go dtugann a soláthraithe seirbhíse aird ar chearta tomhaltóirí i rith a n-aistir.



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'fhoilsíomar Treoir Rialála maidir le Cearta Úsáideora Deiridh an Chóid.

Eisíodh an Treoir seo ar dtús agus ina dhiaidh sin nuashonraigh ComReg é i mí na Nollag 2020 i bhfianaise an Chóid. Rinne ComReg tuilleadh nuashonraithe ar an Treoir seo i mí Lúnasa 2023 i ndiaidh tús a chur le Rialacháin LET agus Acht 2023. 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.

Treoir do Sholáthraithe Seirbhíse Miondíola ar Aistriú Custaiméirí ó Sheirbhísí Cumarsáide Leictreonaí Copair-Bhunaithe

Tá ardbhonneagar líonra dhigitigh riachtanach do gheilleagar agus sochaí dhigiteach rathúil. Mar thoradh ar rolladh amach luathaithe Líonra An-Ardluais (LALanna), tá go leor úsáideoirí deiridh ag ascnamh seirbhísí chuig naisc nua-aimseartha cosúil le snáithín. I bhfianaise an chúlra sin, thug Eircom le fios go bhfuil sé beartaithe aige seirbhísí copair a ascnamh chuig seirbhísí agus líonraí snáithínbhunaithe den chuid is mó agus amach anseo, go mbeidh a líonra rochtana copair á mhúchadh aige (Múchadh Copair).

I mí Mheán Fómhair 2024, d'eisigh ComReg Treoir (féach doiciméad ComReg 24/76) le haghaidh soláthraithe seirbhíse miondíola (SSManna), ag díriú ar ascnamh custaiméirí ó sheirbhísí copair, airdeallach ar Mhúchadh Copair amach anseo chun SSManna a spreagadh chun tacú lena gcustaiméirí le faisnéis thráthúil, shoiléir agus chruinn; agus comhairle le haghaidh SCL, rud a chumasaíonn úsáideoirí deiridh chun rogha a dhéanamh agus chun na seirbhísí seo a úsáid go muiníneach. Leagtar amach sa Treoir sin prionsabail ghinearálta (Prionsabail) a thugann treoir do SSManna maidir leis na céimeanna íosta a d'fhéadfaidís a chur i gcrích chun ascnamh custaiméirí a bhainistiú go héifeachtach, chun deis a thabhairt do chustaiméirí rogha eolasach a dhéanamh agus chun a chinntiú nach gcuirfear isteach ar a seirbhís.

Déanfaidh ComReg dlúthmhonatóireacht agus meastóireacht ar fhorbairtí margaidh agus ar chur chuige SSManna maidir le tacú go gníomhach le hascnamh réidh agus éifeachtach a gcustaiméirí. Forbróidh ComReg an Treoir seo de réir mar is gá, lena n-áirítear chun aon bhreithniú breise a chur san áireamh má thugann oibritheoir líonra fógra maidir le Múchadh Copair

Treoir d'Oibritheoirí Líonra Mhóibíligh maidir le Múchadh 2G/3G

Mar thoradh ar ghníomhaíochtaí nuachóirithe líonra, a bheidh mar bhonn le héifeachtúlachtaí agus le buntáistí, tá tús á chur le rolladh amach líonraí Éabhlóide Fadtéarmaí (LTE nó 4G) agus Raidió Nua (NR nó 5G) le blianta beaga anuas, OLManna in Éirinn, san Eoraip agus ar fud an domhain nó tá pleananna chun a líonraí CDCM (2G) agus/nó STMU (3G) a scor á mbreithniú acu.

I mí Iúil 2024, sholáthair ComReg Treoir⁴⁶ ina leagtar amach ionchais do OLManna, maidir leis na hiarrachtaí réasúnacha ba cheart a dhéanamh chun iarracht a dhéanamh an ceanglas atá ann “gach iarracht réasúnach a dhéanamh” a chomhlíonadh, de réir choinníoll a gceadúnais. Sa Treoir, soláthraítear treoir phraiticiúil do OLManna atá le leanúint nuair a bhíonn gach iarracht réasúnach á déanamh (iarrachtaí Réasúnacha) i gcomhthéacs aon iarmhairt dhíobhálach ar úsáideoirí a íoslaghdú.

Dírítear sa Treoir ar chásanna ina gcuirtear stop le ceann amháin den líonra 2G nó 3G agus, dá bhrí sin, go mbíonn na hiarmhairtí díobhálacha á maolú go pointe áirithe ag an oibriú leanúnach ar an líonra 2G nó 3G atá fágtha. Sna blianta amach romhainn, nuair a bheidh níos mó eolais ar fáil faoi nó nuair a bheidh daoine ag súil leis na tionchair a bheidh ag stop a chur leis an líonra 2G nó 3G atá fágtha, féadfaidh ComReg an Treoir maidir le hiarrachtaí réasúnacha atá le déanamh a nuashonrú.

Monatóireacht ar Chomhlíonadh

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 agus Cinntí Gaolmhara ComReg. Tháinig forálacha áirithe de Rialacháin an Chóid in ionad na Rialacháin Seirbhíse Uilíche.⁴⁷ Chomh maith leis sin, déanann ComReg monatóireacht ar an tslí a bhfuil na Rialacháin Fánaíochta á gcomhlíonadh,⁴⁸ 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.

⁴⁶ Doic. ComReg 24/61: Múchadh 2G/3G – Treoir d'Oibritheoirí Líonra Mhóibíligh

⁴⁷ I.R. Uimh. 444/2022 Rialacháin ón Aontas Eorpach (Cód Cumarsáide Leictreonáí), 2022

⁴⁸ I.R. Uimh. 315/2022 – Na Rialacháin Chumarsáide (Fánaíocht Teileafóin Shoghluaiste), 2022

Rinneadh athchóiriú suntasach ar reachtaíocht maidir le Cearta Tomhaltóirí go príomha tríd an Acht um Chearta do Thomhaltóirí a bhunú.

Maidir leis na Rialacháin Fánaíochta, déanann ComReg monatóireacht ghníomhach ar an tslí a bhfuil an córas Fánaíocht ar Tháillí Baile á chur chun feidhme ag soláthraithe seirbhíse. Chomh maith leis sin, forfheidhmíonn ComReg Rialacháin maidir leis an Idirlíon Oscailte.⁴⁹

Áiríodh ar ár gcuid oibre a bhain leis an Idirlíon Oscailte:

- Monatóireacht leantach ar an margadh SRI⁵⁰ agus tionscnamh rúnsiopaíochta 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.⁵¹

Cásanna & Torthaí Comhlíonta Tomhaltóirí

Lúnasa 2024 – IFA Telecom

I mí Lúnasa 2024, thuairiscigh ComReg gur íoc IFA Telecom Teoranta ag trádáil mar IFA Member Services (IFA Telecom) pionós luach €7,500 le ComReg i ndiaidh imscrúdú a dhéanamh.

Chinn ComReg go raibh IFA Telecom neamh-chomhlíontach le roinnt dá oibleagáidí rialála sa mhéid is, i ndáil leis na Tagairtí Tomhaltóra oiriúnacha ar bhille an chustaiméara, nach raibh an fhaisnéis ábhartha ar fad ar fáil i gconarthaí na gcustaiméirí agus nach raibh aon mhíniú nó aon fhoráil i gconradh an chustaiméara maidir leis an bhfaisnéis luais ábhartha do sheirbhís rochtana idirlín an chustaiméara. Gheall IFA Telecom na hoibleagáidí rialála ábhartha a chomhlíonadh.

Lúnasa 2024 – PrepayPower

I mí Lúnasa 2024, d'íoc Yuno Teoranta, ag trádáil mar PrepayPower, pionós luach €9,300 le ComReg i ndiaidh a thabhairt faoi deara go raibh sé neamh-chomhlíontach i ndáil le roinnt ceanglas rialála a bhain le seirbhísí leathanbhanda atá á gcur ar fáil aige.

Níor cuireadh íostréimhse an chonartha ar fáil sa chonradh ar mheán marthanach. Níor sholáthair PrepayPower an fhoirm chealaithe shamhla d'fheidhmiú ceart marana a chuirtear ar fáil don chustaiméir ar mheán marthanach. Níor cuireadh cóip dá dtéarmaí agus coinníollacha ar fáil do roinnt custaiméirí ar mheán marthanach agus gearradh táillí ar 621 custaiméir le haghaidh seirbhísí in imthosca nuair nach raibh aon taifead ag PrepayPower ar an tseirbhís a bheith á hiarraidh ag an gcustaiméir.

⁴⁹ Rialachán (AE) 2015/2120 ó Pharlaimint na hEorpa agus ón gComhairle an 25 Samhain 2015

⁵⁰ Soláthraithe seirbhísí rochtana idirlín

⁵¹ ComReg 25/41: Feidhmiú Rialacháin an AE maidir le Rochtain ar an Idirlíon Oscailte in Éirinn – Tuarascáil 2025

Gheall PrepayPower na hoibleagáidí rialála ábhartha a chomhlíonadh, d'eisigh sé aisíocaíochtaí luach €272,124 chuig custaiméirí ar gearradh táillí orthu do sheirbhís nach raibh iarrtha agus gealladh an Uimhir Chuntais Uilíoch (UCU) a chur ar fáil ar an mbealach céanna leis an uimhir chuntais leathanbhanda agus a chur in iúl do chustaiméirí go bhfuil an UCU ag teastáil nuair a bhíonn siad ag athrú ó sholáthraí seirbhíse amháin go dtí soláthraí seirbhíse eile curtha ar fáil dóibh.

Meán Fómhair 2024 – SLA Digital

I mí Mheán Fómhair 2024, thuairiscigh ComReg nár chomhlíon SLA Digital Alt 5.25 agus Alt 5.28 den Chód Cleachtais agus, dá bharr sin, nach raibh coinníollacha a bhain lena cheadúnais comhlíonta aige ach oiread. Bhain sé seo le saincheist nuair nach raibh custaiméirí in ann díliostáil ó roinnt SAR tríd an ordú “stop” a sheoladh chuig an uimhir ghearrchóid ainmnithe. Gearradh táillí ar roinnt custaiméirí freisin a bhain leis na SARanna seo i ndiaidh dóibh a bheith deimhnithe mar díliostáilte ag SLA Digital.

Dheimhnigh SLA Digital, i ndiaidh custaiméirí a asnamh ó bhilleáil ghearrchóid SMS go dtí Billeáil Iompróra Dhíreach, nár díliostáladh go rathúil síntiúsóirí a sheol an t-ordú “stop” chuig an uimhir ghearrchóid ainmnithe mar gheall ar earráid mhapála ghearrchóid.

D'aisíoc SLA Digital €8,872 le 364 custaiméir a raibh tionchar ag an neamh-chomhlíonadh orthu agus ceanglaíodh air gach athrú teicniúil riachtanach a dhéanamh chun a chinntiú go raibh an Cód Cleachtais á chomhlíonadh.

Nollaig 2024 – Three Ireland

I mí na Nollag 2024, thuairiscigh ComReg go raibh sé páirteach i gcomhaontú de bhua Alt 62 d'Acht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023, agus le Three Ireland (Hutchison) Teoranta (TIHL) agus Three Ireland Services (Hutchison) Teoranta (TISHL) (Three Ireland le chéile).

Glacadh páirt sa chomhaontú seo i ndiaidh imscrúdú a rinne ComReg ar sháruithe amhrasta arna ndéanamh ag Three Ireland a bhain le Rialachán (AE) Uimh. 531/2012 ó Pharlaimint na hEorpa agus ón gComhairle an 13 Meitheamh 2012 maidir le fánaíocht

a dhéanamh ar líonraí poiblí cumarsáide soghluaiste laistigh den Aontas (athmhúnlú) (Rialachán Fánaíochta 2012) agus Rialachán an AE 2022/612 (Rialachán Fánaíochta 2022) ar tugadh éifeacht dó i nDlí na hÉireann trí Rialacháin an Chomhphobail Eorpaigh (Fánaíocht Fóin Phóca), 2022 (IR 315 / 2022) (na Rialacháin Fánaíochta).

Bhí an t-imscrúdú dírithe ar fhorálacha na Rialachán Fánaíochta a bheith á gcomhlíonadh ag Three Ireland, agus, go háirithe, cibé acu ar chuir nó nár chuir Three Ireland an fhaisnéis riachtanach ar fáil do chustaiméirí mar atá sonraithe in Airteagal 15 de Rialachán Fánaíochta, 2012 agus Airteagal 14 de Rialachán Fánaíochta, 2022. Baineann na hAirteagail seo le “Meicníochtaí trédhearcachta agus cosanta do sheirbhísí fánaíochta sonraí miondíola”.

Chinn ComReg bunaithe ar shonraí a chuir Three Ireland ar fáil nach bhfuair custaiméirí áirithe an fógra cuí nuair a shroich siad an teorainn réamhshocraithe €50 nó €100 a cheanglaítear ón 1 Iúil 2022 faoi Airteagal 14(4) de Rialachán Fánaíochta 2022. Lena chois sin, fuair custaiméirí áirithe fógra nach raibh eolas ann maidir leis na costais a bhaineann le gach aonad breise a bhí le húsáid mar a cheanglaíonn Airteagal 14(4) de Rialachán Fánaíochta, 2022. Bhí tionchar ag na sárúithe seo ar thart ar 14,000 custaiméir agus bhí aisíocaíochtaí luach €3.76m le heisiúint ag Three Ireland.

Márta 2025 – An Post Mobile

I mí an Mhárta 2025, thuairiscigh ComReg gur íoc Cuideachta Gníomhaíochta Ainmnithe An Post, ag trádáil mar, An Post Mobile, pionós luach €45,000⁵² le ComReg i ndiaidh do ComReg imscrúdú a dhéanamh. Chinn ComReg nach raibh roinnt oibleagáidí rialála á gcomhlíonadh ag An Post Mobile, lena n-áirítear faisnéis chonartha a bheith á cur ar fáil ag An Post Mobile, táillí a bhain le fánaíocht laistigh den AE, cód cleachtais chun déileáil le gearáin, aisíocaíochtaí creidmheasa nuair a d'aistrigh custaiméirí chuig soláthraí eile, agus fógraí maidir le hathrú conartha.

Chomh maith leis sin, gheall An Post Mobile thart ar €25,600 a aisíoc le 4,700 custaiméir i ndáil le farasbarr creidmheasa a bhí fós luaite le cuntais a bhí portáilte acu, agus a bhain le táillí míchearta a ghearradh d'fhánaíocht gutha, SMS agus sonraí agus beidh teagmháil á déanamh aige le custaiméirí ábhartha.

Aibreán 2025 – Virgin Media Ireland

I mí Aibreáin 2025, thuairiscigh ComReg maidir le toradh cás Ard-Chúirte a bhí tógtha aige in aghaidh Virgin Media Ireland Teoranta (Virgin Media). Sa chás seo rinneadh imscrúdú ar shárúithe a raibh Virgin Media freagrach astu i ndáil lena chuid oibleagáidí faoi Rialachán 25(6)(b) de Rialacháin an Chomhphobail Eorpaigh (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Seirbhís Uilíoch agus Cearta Úsáideoirí), 2011 (na Rialacháin maidir le Seirbhís Uilíoch).

Bhí ComReg den tuairim, i mí Iúil 2022, gur theip ar Virgin Media a chinntiú nach raibh a choinníollacha agus nósanna imeachta d'fhoirceannadh conartha ag feidhmiú mar dhídhreasú do thomhaltóir a bheadh ag smaoineamh ar athrú ó sholáthraí amháin go dtí soláthraí eile, agus tugadh tréimhse trí seachtaine do Virgin Media chun déileáil leis an neamh-chomhlíonadh.

⁵² D'eisigh ComReg 30 fógra de réir Alt 44(1) d'Acht um Rialáil Cumarsáide, 2002 (arna leasú), agus tá na fógraí seo íoctha ag An Post

Shonraigh Virgin Media ina dhiaidh sin nár sháraigh sé a chuid oibleagáidí agus ina dhiaidh sin, chuir ComReg iarratas faoi bhráid na hArd-Chúirte ag lorg dearbhaithe nár chomhlíon Virgin Media Rialachán 25(6)(b) de na Rialacháin Seirbhíse Uilíche agus de na horduithe a threoraigh do Virgin Media a chuid oibleagáidí faoi Rialachán 25(6)(b) de na Rialacháin Seirbhíse Uilíche a chomhlíonadh agus chun an neamh-chomhlíonadh a chur ina cheart.

Éisteadh an cás san Ard-Chúirt i mí Dheireadh Fómhair 2023, agus sholáthair an Ard-Chúirt Ordú i mí an Mhárta 2025 inar dearbhaíodh nár chomhlíon Virgin Media a chuid oibleagáidí faoi Rialachán 25(6)(b) de na Rialacháin Seirbhíse Uilíche trí bhithín a nósanna imeachta d'fhoirceannadh conartha do chustaiméirí ar mian leo a soláthraí seirbhíse a athrú, agus ordáíodh do Virgin Media freisin a oibleagáidí a chomhlíonadh chun a chinntiú nach bhfuil a choinníollacha agus nósanna imeachta d'fhoirceannadh conartha ag feidhmiú mar dhídhreasú chun soláthraí seirbhíse a athrú trína ábhair oiliúna gníomhaí agus doiciméid ghaolmhara a leasú.

Aibreán 2025 – Yellowcom

I mí Aibreáin 2025, thuairiscigh ComReg maidir le toradh imeachtaí Cúirte Dúiche in aghaidh Yellowcom Teoranta (Yellowcom). Bhí imscrúdú ar an tslí a raibh roinnt dá oibleagáidí reachtúla á gcomhlíonadh ag Yellowcom oscailte ag ComReg lena n-áirítear Rialachán an Aontais Eorpaigh (Rochtain ar an Idirlíon Oscailte), 2019 (go sonrach an fhoráil a bhain le faisnéis maidir le luas idirlín i gconarthaí custaiméirí), Rialachán an Aontais Eorpaigh (An Cód Cumarsáide Leictreonaí), 2002 (go sonrach go bhfuil tréimhse uasta conarthaí cothrom le 24 mí), agus Acht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023 (go sonrach foilsíú agus cur chun feidhme Cóid Chleachtais a dhéileálann le gearáin ó chustaiméirí agus a bhaineann le díospóidí a réiteach).

Mar thoradh ar an imscrúdú seo d'eisigh ComReg ionchúisimh Cúirte Dúiche in aghaidh Yellowcom i ndáil le sáruithe reachtaíochta. Éisteadh an cás ar an 9 Aibreán 2025 agus phléadail Yellowcom ciontach as 8 gcúiseamh a bhain le 8 dtoghairm os comhair na cúirte.

Scríos an Breitheamh Anthony Halpin gach táille agus cheangail sé ar Yellowcom tabhartas carthanúil luach €2,500 a bhronnadh. Chabhraigh Yellowcom le costais ComReg a íoc freisin.

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 oibritheoirí 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 45 iarratas ar réiteach díospóidí a bhain le nithe poist.

Rialáil chaighdeán SPU do sheirbhísí poist uilíocha

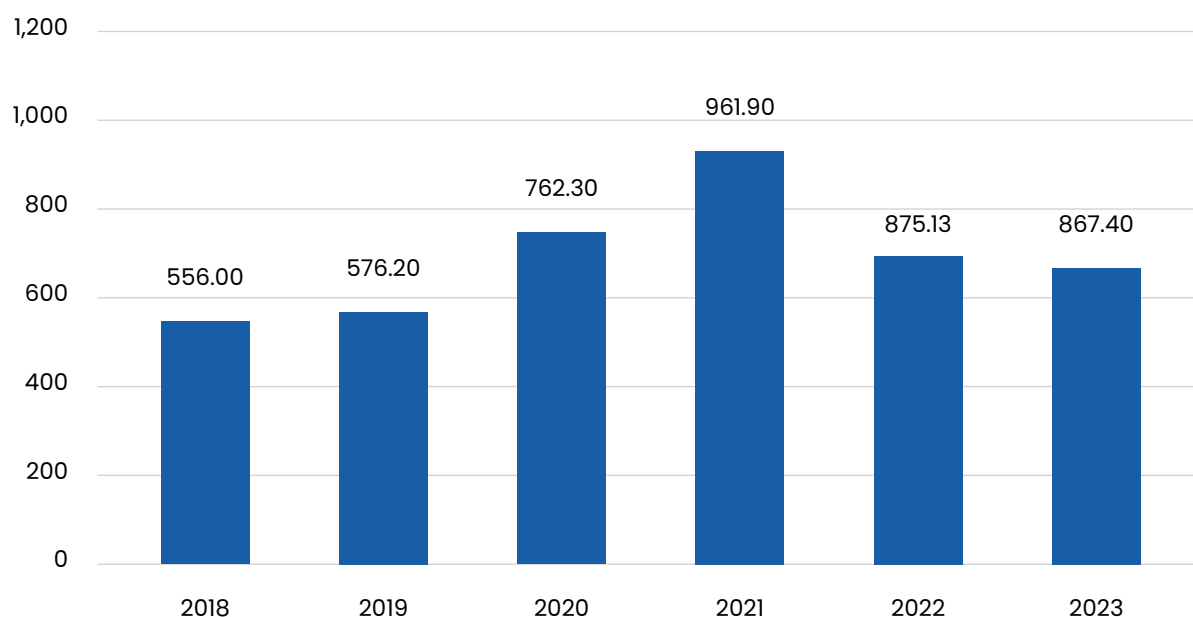
Ceanglaítear de réir an dlí ar ComReg caighdeáin cháilíochta seirbhíse a bhunú don tseirbhís poist uilíoch. Chomh maith leis sin, ceanglaítear ar ComReg monatóireacht a dhéanamh ar chomhlíonadh SPU, An Post, agus ar chomhlíonadh le caighdeáin cháilíochta seirbhíse agus tuarascáil bhliantúil a fhoilsiú maidir le torthaí a chuid monatóireachta.

Sonraí maidir le beartáin

D'fhoilsigh ComReg sonraí comhiomlána maidir le beartáin a bhailíonn sé faoin Rialachán Eorpach maidir le Beartáin Thrasteorann.

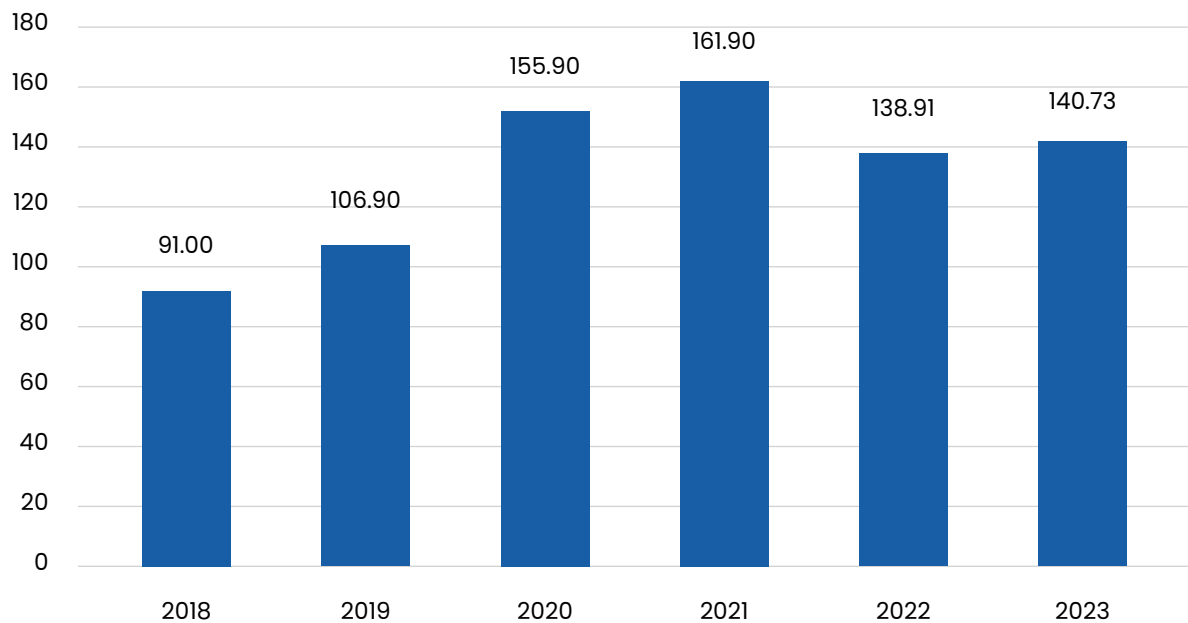
Seo a leanas na príomhthreochtaí:

Ioncam Iomlán Beartán i €m (2018–2023)



Fíor 12. Ioncam Iomlán Beartán i €m (2018–2023)

Méad Iomlán Beartán (Ms) (2018–2023)



Fíor 13. Méad Iomlán Beartán (Ms) (2018–2023)

Nósanna Imeachta

In 2024, bhunaigh ComReg:

- **Nósanna Imeachta Rialála do mhonatóireacht agus iniúchóireacht seirbhíse (Doiciméad Uimh. 24/72 ComReg)**
trédhearcacht a sholáthar maidir le riachtanais náisiúnta do dhearadh agus d'oibriú na Monatóireachta agus iniúchóireachta Cáilíochta Seirbhíse agus Monatóireacht agus Staidéar Real Mail.
- **Nósanna Imeachta um Réiteach Díospóidí Poist (Cinneadh ComReg D25/24)**
chun díospóidí a réiteach idir úsáideoirí seirbhísí poist agus soláthraithe seirbhíse poist.

Stoirm Éowyn

Tá roinnt beart curtha i gcrích ag ComReg chun cabhrú le tomhaltóirí i ndiaidh Stoirm Éowyn chun ullmhú d'imeachtaí adhaimsire amach anseo.⁵³

San áireamh i measc na mbeart tomhaltóra seo bhí:

Faisnéis a chur ar fáil do Thomhaltóirí maidir le hUllmhú do Bhristeacha

Tá [leathanach gréasáin](#) cruthaithe againn chun eolas a roinnt le tomhaltóirí maidir leis an tionchar is féidir a bheith ag adhaimsir ar sheirbhísí cumarsáide, gníomhartha is féidir leo a dhéanamh chun ullmhú dá leithéid, agus an méid is féidir leo a dhéanamh i rith aon chineál bristeacha nó cur isteach ar sheirbhís. Tarraingimid aird tomhaltóirí ar phríomhtheachtaireachtaí ag eatraimh rialta trí nuacht tomhaltóirí agus feachtais faisnéise.

Tacaíocht do Thomhaltóirí

Tá foireann Cúraim Thomhaltóirí ComReg ar fáil do thomhaltóirí a bhfuil fadhbanna seirbhíse acu agus deacrachtaí acu na fadhbanna sin a réiteach lena soláthraithe seirbhíse. Chabhraíomar le tomhaltóirí. Bhí próiseas géaraithe eisceachtúil in úsáid ag Cúram Thomhaltóirí freisin ar féidir é a úsáid i rith bristeacha fada chun cabhrú le dlús a chur le hathchóiriú seirbhíse do thomhaltóirí leochaileacha.

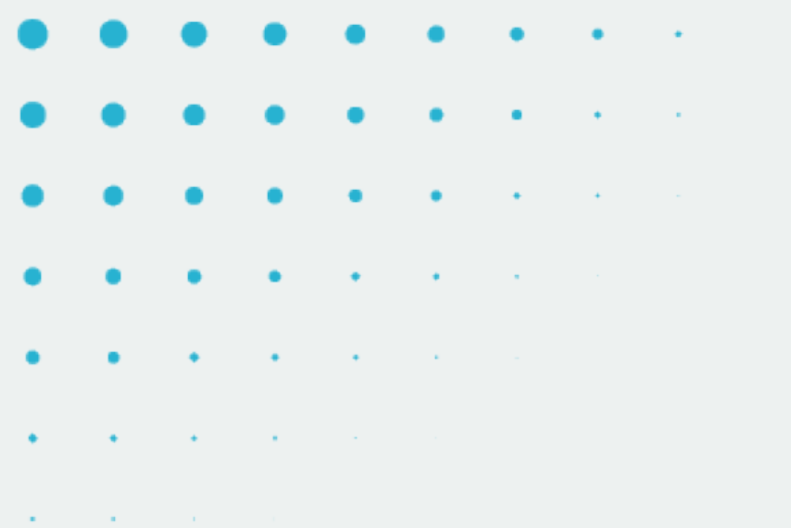
Eolas ar bhristeacha

Tá machnamh á dhéanamh ag ComReg ar chleachtais reatha soláthraithe seirbhíse i ndáil le cumarsáid a dhéanamh lena chustaiméirí maidir le bristeacha seirbhíse, lena n-áirítear faisnéis chruinn a bheith á cur ar fáil acu dá gcustaiméirí ar bhealaí inrochtana agus oiriúnacha, cainéil atá á gcur ar fáil ag soláthraithe a chuireann ar chumas custaiméirí bristeacha a thuairisciú mar aon le haon fheabhas bunaithe ar an méid a foghlaimíodh i ndiaidh Stoirm Éowyn.

Ina theannta sin, tacóidh ComReg le straitéis cumarsáide an Rialtais i ndáil le haon teagmhas adhaimsire.

Bristeacha níos faide agus creidmheas/aisíocaíochtaí

Tá obair curtha i gcrích ag ComReg chun a chinntiú go bhfuair custaiméirí a bhí ag déileáil le bristeacha fada i rith Stoirm Éowyn aisíocaíochtaí/creidmheasanna ar a gcuntais. Dheimhnigh soláthraithe seirbhíse go bhfuil luach breis is €1.08 milliún d'aisíocaíochtaí/de chreidmheasanna curtha ar fáil do thomhaltóirí go dtí seo.



05

Creat Margaidh



Caibidil 05

Creat Margaidh

Bainistiú Acmhainn an Speictrim Raidió

Is meán é an speictream raidió trínar féidir faisnéis a tharchur gan sreang thar achar idir cúpla méadar agus na mílte ciliméadar. Is acmhainn nádúrtha an-luachmhar atá ann, atá mar bhonn le gníomhaíochtaí tábhachtacha eacnamaíocha, sóisialta 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.

Is acmhainn náisiúnta theoranta agus luachmhar é an speictream raidió a bhfuil tionchar aici ar gach réimse cumarsáide, lena n-áirítear raidió, teilifís, móibíleach (guth agus sonraí), nascleanúint aerloingseoireachta agus mhuirí agus cumarsáid satailíte. Ciallaíonn níos mó éilimh ar an speictream raidió go mbeadh sé in úsáid go héifeachtúil agus go mbeadh tairbhe á baint as próisis bhainistíochta speictrim éifeachtacha chun na buntáistí don tsochaí a uasmhéadú. Braitheann an cumas atá ag daoine lántairbhe a bhaint as an acmhainn speictrim ar na gníomhaíochtaí bainistíochta speictrim a éascóidh cur chun feidhme córas cumarsáide raidió le trasnaíocht raidió íosta.

De bhrí gur acmhainn fhinideach é speictream, áfach, a bhfuil go leor seirbhísí agus úsáideoirí difriúla luaite leis, tá breithniú cúramach ar raon leathan fachtóirí san áireamh i mbainistíocht speictrim (m.sh. riarachán, rialáil, sóisialta, eacnamaíoch agus teicniúil) agus é mar aidhm a chinntiú go mbaintear úsáid éifeachtúil as speictream raidió. Chomh maith leis sin, d'fhéadfadh cothromaíocht idir raon fachtóirí iomaíocha a bheith i gceist:

- i) ceanglais réasúnacha gach seirbhís raidió a chomhlíonadh go cuí, lena n-áirítear úsáidí tráchtála agus poiblí, cosúil le sábháilteacht an phobail, slándáil náisiúnta agus cúram sláinte; agus
- ii) do speictream a úsáidtear do sheirbhísí cumarsáide leictreonáí (SCL) agus líonraí cumarsáide leictreonáí (LCL), a thacaíonn le hiomaíocht lena n-áirítear a chinntiú go mbaineann úsáideoirí an oiread tairbhe agus is féidir as a leithéid i dtéarmaí praghais, rogha agus cáilíochta, agus go gcabhraíonn siad le forbairt an mhargaidh inmheánaigh, agus go dtacaíonn siad le leasanna úsáideoirí laistigh den Chomhphobal Eorpach.

Cabhraíonn infheistíochtaí i seirbhísí a úsáideann an speictream raidió chun dlús a chur le hathrú agus le nuálaíocht ar fud gheilleagar na hÉireann trí chéile. Is amhlaidh atá de bhrí ní hamháin go soláthraíonn na seirbhísí seo modh cumarsáide éifeachtúil agus iontaofa, ach go dtacaíonn siad freisin le gníomhaíocht gheilleagrach sa gheilleagar trí chéile.

Meastar go coimeádach in anailís a chuir ComReg i gcrích gur mhéadaigh úsáid dhíreach an speictrim raidió in Éirinn i dtéarmaí Oll-luacha ó thart ar €4.6 billiún in 2019 go dtí €4.9 billiún in 2022.

Nuair a chuirtear éifeachtaí iolraitheora measartha san áireamh, measann ComReg gur mhéadaigh an tslí ar chuir an speictream raidió le hOllioncam Náisiúnta (OIN) na hÉireann ó €7.2 billiún in 2019 go dtí thart ar €8 mbilliún in 2022, suim a bhí mar bhonn le breis is 3% de OIN Modhnaithe.

Go simplí, tá gá le córas bainistíochta speictrim chun sannadh agus úsáid éifeachtúil, ina dhiaidh sin, minicíochtaí neamhchoitianta i measc úsáidí agus úsáideoirí iomaíocha a chinntiú. Tá sé seo riachtanach chun tacú le hiomaíocht laistigh de na margaí iartheachacha ábhartha, go háirithe de bhrí gur ionchur riachtanach é an speictream i ndáil le soláthar go leor SCL agus d'fhéadfadh sannadh mí-éifeachtúil speictrim cur isteach ar iomaíocht agus torthaí mí-éifeachtúla a chruthú don tsochaí.

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, d'fhoilsigh ComReg Plean Oibriúcháin Bainistíochta an Speictrim Raidió don tréimhse idir 2025 agus 2028.⁵⁴ San áireamh i bPlean Oibriúcháin ComReg tá tograí ComReg dá phríomhghníomhaíochtaí bainistíochta speictrim cláir mar aon le gníomhaíochtaí a bhaineann le roinnt catagóirí seirbhísí speictrim raidió.

⁵⁴ Doic. ComReg 24/99a – foilsithe 13 Nollaig 2024

Leithdháileadh an speictrim raidió in Éirinn

Is éard atá i gceist le leithdháileadh an speictrim raidió ná ainmniú banda minicíochta atá le húsáid ag cineál seirbhísí cumarsáide raidió amháin nó níos mó, más cuí, de réir coinníollacha sonraithe. Sainaithníonn leithdháileadh go bhféadfadh na seirbhísí úsáid a bhaint as banda minicíochta raidió agus gur gníomhaíocht thábhachtach atá ann i ndáil le comhordú idirnáisiúnta an speictrim raidió a éascú idir ceantair réigiúnacha agus tíortha comharsanacha. Dá réir sin, laghdaíonn sé an fhéidearthacht a bhaineann le trasnaíocht fad is atá barainneachtaí scála á gcumasú.

Faoi Acht 2002, tá oibleagáid ar ComReg Plean Radaimhinicíochta (Plean) a fhoilsiú, agus a athbhreithniú. San áireamh sa Phlean tá tacar táblaí ina leagtar amach leithdháiltí speictrim raidió na hÉireann le haghaidh 8.3 ciliheirts (kHz) go dtí 3000 Gighheirts (GHz), agus léirítear na seirbhísí lena bhfuil gach banda minicíochta leithdháilte (Leithdháiltí Minicíochta) sa speictream raidió agus is uirlis thábhachtach atá ann d'úsáideoirí radaimhinicíochtaí.

Tugtar an Plean cothrom le dáta go rialta de réir thorthaí Chomhdhálacha Cumarsáide Raidió Domhanda (CCDanna) an Chumainn Teileachumarsáide Idirnáisiúnta (CTI) agus forbairtí ábhartha eile, cosúil le glacadh le cinntí agus le moltaí comhchuibhithe Eorpacha do bhanda nó do sheirbhís radaimhinicíochta áirithe.

Tá ComReg tiomanta do, i mí an Mheithimh gach bliain, leagan nuashonraithe den leagan ar líne den Phlean a chur ar fáil⁵⁵ agus, ina dhiaidh sin, i mí na Nollag gach bliain, soláthraíonn ComReg nuashonrú eile ar an leagan ar líne agus foilsíonn sé leagan pdf den Phlean.⁵⁶

Oibríochtaí Ceadúnaithe

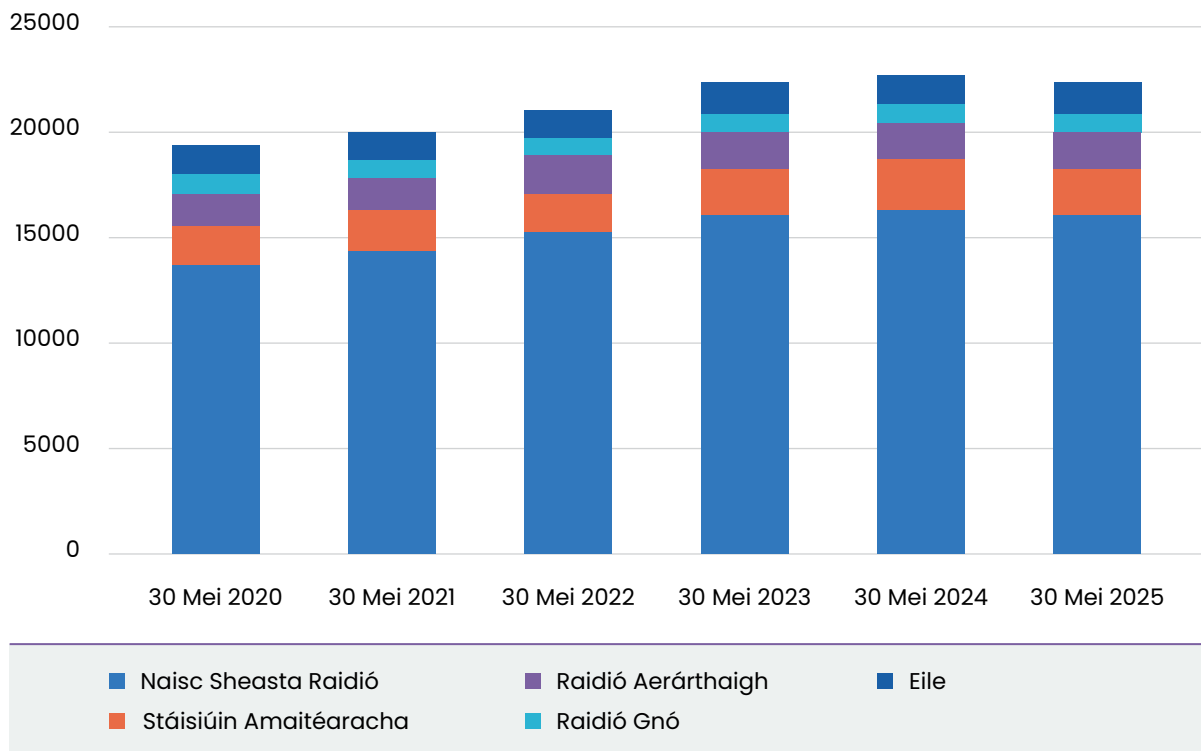
Tá údarú ó ComReg ag teastáil chun trealamh raidió a shealbhú agus a úsáid in Éirinn. D'fhéadfadh an t-údarú sin a bheith le fáil i bhfoirm ceadúnais nó díolúine ceadúnais. Is féidir ceadúnais a eisiúint de réir Acht Radio-Theleagrafaíochta, 1926 (arna leasú) agus Acht Craolacháin, 2009.

Amhail ar an 30 Meitheamh 2025, bhí líon na gceadúnas cothrom le 22,261 arb ionann é sin agus méadú 14% sna cúig bliana ón 30 Meitheamh 2020 (Féach Fíor 14).

⁵⁵ Féach ar [leathanach gréasáin an Phlean Radaimhinicíochta d'Éirinn](#)

⁵⁶ Féach Doic. ComReg 24/105 – foilsithe 19 Nollaig 2024

Líon na gCeadúnas Beo 2020–2025



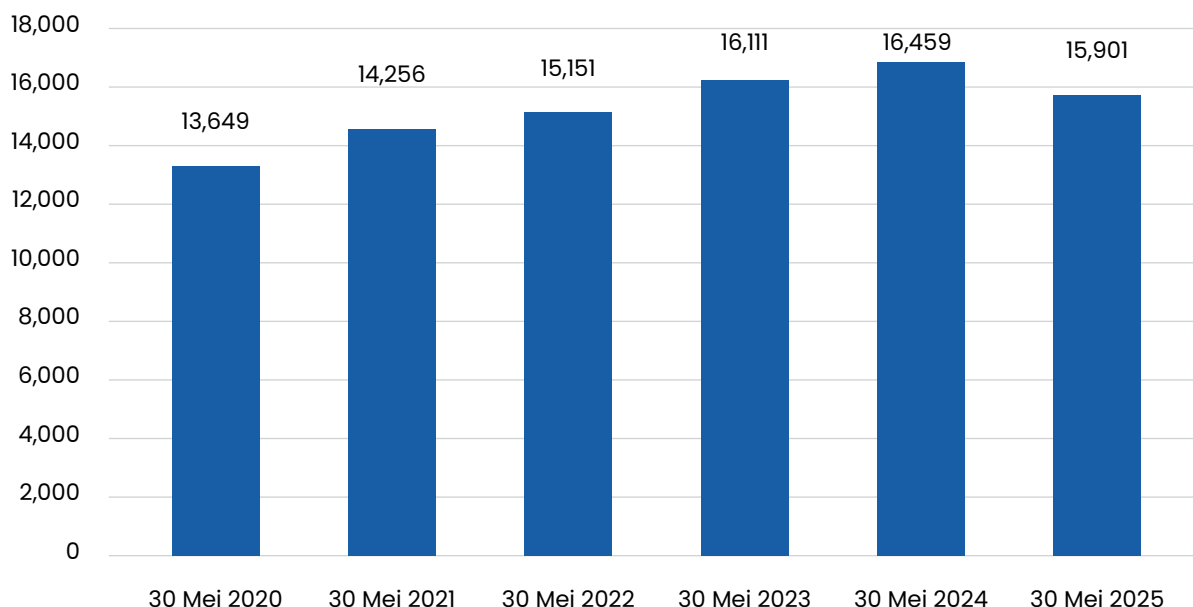
Fíor 14. Líon na gCeadúnas Beo 2020–2025

Ainneoin go n-eisítear ceadúnais le haghaidh raon leathan cúiseanna, tá níos mó éilimh ar cheadúnais speictrim raidió áirithe. Tá méadú 16% 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 2025, bhí 15,901 ceadúnas nasc raidió seasta ann, sin thart ar 71% 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.

Tá tóir fós ar cheadúnais do raidió gnó, do raidió aerárthaigh agus do stáisiúin amaitéaracha. Amhail ar an 30 Meitheamh 2025, bhí 5,001 ceadúnas beo le haghaidh na gcatagóirí ceadúnais sin ann, sin thart ar 22% de gach ceadúnas beo. Mhéadaigh líon na gceadúnas raidió aerárthaigh a deonaíodh 25% i rith na tréimhse idir 2020 agus 2025. Mhéadaigh líon na stáisiún amaitéarach raidió go dtí 2,243 ar an 30 Meithimh 2025, sin méadú de 15% i gcomparáid le Meitheamh 2020.

Clúdaíonn na ceadúnais raidió fágtha cineálacha ceadúnais tábhachtacha éagsúla lena n-áirítear ceadúnais úsáide liobrálaithe (a éascaíonn seirbhísí guth-théacs agus sonraí móibíleacha a chur ar fáil), raidió móibíleach truncáilte, seirbhísí aerthrachta agus ceadúnais seirbhísí muirí talún (a éascaíonn oibriú sábháilte aeriompair agus muiroiompair).

Líon na gceadúnas naisc raidió seasta beo 2020–2025



Fíor 15. Líon na gceadúnas naisc raidió seasta beo 2020–2025

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, mar atá:

- 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 teicniúla agus rialála le deireanaí 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).

Creat Aistrithe Speictrim agus Léasa

I rith thréimhse an athbhreithnithe agus i ndiaidh comhairliúcháin phoiblí, d'fhoilsigh ComReg nuashonrú ar a Chreat Aistrithe Speictrim agus Léasaithe i bhfianaise Rialacháin an Aontais Eorpaigh (Cód Cumarsáide Leictreonaí), 2022 (Rialacháin CCLE). Taobh le foilsiú fhreagra ComReg ar chomhairliúchán agus ar Chinneadh deiridh (Doiciméad 24/85), d'fhoilsigh ComReg an méid seo a leanas freisin:

- Doiciméad 24/86 – Nósanna imeachta agus treoirlínte deiridh atá le húsáid ag ComReg nuair a bhíonn breithniú á dhéanamh ar aon aistriú nó léas molta.
- Doiciméad 24/86a – Foirm Fógra – tá an fhoirm fógra ineagarthóireachta le fáil ann atá le líonadh ag páirtithe leasmhara agus le cur faoi bhráid ComReg mar chuid d'aon aistriú nó léas beartaithe ar chearta úsáide speictrim do Líonraí Cumarsáide Leictreonaí (LCLanna) agus do Sheirbhísí Cumarsáide Leictreonaí (SCLanna).

Ar an 28 Márta 2025, thoiligh an tAire Comhshaoil, Aeráide agus Cumarsáide d'fhorbairt na Rialachán Aistrithe agus Léasa, a foilsíodh mar I.R. Uimh. 99 de 2025.

Tástáil & Triail na hÉireann



Fíor 16. Lógó Thástáil & Triail na hÉireann

Soláthraíonn suíomh geografach na hÉireann ar imeall thiar na hEorpa agus a dlús daonra íseal buntáiste nádúrtha tábhachtach trí fhlúirse choibhneasta speictrim raidió inúsáidte. Is seirbhís é Tástáil & Triail na hÉireann ar féidir le fiontraithe, le taighdeoirí agus le forbróirí a úsáid chun teicneolaíochtaí gan sreang a thástáil nó a thríail i mbandaí minicíochta éagsúla, lena n-áirítear codanna de na bandaí móibíleacha agus craolta. I rith na bliana a bhí á hathbhreithniú, d'eisigh ComReg 27 ceadúnas Tástála/Trialach a d'éascaigh, mar shampla, tástálacha a dhéanamh ar líonraí 5G príobháideacha den chéad ghlúin eile lena n-áirítear obair a bhí á déanamh ag Connect i gColáiste na Tríonóide, Baile Átha Cliath,⁵⁷ agus, mar shampla, éascaíodh triail ar líonra raidió DAB+ Éireannach (FáilteDAB) a chuir Foothold Communications Teoranta i gcrích.⁵⁸ Tá tuilleadh sonraí le fáil ó Tástáil & Triail na hÉireann www.testandtrial.ie lena n-áirítear físeán gearr ina bhfuiltear ag tacú leis an tionscnamh seo.

⁵⁷ Féach ComReg, "[Ceadúnas tástála atá oiriúnach le haghaidh 5G bronnta ar thaighdeoirí teileachumarsáide TCD ag ComReg](#)"

⁵⁸ Féach FáilteDAB ag <https://faiitedab.ie/>

Faireachas Margaídh Táirgí

Is é ComReg an tÚdarás Faireachais Margaídh (ÚFM) agus údarás inniúil chun críocha na Treorach maidir le Trealamh Raidió⁵⁹ (TTR) agus na Treorach maidir le maidir le Comhoiriúnacht Leictreamaighnéadach (CL)⁶⁰ in Éirinn.

Tá TTR á tras-suí i ndlí na hÉireann ag Rialacháin an Aontais Eorpaigh (Trealamh Raidió), 2017 (I.R. Uimh. 248 de 2017 arna leasú le I.R. Uimh. 30 de 2024) (na Rialacháin TR), agus tá an Treoir CL (TCL) á tras-suí i ndlí na hÉireann faoi Rialacháin an Chomhphobail Eorpaigh (Comhoiriúnacht Leictreamaighnéadach), 2016 agus 2017 arna leasú (I.R. Uimh. 145 de 2016 & I.R. Uimh. 69 de 2017 arna leasú le I.R. Uimh. 316 de 2023) (na Rialacháin CL).

I rith na tréimhse atá á hathbhreithniú, chuir ComReg a dhualgais i gcrích mar ÚFM trína Aonad Sábháilteachta Táirgí (AST), ag tabhairt faoi ghníomhaíochtaí faireachais margaídh lena n-áirítear:

- Seiceálacha comhlíonta ar tháirgí atá á n-onnmhairiú ag an bpointe iontrála sa Stát, trí chomhar le Lucht Custaim
- Cuairteanna Oifigigh Údaraithe ar áitreabh oibritheoirí eacnamaíocha chun scrúdú a dhéanamh ar shamplaí de threalamh raidió a cuireadh ar fáil ar an margadh sa Stát, agus
- Faireachas margaídh ar líne de threalamh raidió atá le díol le húsáideoirí deiridh in Éirinn trí ardáin ríomhthráchtála.

I rith na tréimhse tuairiscithe seo, reáchtáil ComReg roinnt feachtas cumarsáide maidir le sábháilteacht táirgí.⁶¹ Is é cuspóir na bhfeachtas seo 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 freisin chun oideachas a chur ar agus chun eolas a roinnt le húsáideoirí Deiridh.

In 2025, d'fhoilsigh ComReg tuarascáil⁶² ina bhfuil sonraí maidir lena ghníomhaíochtaí faireachais margaídh don tréimhse 1 Eanáir 2024 go 31 Nollaig 2024.

⁵⁹ [Treoir 2014/53/AE ó Pharlaimint na hEorpa agus ón gComhairle an 16 Aibreán 2014 maidir le comhchuibhiú dhlíthe na mBallstát i ndáil le trealamh raidió a chur ar fáil ar an margadh agus lena n-aisghairtear Treoir 1999/5/CE Téacs atá ábhartha maidir le LEE](#)

⁶⁰ [Treoir 2014/30/AE ó Pharlaimint na hEorpa agus ón gComhairle an 26 Feabhra 2014 maidir le comhchuibhiú dhlíthe na mBallstát i ndáil le comhoiriúnacht leictreamaighnéadach \(athmhúnlú\) Téacs atá ábhartha maidir le LEE](#)

⁶¹ [Feachtais Sábháilteachta Táirgí](#)

⁶² [Tuarascáil Bhliantúil an Aonaid Sábháilteachta Táirgí 2024](#)

Imscrúduithe ar Thrasnaíocht Radaimhinicíochta (TRM)

Is éard atá i gceist le Trasnaíocht Radaimhinicíochta (TRM) comharthaí radaimhinicíochta 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.

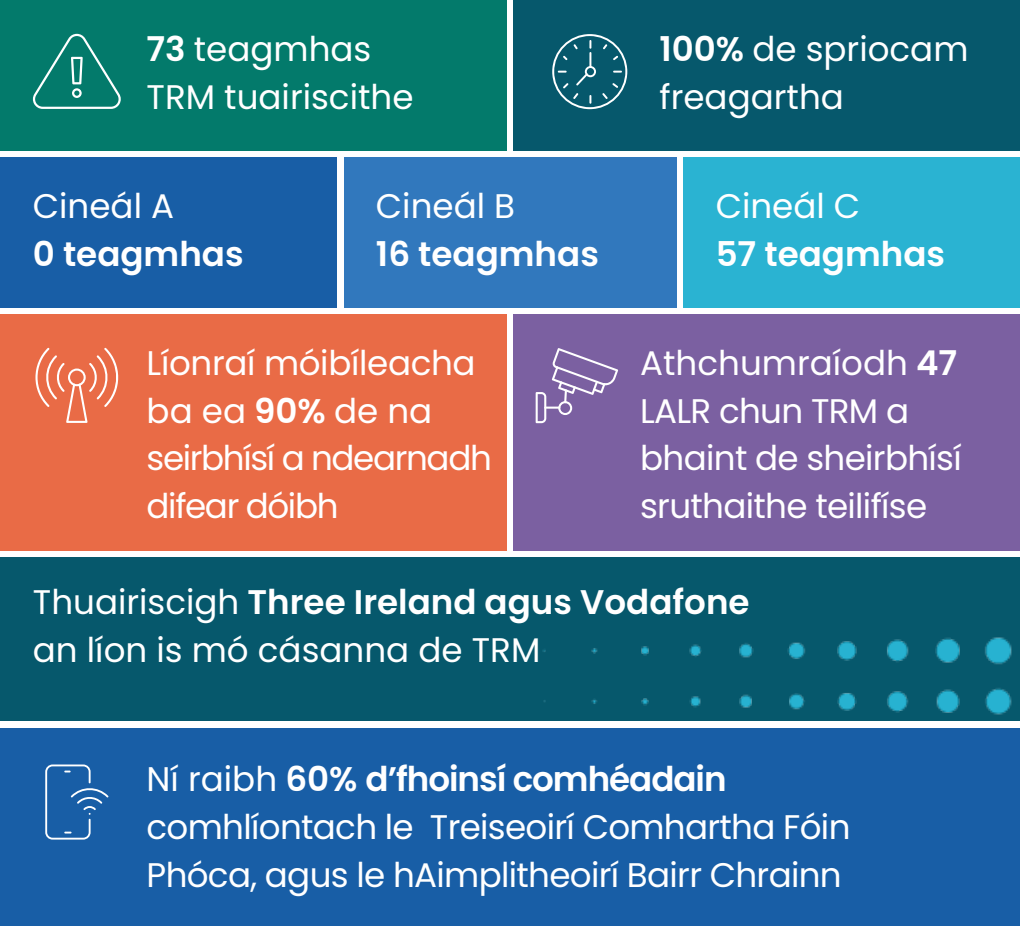
Tá gach gearán TRM a fhaigheann ComReg aicmithe i dtrí chatagóir, Cineál A (freagairt láithreach), Cineál B (freagra laistigh de 5 lá oibre) agus Cineál C (fiosrúcháin a réitítear trí fhaisnéis a sholáthar), ag brath ar dhéine nó ar thionchar na trasnaíochta díobhálaí.

Don tréimhse idir 2023 agus 2024, fuair ComReg náid tuarascáil (0) de Chineál A, 16 de Chineál B agus 57 de Chineál C mar a léirítear i bhFíor 17 thíos.

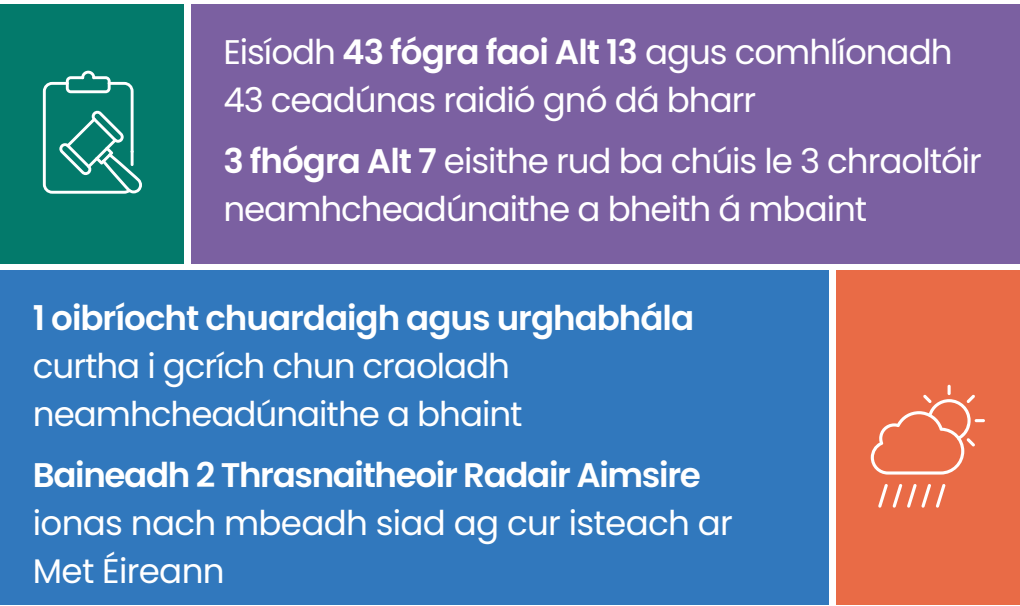
- Fuair ComReg freagra PTF 100% KPI do thuarascálacha Chineál B i rith na tréimhse seo.
- Treiseoirí comhartha fóin phóca a bhí freagrach as breis is leath de na foinsí trasnaíochta, agus aimplitheoirí bairr chrainn Ba iad na foinsí trasnaíochta eile a taifeadadh ná modhnóir teilifíse lochtach, meaisín toitíní lochtach agus trasnaíocht oibrítheora eile.
- Ghlac ComReg le 47 tuarascáil maidir le trasnaíocht ar an mbanda speictrim 5GHz laistigh 64 agus chuir sé obair i gcrích go rathúil le soláthraithe seirbhíse agus le suiteálaithe trealaimh Líonra Achair Logánta Raidió (LALR) a bhí neamhchomhlíontach agus cumraithe go mícheart, rud a réitigh na fadhbanna a raibh tionchar acu ar sheirbhísí sruthaithe teilifíse.

Grafaic Eolais Staitisticí Faisnéise agus Imscrúduithe Speictrim Bhliantúil 2023–2024

Imscrúduithe ar Thrasnaíocht Radaimhnicíochta (TRM)



Gníomhaíochtaí Comhlíonta & Forfheidhmithe



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 leictreamaighnéadach⁶⁴ agus is é an tÚdarás Sláinte agus Sábháilteachta (ÚSS) an comhlacht atá freagrach as neamhchosaint cheirde ar RNI.⁶⁵

Chun tacú leis an obair atá á déanamh ag ÚSS, ceanglaíonn ComReg, mar choinníoll d’Údarú Ginearálta, mar aon le ceadúnais Radaiteileagrafaíochta éagsúla, nach mór d’oibritheoirí 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).⁶⁶

In 2003, chuir ComReg tús lena Chlár Tomhais Radaíochta Neamhianúcháin, ina n-áirítear iniúchadh bliantúil ar oibritheoirí 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 etc.) ar fud na tíre. Go dtí seo, tá thart ar 2000 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 dteorainneacha ICNIRP do neamhchosaint phoiblí ghinearálta do RNI.

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,⁶⁷ saoráid léarscáile ar líne a chuireann ComReg ar fáil, a cheadaíonn don phobal féachaint ar shonraí stáisiún bunáite gutháin phóca ar fud na hÉireann.

I rith na tréimhse faoi athbhreithniú, d’eisigh ComReg tairiscint nua do Shuirbhéanna RNI don tréimhse 4 bliana amach romhainn. Reáchtáladh an comórtas seo trí eTenders agus Iris Oifigiúil an Aontais Eorpaigh (IOAE), agus bronnadh conradh nua ar an iarratasóir rathúil ag deireadh 2024.

⁶⁴ Grafaic Eolais Speictrim Leictreamaighnéadaigh

⁶⁵ [Leathanach gréasáin GCC maidir le radaíocht](#)

⁶⁶ [TREOIRLÍNTE ICNIRP](#)

⁶⁷ [Siteviewer ComReg](#)

Slándáil Líonra agus Cibearshlándáil agus Athléimneacht

Slándáil na líonraí cumarsáide leictreonaí

Tá feidhmeanna ainmnithe ag ComReg faoi Chuid 2 agus Cuid 3 d'Acht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023 i ndáil le Slándáil Líonraí agus Seirbhísí agus Bearta Slándála i ndáil le Díoltóirí Áirithe. Ceanglaíonn na feidhmeanna seo ar ComReg maoirseacht a dhéanamh ar sholáthraithe chun súil a choinneáil ar an tslí a bhfuil a gcuid oibleagáidí á gcomhlíonadh acu agus bearta a chur i gcrích chun riosca a bhainistiú. San áireamh anseo tá bearta teicniúla agus eagraíochta oiriúnacha agus comhréireacha a bheith á gcur i gcrích ag soláthraithe chun na rioscaí atá ann do shlándáil líonraí agus seirbhísí faoi Chuid 2 den Acht a bhainistiú agus céimeanna réasúnacha a bheith á nglacadh ag ComReg chun monatóireacht a dhéanamh ar an tslí a bhfuil bearta díoltóra ábhartha á gcomhlíonadh ag soláthraithe faoi Chuid 3. Chuir ComReg a fheidhmeanna i gcrích trí ghníomhaíochtaí maoirseachta spriocdhírithe.

I ndiaidh glacadh le Moladh Choimisiún an Aontais Eorpaigh maidir le Cibearshlándáil Líonraí 5G (2019) 2335 críochnúil (Mol. 2335), ar an 26

Márta 2019, tá ComReg ag obair i gcomhar leis an Lárionad Náisiúnta Cibearshlándála (LNCS) chun cabhrú leis na táirgí insoláthartha atá ag eascairt as Mol. 2335. Is bearta iad Rialacháin na mBeart Slándála Cumarsáide Leictreonaí is féidir leis an Aire a dhéanamh i ndáil leis na cineálacha beart slándála atá le cur i gcrích ag Soláthraithe líonraí agus seirbhísí cumarsáide leictreonaí. Chabhraigh ComReg le LNCS le forbairt na mbeart slándála seo.

Dá ainneoin sin, chinn an Roinn Cultúir, Cumarsáide agus Spóirt (RCCS) in 'Comhairliúcháin na bPáirtithe Leasmhara Teicniúla maidir le Freagairt Beart Slándála Cumarsáide Leictreonaí Molta do Shaincheisteanna ar Tarraingíodh Aird Orthu i rith Comhairliúcháin'⁶⁸ gan leanúint ar aghaidh le Rialacháin Bheart Slándála na Cumarsáide Leictreonaí le haghaidh LCL/SCL. Chinn an Roinn Cultúir, Cumarsáide agus Spóirt (RCCS) in 'Comhairliúcháin na bPáirtithe Leasmhara Teicniúla maidir le Freagairt Beart Slándála Cumarsáide Leictreonaí Molta do Shaincheisteanna ar Tarraingíodh Aird Orthu i rith Comhairliúcháin gan leanúint ar aghaidh le Rialacháin Bheart Slándála na Cumarsáide Leictreonaí le haghaidh LCL/SCL. Molann an Roinn go mbeadh soláthraithe LCL agus SCL faoi réir creata maoirseachta agus comhlíontachta do bheartas bainistíochta riosca cibearshlándála faoin mBille Náisiúnta Cibearshlándála atá le foilsiú a bheidh mar bhonn leis an Treoir NIS2 a thras-suí.

⁶⁸ [Comhairliúchán Teicniúil le Páirtithe Leasmhara maidir le Bearta Slándála Cumarsáide Leictreonaí Molta](#)

Bhí sé beartaithe ag ComReg tús a chur lena chlár oibre maoirseachta gaolmhar nuair a bhí tús curtha le Rialacháin Bhearta Slándála na Cumarsáide Leictreonaí le haghaidh LCL/SCL. Tá sé seo curtha ar atráth i roinnt cásanna anois, áfach, go dtí go mbeidh NIS2 tras-suite. Tá ComReg ag leanúint ar aghaidh lena chuid oibre maoirseachta faoi Chuid 2 den Acht ar feitheamh NIS2 a thras-suí.

An Treoir maidir le Slándáil Líonra agus Faisnéise (NIS2)

I mí na Nollag 2023, rinneadh cinneadh rialtais 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)
- Spás

Beidh tionchar suntasach ag na feidhmeanna agus oibleagáidí nua seo ar ComReg nach raibh aon ról NIS aige roimhe seo. Dá bhrí seo, tá tús curtha le clár oibre suntasach lena n-áirítear pleanáil, athrú eagraíochta, athbhreithniú reachtúil rannpháirtíocht náisiúnta agus idirnáisiúnta. Tá clár oibre ComReg srianta, áfach, fad is atáthar ag feitheamh ar fhaomhadh cheanglais acmhainní NIS2 agus tras-suí NIS2 i ndlí na hÉireann.

An Treoir maidir le hAthléimneacht Eintiteas Criticiúil (AEC)

I mí Dheireadh Fómhair 2024, trasúodh an Treoir maidir le hAthléimneacht Eintiteas Criticiúil i ndlí na hÉireann, rud a d'ainmnigh ComReg mar Údarás Náisiúnta Inniúil don earnáil Bonneagair Dhigitigh. Bhí ComReg ag obair le príomhpháirtithe leasmhara lena n-áirítear an príomhúdarás inniúil náisiúnta agus an pointe teagmhála aonair, an Roinn Cosanta ar chur chun feidhme na Treorach.

Cosúil leis na sruthanna oibre NIS2, tá srian ar an obair is féidir le ComReg a dhéanamh i ndáil leis na feidhmeanna CER seo agus leis an gclár oibre gaolmhar fad is atáthar ag feitheamh ar chead a fháil maidir lena cheanglais acmhainní CER.

Oibriúcháin Líonra

Tuairisciú Teagmhais Líonra; Uainiú, Tairseacha agus Dualgaís

Is aonad speisialaithe é Aonad Oibríochtaí Líonra (AOL) ComReg atá dírithe ar, i measc réimsí eile, athléimneacht na Líonraí Cumarsáide Leictreonaí (LCL) agus na Seirbhísí Cumarsáide Leictreonaí (SCL) agus ar anailís a dhéanamh ar na bunchúiseanna a d'fhéadfadh a bheith le teagmhais slándála shuntasacha sa chomhthéacs seo.

Maidir le teagmhas líonra a thuairisciú, tá oibleagáidí reachtúla ar sholáthraithe agus ar an méid nach mór dóibh a chur ar fáil nuair a bhíonn teagmhas slándála i gceist.

Anuas air sin, tá cur síos déanta ar na hoibleagáidí atá ar sholáthraithe agus ar na cumhachtaí gaolmhara atá ag ComReg i ndáil le teagmhais slándála, mínithe i gCuid 2 (Slándáil Líonraí agus Seirbhísí) d'Acht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023, (Acht 2023).

Nuair a fhaigheann ComReg fógra ó sholáthraí maidir le teagmhas slándála a raibh tionchar suntasach aige ar oibriú LCL nó SCL, ní mór do ComReg fógra a chur ar fáil don Aire Cultúir, Cumarsáide agus Spóirt (an tAire). Féadfaidh an tAire an fhaisnéis sin a chur ar aghaidh nuair a bhíonn eolas á roinnt aige leis an Rialtas agus le Dáil Éireann. I ndiaidh chomhaontú an Aire agus má tá tionchar ag an obair ar Bhallstáit (BS) eile ansin, más gá, ní mór do ComReg fógra a thabhairt freisin do na ÚRNanna nó Údaráis Inniúla (Úi) faoi seach i mBallstáit (BS) eile agus do Ghníomhaireacht an Aontais Eorpaigh um Chibearshlándáil (ENISA).

Tá cur chuige ComReg maidir le bainistiú teagmhas slándála tuairiscithe, a bhfuil tionchar acu ar LCL agus SCL – lena n-áirítear an tairseach do theagmhais slándála a thuairisciú agus uainiú tuairiscithe ar theagmhais slándála á dhéanamh ag soláthraithe, leagtha amach in Ionstraim Treorach D08/24 i nDoiciméad 24/23 ComReg (Doiciméad 24/23.⁶⁹ Sa bhreis air sin, leagtar amach in D08/24 nach mór gach teagmhas slándála suntasach a thuairisciú do ComReg trí úsáid a bhaint as an tairseach tuairiscithe teagmhas forordaithe.⁷⁰

⁶⁹ [Tairsigh Tuairiscithe Teagmhais Líonra: Freagra ar Chomhairliúchán, Doiciméad 24/23 ComReg](#)

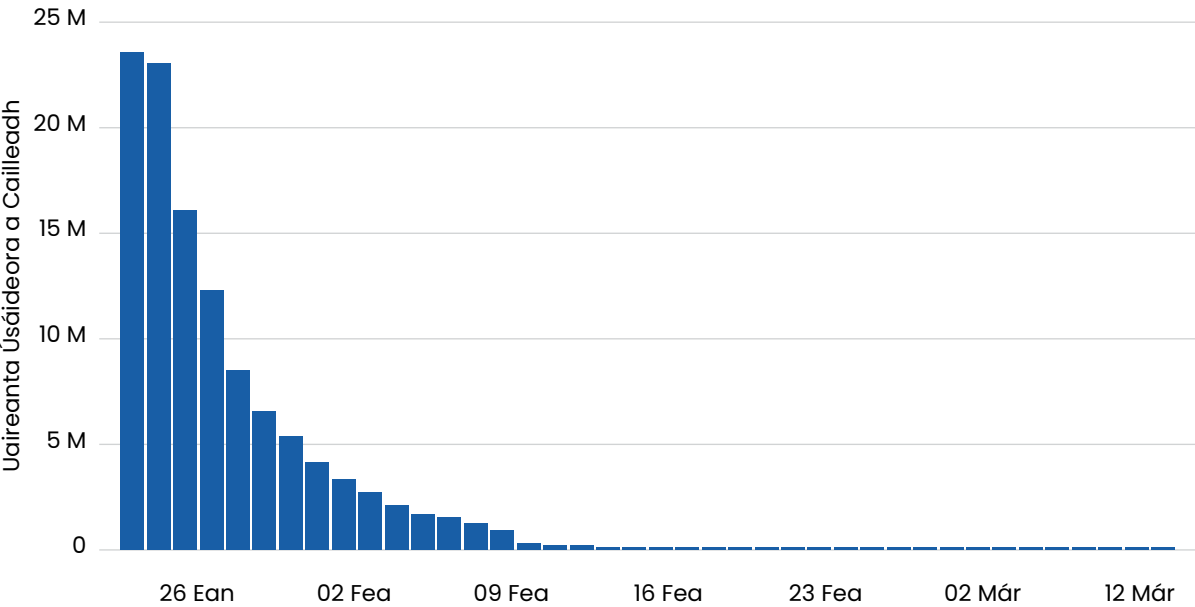
⁷⁰ [R-Cheadúnú ComReg](#)

Stoirm Éowyn agus forléargas ar Theagmhais Líonra a tuairiscíodh in 2024–2025

Cioclón seachthrópaiceach an-chumhachtach agus scriosach ba ea Stoirm Éowyn a bhuail Éire, Oileán Mhanann agus an Ríocht Aontaithe ar an 24 Eanáir 2025:

- Ba é an cioclón seo an teagmhas a rinne an méid is mó scriosta ó tharla Hairicín Debbie sa bhliain 1961
- Ag Ceann Mhása, Co. na Gaillimhe, taifeadadh séideán de 184 km/u agus luas gaoithe de 142 km/u
- Go náisiúnta, rinneadh damáiste do sholáthar leictreachais 768,000 custaiméir (thart ar 33%)
- I rith na mbuaicbhristeacha teileachumarsáide a tuairiscíodh ar an 24 & 25 Eanáir 2025 bhí:
 - i) Seirbhís Seasta: 10.09% (281k) den Bhonn Náisiúnta Úsáideora (BNÚ) ag déileáil le tionchar
 - ii) Seirbhís Mhóibíleach: 34.9% (2.05M) den BNÚ ag déileáil le tionchar, (ag cur san áireamh go mbeadh seirbhís áirithe (guth agus téacs) ar fáil i gceantair áirithe.)
 - iii) Tugadh an tionchar is suntasaí faoi deara feadh bhord farraige an iarthair
- Bhí tionchar suntasach ag caillteanais an líonra leictreachais ar líonraí gan sreang agus móibíleacha, agus is fianaise ar an méid seo an pointe go raibh líonraí móibíleacha ag feidhmiú mar is iondúil arís faoin 11 Feabhra 2025. Bhí tionchar ag damáiste fisiciúil don bhonneagar ar líonraí seasta, go háirithe sa chás go raibh cuailí in úsáid mar chuid den líonra seasta. Tá eolas maidir le hamlínite téarnaimh na seirbhísí teileachumarsáide le fáil i bhFíor 19 thíos
- Is léir ó anailís iarthionchair go cailleadh 115 milliún Uair Úsáideora mar thoradh ar Stoirm Éowyn.

Amlíne Teacht Aniar do Líonraí ar Cuireadh Isteach orthu



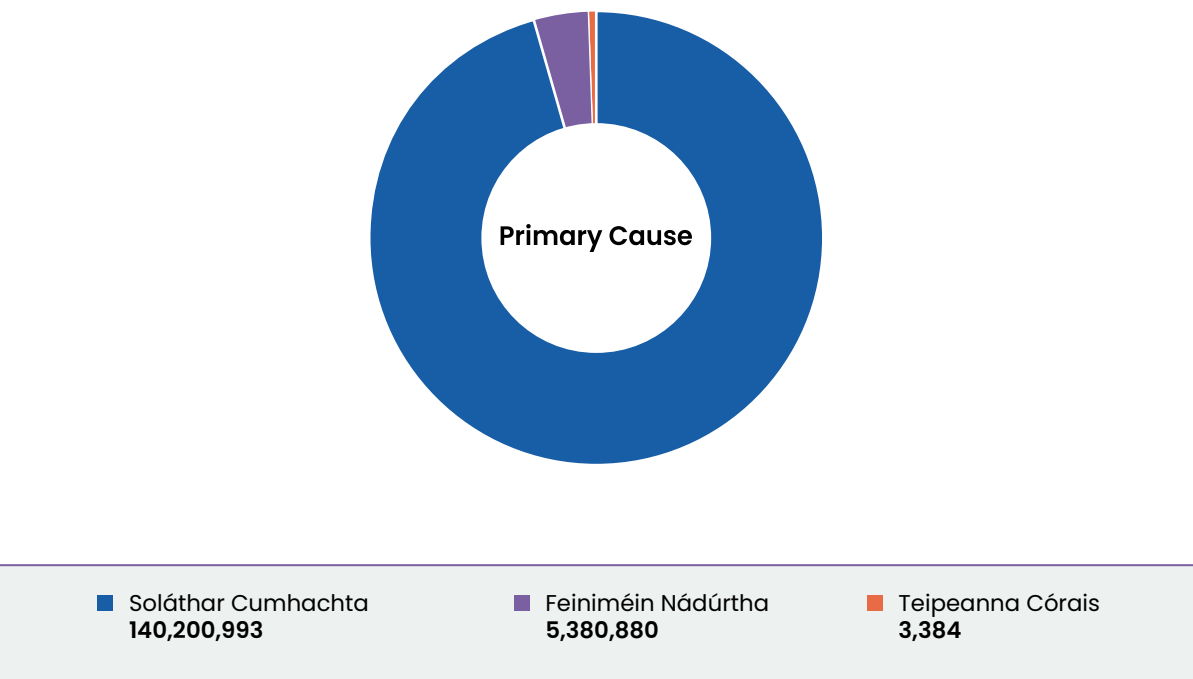
Fíor 18. Amlíne teacht aniar do líonraí ar cuireadh isteach orthu le linn Stoirm Éowyn

Forléargas ar Theagmhais Líonra a tuairiscíodh in 2024–25

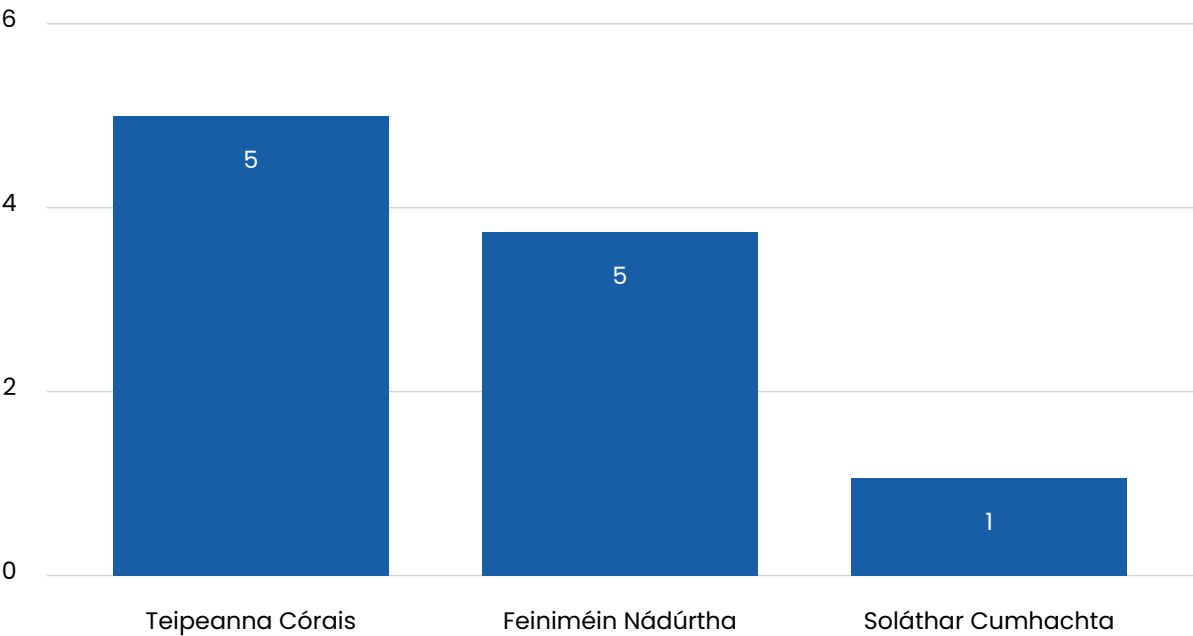
Teagmhais líonra a tharla mar gheall ar Stoirm Éowyn ba chúis leis an líon is mó teagmhas a tuairiscíodh i rith thréimhse thuairiscithe na tuarascála bliantúla seo, agus tá forléargas achomair ar gach teagmhas suas go dtí Meitheamh 2025 le fáil thíos:

	
11	145,585,257
Teagmhais a tuairiscíodh do ComReg ó Iúil 2024–Meitheamh 2025	Líon iomlán uaireanta úsáideora a cailleadh Iúil 2024–Meitheamh 2025

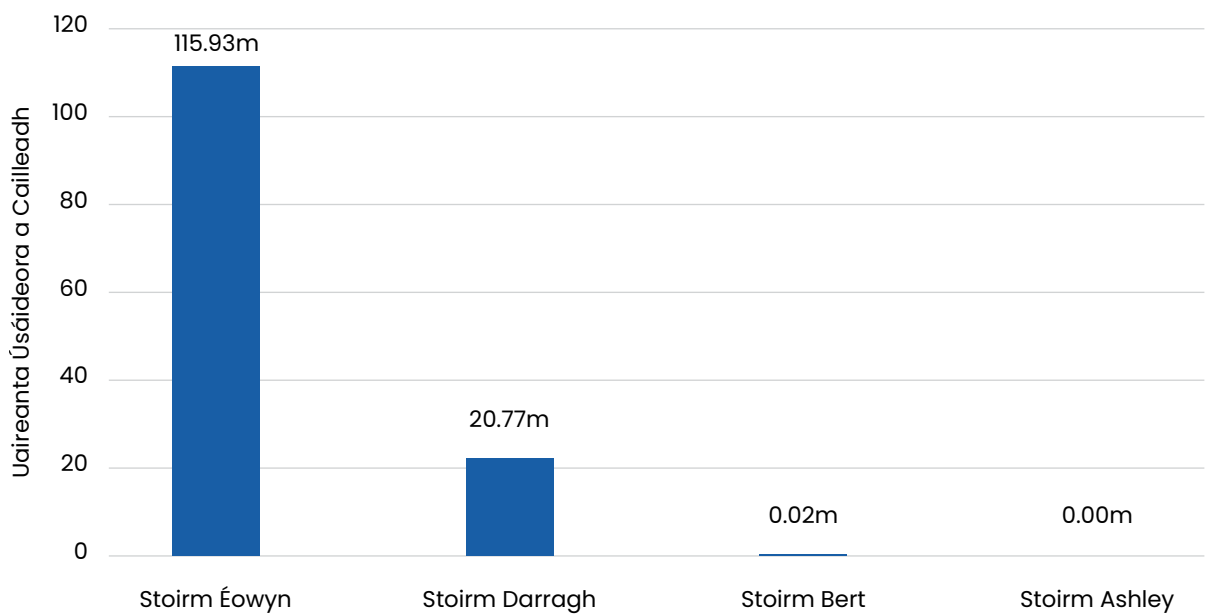
Fíor 19. Teagmhais slándála a taifeadadh ó Iúil 2024–Meitheamh 2025



Fíor 20. Briseadh síos ar theagmhais slándála ó Iúil 2024–Meitheamh 2025



Fíor 21. Líon na dteagmhas slándála ó Iúil 2024–Meitheamh 2025



Fíor 22. Líon uaireanta úsáideora a cailleadh de bharr stoirmeacha Iúil 2024–Meitheamh 2025

Cumarsáid Chiapaireachta

Tá sochaí na hÉireann agus a geilleagar ag brath ar theicneolaíocht teileachumarsáide níos mó ná riamh. Tá ról ríthábhachtach aige inár saol laethúil agus tá tionchar aige ar gach réimse den gheilleagar agus den tsochaí. Ar an drochuair, tá tairbhe á baint ag coirpigh as an úsáid atá a baint againn as líonraí agus seirbhísí cumarsáide leictreonaí, a úsáideann ionsaithe cosúil le hinnealtóireacht shóisialta leithéidí glaoscaireacht, smioscaireacht agus spúfáil⁷¹ ALG, agus é mar aidhm faisnéis phearsanta tomhaltóirí a fháil go mídhleathach chun calaois airgeadais a éascú.

Tá obair ghníomhach á déanamh ag ComReg chun líon na nglaoanna agus na dtéacsanna camscéime in

Éirinn a mhaolú agus chun muinín a chothú i seirbhísí teileachumarsáide na hÉireann an athuair. Chuige sin, bunaíodh an roinn lontoibhe Líonra i mí Iúil 2024. Tá lontoibh Líonra lonnaithe i Rannán Chreat Margaidh ComReg agus tá sé mar aidhm leis feasacht tomhaltóirí a mhúscailt agus an líon glaonna agus téacsanna camscéime a chomhrac.

Ceann d’fheidhmeanna lontoibh Líonra ná maoirseacht a dhéanamh ar an obair atá á déanamh ag Fóram Thionscal na Cumarsáide Núise (FTCN) – bunaithe ag ComReg mar ghrúpa gníomhaíochta tionscail chun dul i ngleic leis an líon méadaitheach glaonna agus téacsanna camscéime. Thionóil FTCN – grúpa trastionscail, a chéad chruinniú i mí Meithimh 2024 agus reáchtáiltear cruinnithe rialta leis an tionscal.⁷²

⁷¹ SLG – Sainaithint Líne Glao, an uimhir a chuirtear i láthair nó a thaispeántar don duine a fhaigheann an glao gutháin. Tabhair faoi deara: tá seans ann gurb é seo agus nach é seo líon iarbhir na bpáirtithe glao.

⁷² Páirteach san obair seo tá trí mheitheal tionscail ar leithligh – meitheal amháin chun na hidirghabhálacha SMS agus Gutha a chur chun feidhme, agus grúpa stiúrtha chun saincheisteanna a chomhordú

I mí Aibreáin 2024⁷³ agus i ndiaidh tréimhse chomhairliúcháin,⁷⁴ shainordaigh ComReg cúig idirghabháil ghutha chun glaonna camscéime a chomhrac.⁷⁵ Bhí sé sin bunaithe ar chomhairle a fuarthas ó chomhairleoirí saineolacha agus ar bhreis is 31 aighneacht ó eagraíochtaí sa tionscal cumarsáide agus airgeadais. Bhí bonnsraith rialála faoi na hidirghabhálacha seo agus bhí siad

mar bhonn leis na hlonstraimí Cinnidh (ICanna) a taispeánadh i bhFíor 23. 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 calaoiseoirí tairbhe a bhaint astu, lena n-áirítear bearta a bhíonn mar thoradh ar chomhairliúchán Scagaire Camscéime SMS ComReg atá beartaithe.

Idirghabháil	Cur síos	Feidhmiú amhail Meitheamh 2025
Ná Tionscain (NT)	Cinneadh 09/24: Ceadaíonn NT do ghnóthaí agus eagraíochtaí a n-uimhreacha fóin a choinneáil slán trí bhac a chur ar uimhreacha nach n-úsáidtear riamh chun glaonna amach a chur ar chustaiméirí.	I bhfeidhm Deireadh Fómhair 2024
Uimhreacha Cosanta (UC)	Cinneadh 10/24: Tagraíonn liosta na nUimhreacha Cosanta d'uimhreacha fóin nach bhfuil leithdháilte ag ComReg, dá réir sin, níor cheart go mbeadh siad seo i mbun seirbhíse agus tá bac á chur orthu anois. Ar an tslí sin, cuirtear stop le calaoiseoirí a leithéid sin d'uimhreacha a úsáid.	I bhfeidhm Deireadh Fómhair 2024
Blocáil Glaonna SLG Seasta	Cinneadh 11/24: Saináithníonn an idirghabháil seo agus cuireann bac ar ghlaonna camscéime ó thar lear, ach a bhí cosúil le huimhir líne talún Éireannach. Cosc a chur ar chalaoiseoirí ó eagraíochtaí Éireannacha dlisteanacha a phearsanú.	I bhfeidhm Deireadh Fómhair 2024
Blocáil Glaonna SLG Móibíleacha	Cinneadh 12/24: Bac Glaonna ALG Móibíleach sainaithnítear agus cuirtear bac ar ghlaonna núise as thar lear, ach cosúil le glaoiteoir fóin phóca as Éirinn. Cuireann sé seo stop le calaoiseoirí thar lear uimhreacha fóin phóca Éireannacha a spúfáil chun glaonna camscéime a dhéanamh.	I bhfeidhm Deireadh Fómhair 2024
Balla Dóiteáin Gutha	Cinneadh 13/24: Is idirghabháil dhinimiciúil í seo a úsáideann IS agus meaisínfhoghlaím chun gníomhú ar bhonn fíor-ama chun bac a chur ar ghlaonna camscéime as laistigh d'Éirinn nó thar lear, agus a chosnaíonn in aghaidh tuilleadh camscéimeanna níos casta amach anseo.	Beartaithe do Dheireadh Fómhair 2025

Fíor 23. Forléargas ar na hidirghabhálacha ó Dhoiciméad 24/24

73 [Glaonna agus téacsanna camscéime a chomhrac: Freagra ar chomhairliúchán maidir le hidirghabhálacha líonrabhunaithe chun an díobháil ó Chumarsáid Núise a laghdú | An Coimisiún um Rialáil Cumarsáide](#)

74 [Cumarsáid Chiapaireachta | An Coimisiún um Rialáil Cumarsáide](#)

75 Tá sainordú déanta ag ComReg freisin d'idirghabháil bhreise i ndáil le téacsteachtairachtaí SMS ar a dtugtar Aitheantas Seoltóra SMS atá á chur chun feidhme i láthair na huaire. Tá tuilleadh faisnéise maidir leis an idirghabháil seo le fáil ag [Clár Aitheantais Seoltóra SMS | An Coimisiún um Rialáil Cumarsáide](#)

Cur i bhfeidhm na n-idirghabhálacha

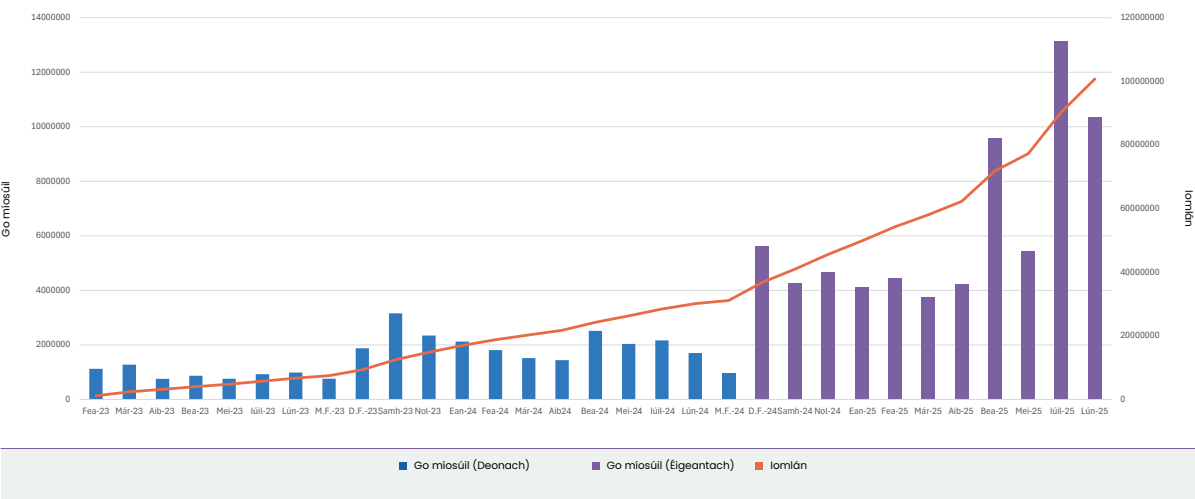
Ó imlonnaíodh na hidirghabhálacha, d'éirigh le hidirghabhálacha ComReg glaonna camscéime agus an díobháil atá á déanamh acu a laghdú go suntasach, rud a chosnaíonn tomhaltóirí agus atá ag cabhrú le muinín a chothú sna seirbhísí teileachumarsáide arís.

Amhail ó mhí Dheireadh Fómhair 2024, tá ceithre cinn as na cúig idirghabháil ghutha ag feidhmiú (féach Fíor 23). I dteannta a chéile, chuir na ceithre idirghabháil seo bac ar bhreis is 77 milliún glao camscéim⁷⁶ (Fíor 24).

Tá éagsúlacht le tabhairt faoi deara i líon na nglanna ar cuireadh bac orthu i rith na bliana, mhéadaigh agus laghdaigh an líon i rith na bliana de réir gníomhaíochtaí feachtais calaoiseoirí (m.sh. cuireadh bac ar bhreis is 9 Milliún glao i mí na Bealtaine 2025). Is glaonna camscéime iad seo a bheadh faighte ag tomhaltóirí mura mbeadh na hidirghabhálacha tábhachtacha seo curtha chun feidhme.

Is fianaise iad na sonraí blocála, mar thoradh díreach ar na hidirghabhálacha tábhachtacha seo, go bhfuil tomhaltóirí Éireannacha ag fáil i bhfad níos lú glaonna camscéime ná mar a bheadh á fháil acu rud atá ag tacú le caillteanais airgid a laghdú, níos lú ama a chur amú agus díobháil mhothúchánach.

Glaonna Camscéime Blocáilte



Fíor 24. Glaonna Camscéime ar cuireadh bac orthu, Feabhra 2023–Meitheamh 2025

76 Tá blocáil agus tuairisciú éigeantach ó Dheireadh Fómhair 2024 mar thoradh ar Ionstraimí Cinnidh i nDoiciméad 24/24, ach thuairiscigh oibritheoirí áirithe a chuir a gcuid idirghabhálacha chun feidhme figiúirí ar bhonn deonach ó mhí Feabhra 2023.

Na Chéad Chéimeanna Eile

Táthar ag súil go mbeidh an idirghabháil Balla Dóiteáin Gutha i mbun seirbhíse sa chéad tréimhse thuairiscithe eile agus go soláthróidh sí cosaint bhreise in aghaidh glaonna camscéime, lena n-áirítear iad siúd a bhfuil uimhreacha idirnáisiúnta acu. Is idirghabháil dhinimiciúil í seo a úsáideann ard-anailísíocht sonraí glao fíor-ama agus meaisínfhoghlaím chun patrúin neamhghnácha de shonraí comharthaíochta glao a bhrath agus gníomhú ar a leithéid, lena n-áirítear suíomh na huimhreach bunaidh.

Taobh leis na hidirghabhálacha seo atá dírithe ar ghlaonna camscéime, shainordaigh ComReg freisin do chlár Aitheantais Seoltóra SMS (Cinneadh 14/24) chun tús a chur leis na hiarrachtaí dul i ngleic le líon mór téacsanna camscéime. Tugann an frithbheart seo deis do ghnóthaí a nAitheantas Seoltóra SMS a chlárú, m.sh. “An Post”, “BOI”, “DHL”. Tosóidh oibritheoirí teileachumarsáide, mar chéad chéim, ag lipéadú aon téacs SMS ar a bhfuil aitheantas seoltóra neamhchláraithe le “Camscéim Seans” ón 3 Iúil 2025. Ar an tslí seo, ní bheidh calaoiseoirí in ann feidhmiú mar ghnó dlisteanach chun tomhaltóirí a mhíthreorú. Tharraing ComReg aird ar an bpointe gur baineadh úsáid as clár Aitheantais Seoltóra i Singeapór⁷⁷ agus go bhfuil sé beartaithe ag an Astráil⁷⁸ an rud céanna a dhéanamh níos déanaí in 2025, fianaise ar an úsáid ar fud an domhain is féidir a bhaint as an gcur chuige seo.

Eispéireas Úsáideoirí Móibíleacha – Léarscáiliú an Chlúdaigh Mhóibíligh Lasmuigh

Cuireann ComReg ríomhanna innealtóireachta neamhspleácha i bhfeidhm ar na sonraí líonra a fhaightear ó oibritheoirí líonra mhóibíligh (OLManna). Ansin calabráíodh na ríomhanna seo trí úsáid a bhaint as tacar tomhas Toinne Leanúnaí (TL) fíorshaoil. I ndiaidh calabraithe, gintear na tuartha maidir leis an léarscáil chlúdaigh lasmuigh le haghaidh teicneolaíochtaí 2G / 3G / 4G & 5G in uirlis phleanála raidió ComReg, Atoll, agus cuirtear ar fáil iad ar shuíomh gréasáin ComReg. Tá na léarscáileanna cumhdaigh fíoraithe freisin trí úsáid a bhaint as na torthaí tomhais a bailíodh ó thástálacha spriocdhírith, ag roinnt suíomhanna ar fud na hÉireann. 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.

⁷⁷ [Forléargas \(sgnic.sg\)](https://sgnic.sg)

⁷⁸ [An Clár Aitheantais Seoltóra SMS | ACMA](#)

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 ródaithe 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.

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'oibritheoirí agus ní mór dó infhaighteacht leanúnach uimhreacha a chinntiú d'iontrálaithe nua agus d'úsáideoirí deiridh. Chomh maith leis sin, 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 SLG.

Ar an drochuair, tá an bonn bainte den mhuinín sin ag an líon ollmhór glaonna agus téacsteachtairachtaí camscéime atá faighte ag daoine le blianta beaga anuas. Mar a luadh sa mhír faoi Chumarsáid Chiapaireachta, tá díobháil shuntasach shochoaíoch agus eacnamaíoch á déanamh ag an gcaillteanas muiníne sin agus ag na glaonna neamhfhreagartha agus ag na téacsanna nach dtugtar aird orthu dá barr, agus tá sé ag méadú gach bliain.

Tá calaoiseoirí atá lonnaithe thar lear ag 'spúfáil' ALGanna Éireannacha chun an dallamullóg a chur ar shaoránaigh Éireannacha ionas go gcreidfídh siad go bhfuil a gcuid glaonna ag teacht ó uimhreacha línte talún Éireannacha nó ó línte uimhreacha fóin phóca Éireannacha, de bhrí go bhfuil níos mó seans ann go bhfreagróidh daoine glaonna mar sin. Ábhar dóchais is ea go bhfuil idirghabhálacha curtha chun feidhme ag oibritheoirí anois a shainordaigh ComReg in 2024 chun bac a chur ar a leithéid de ghlaonna nuair a thagann siad isteach sa tír.

Tá aird á díriú ag ComReg anois ar an úsáid a bhaineann calaoiseoirí as uimhreacha iontaofa chun glaonna a dhéanamh agus a fháil, agus tá béim á leagan ar an iarracht a chinntiú go bhfeabhsaíonn oibritheoirí a bpróisis “Bíodh Aithne Agat ar do Chustaiméirí” (AC) i láthair na huaire, níl mórán bac, más ann dóibh ar chor ar bith, ann ar chalaoiseoirí agus ar choirpigh eile más mian leo cárta SIM neamhchláraithe a cheannach agus a úsáid, nó uimhreacha geografacha nó neamhgeografacha a fháil d’úsáid choiriúil, de ghnáth ó sholáthraithe seirbhíse cumarsáide nach bhfuil bearta AC leordhóthanacha i bhfeidhm acu. B’fhéidir go mbeadh tacaíocht ó reachtaíocht nua ag teastáil ó aon cheanglas nua do bhearta AC éigeantacha.

Coinníollacha Úsáide Uimhrithe

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. Tá na Coinníollacha Úsáide Uimhrithe á nuashonrú go rialta chun na forbairtí margaidh agus reachtach is déanaí a chur san áireamh. Cuireadh an t-athbhreithniú is déanaí i gcrích i mí Aibreáin 2024. Mar atá léirithe thuas, go minic baineann glaonna

camscéime mí-úsáid as nó ‘spúfálann’ siad ALG, agus threisigh na Coinníollacha Uimhrithe úsáide leasaithe (Doiciméad 15/136R4 ComReg) ceanglais i ndáil le ALG. Go háirithe, ní mór d’oibritheoirí a thionscnaíonn a nglaonna 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, tá Aitheantas Seoltóra SMS curtha san áireamh sa Scéim Uimhrithe Náisiúnta ag ComReg anois. Leagtar amach sa Choinníoll Uimhrithe leasaithe na critéir incháilitheachta agus na coinníollacha úsáide a bhaineann le hAitheantas Seoltóra SMS, rud a éascaíonn an bealach chun Clár Aitheantais Seoltóra SMS náisiúnta a bhunú mar idirghabháil chun trácht SMS camscéime a chosc.

Clár Aitheantais Seoltóra SMS

In 2024, seoladh 2.3 billiún teachtaireacht SMS in Éirinn, agus measadh gur seoladh thart ar 615 milliún teachtaireacht ó Fheidhmchlár go Duine (A2P). Tá camscéimeanna SMS ag baint an bhoinn den mhuinín atá ag daoine as cumarsáid SMS. Measann comhairleoirí ComReg, Europe Economics, go bhfuil an díobháil inchainníochtaithe don tomhaltóir agus do ghnóthaí in Éirinn, mar thoradh ar théacsanna camscéime, cothrom le thart ar €115 milliún sa bhliain.

Chuaigh ComReg i mbun comhairliúcháin maidir le Clár Aitheantais Seoltóra SMS a bhunú in 2023, mar chuid de thacar de shé idirghabháil a raibh sé mar aidhm leo glaonna agus téacsanna camscéime a laghdú. Bhí an 31 freagróir ar fad ag tacú go ginearálta le Clár a bhunú. I ndiaidh an phróisis chomhairliúcháin a chur i gcrích i mí Aibreáin 2024, bhunaigh ComReg meitheal tionscail (Fóram Tionscail don Chumarsáid Núise – FTCN) chun dlús a chur le cur chun feidhme na n-idirghabhálacha.

Tá Foghrúpa SMS FTCN ag bualadh lena chéile gach coicís ó mhí an Mheithimh 2024, agus bhí thart ar 70 rannpháirtí i láthair go rialta, ionadaithe ó gach Soláthraí Seirbhísí Móibíleacha (SSManna) Éireannach agus formhór na gComhbhailitheoirí SMS a bhí ag cur seirbhísí A2P ar fáil. Tháinig an fóram tionscail seo ar chomhaontú maidir leis na prionsabail agus na pleananna feidhmithe a bheadh in úsáid chun an rud ar a dtugann ComReg agus an tionscal ‘Ciorcal Muiníne’ SSManna agus Comhbhailitheoirí Rannpháirteacha (CRanna) air a chruthú.

Ar iarratas ón tionscal, bhunaigh ComReg clár réamhchlárúcháin breise i Ráithe 1 2025 chun deis a thabhairt do CRanna ‘bulc-uaslódáil’ a dhéanamh ar shonraí a gcustaiméirí. É sin ráite, agus d’ainneoin an iarratais ón tionscal, níor bhain roinnt príomhimreoirí tionscail tairbhe as an tsaoráid seo, rud ba chúis le gan ach thart ar 50% de na clárúcháin iomlána do réamhchlárúchán a bheith faighte faoi dheireadh Mheitheamh 2025.

Sheol ComReg an Clár Aitheantais Seoltóra ag deireadh mhí na Bealtaine 2025 chun cead a thabhairt d’eagraíochtaí aonair (Úinéirí Aitheantais Seoltóra – ÚASanna) clárú ar bhonn tús freastail ar an gceann is túsce. Chomh maith leis sin, reáchtáil ComReg feachtas cumarsáide poiblí ón dáta seolta, agus rinneadh neart fógraíochta ar an raidió agus sa phreas náisiúnta agus reáchtáladh feachtas cumarsáide digití suntasach.

Sular cuireadh tús leis an idirghabháil, níor tharraing an tionscal aird ar aon agóid nó imní i rith chruinnithe démhíosúla na meithleacha nó níor tarraingíodh aird ComReg ar aon saincheist a bhain le hullmhacht. Meastar go mbeadh thart ar 90% de thrácht A2P ag teacht ó Aitheantas Seoltóra SMS a bhí cláraithe cheana féin, agus go mbeadh athrú na teachtaireachta go dtí ‘Camscéim Seans’ mar bhonn le dlús a chur leis an gcéatadán de ÚASanna a bhí fós le clárú.

Tá ról ComReg sa Chiorcal Muiníne teoranta d’iarratais a phróiseáil chun Aitheantas Seoltóra agus chun iarratais a phróiseáil ionas gur féidir feidhmiú mar Chomhbhailitheoirí Rannpháirteacha, agus tá ComReg freagrach as an AC riachtanach agus as seiceálacha díchill chuí eile a dhéanamh ar iarratasóirí. Cruthaíonn córas Chlár ComReg liostaí nuashonraithe d’Aitheantas Seoltóra Cláraithe agus de Chomhbhailitheoirí Rannpháirteacha atá ar fáil gach oíche chun deis a thabhairt do SSManna agus do Chomhbhailitheoirí Rannpháirteacha Aitheantas Seoltóra neamhchláraithe a athrú go dtí ‘Camscéim Seans’ ón 3 Iúil 2025 ar aghaidh.

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 chéad idirghabhálacha ab ea liosta Ná Tionscain (NT) a bheith á chur chun feidhme ag ComReg agus ag oibritheoirí. 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 ghlaao amach ó na huimhreacha sin spúfáilte agus, dá bhrí sin, ba cheart iad a bhlocáil.

Tá ComReg ag leanúint ar aghaidh le haird a tharraingt ar an liosta NT, le hiarratais ó eagraíochtaí chun a bheith curtha leis an liosta a bhainistiú agus dáileann sé an liosta NT leasaithe ar oibritheoirí ar bhonn míosúil. 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.

Tá na liostaí NT agus UC, atá curtha chun feidhme go hiomlán, bunaithe ó Dheireadh Fómhair 2024, agus táthar ag leanúint ar aghaidh le tomhaltóirí a chosaint a d'fhéadfaí a spriocdhíriú ar na bealaí áirithe seo.



06

Anailís Margaidh
agus Praghsáil



Caibidil 06

Anailís Margaidh agus Praghsáil

Nascacht agus Rolladh Amach Líonraí An-Ardluais

Trasuíodh 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 saoraidí 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 oibritheoir 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 2025, 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 Mheán Fómhair 2024, d'fhoilsigh ComReg treoirlínte maidir le gealltanais dheonacha oibritheora 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 chomhinfheistíocht, nó don dá rud, atá infheidhme maidir le líonra oibritheora CMS, lena n-áirítear gealltanais i gcomhthéacs deighilt dheonach a ghnó.⁷⁹

I mí na Samhna 2024, d'fhoilsigh ComReg comhairliúchán⁸⁰ bunaithe ar an anailís a rinne sé ar iomaíocht sna margaí Acmhainne Tiomnaithe Mórdhíola (ATM), agus tá freagraí air seo á mbreithniú anois, agus táthar ag súil le cinneadh ag tús 2026.

Lena chois sin, i mí Feabhra 2025, d'fhoilsigh ComReg comhairliúchán⁸¹ bunaithe ar an anailís a rinne sé ar iomaíocht sna margaí Tarchurtha Craolta Mórdhíola (TCM), agus tá freagraí air seo á mbreithniú anois, agus táthar ag súil le cinneadh ag tús 2026.

I Márta 2025, d'fhoilsigh ComReg a thuarascáil mhonatóireachta bhliantúil⁸² maidir le forbairtí sna margaí leathanbhanda seasta miondola agus mórdhíola agus gaolmhara ó rinneadh an t-athbhreithniú deiridh orthu in 2024 faoi Chinneadh D05/2024 agus Cinneadh D03/2024 ComReg.

Bhí ComReg i mbun rannpháirtíochta gníomhaí le RCCS agus le cruinniú stiúrtha tionscail RCCS, i mbun ullmhúcháin do theacht i bhfeidhm céimnithe an Gnímh um Bonneagar Gigighiotáin sa chéad tréimhse tuairiscithe eile. Ceann d'aidhmeanna GBG is ea imlonnú líonraí acmhainne an-ard a éascú trí fhorbairt a dhéanamh ar an mbonneagar poiblí agus príobháideach is féidir a úsáid chun líonraí leathanbhanda a imlonnú agus chun an rochtain sin a dhéanamh níos éifeachtúla.

⁷⁹ [Cáipéis ComReg 24/74](#)

⁸⁰ [Cáipéis ComReg 24/92](#)

⁸¹ [Cáipéis ComReg 25/08](#)

⁸² [Cáipéis ComReg 25/15](#)

Mapáil agus Sonraí

Chomh maith leis sin, tá freagrachtaí agus cumhachtaí nua ag 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 Cultúir, Cumarsáide agus Spóirt. Len a chois sin foilsíonn ComReg staitisticí ar leibhéal geografach (cosúil le clúdach leathanbhanda snáthoptaice agus úsáid) ar a mhol léarscáile sonraí oscailte.⁸³ 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 thabhairt maidir leis an margadh cumarsáide leictreonáil agus maidir le nithe a bhaineann le feidhmeanna an Choimisiúin, agus freisin chun faisnéis a chur ar fáil a mheasann an tAire a d'fhéadfadh a bheith cabhrach chun beartas a fhorbairt a bhaineann le líonraí agus seirbhísí cumarsáide leictreonáil 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 chumasaíonn 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. Chun aitheantas a thabhairt don obair a rinneadh sa réimse seo, i mí Meithimh 2025, bhronn an Institiúid Anailísíochta an Gradam Luacha Gnó ar ComReg.

⁸³ [Léarscáileanna Sonraí ComReg](#)

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'iomaítheoirí 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 2025, tá na margaí seo a leanas faoi réir rialachán CMS.

- a) Margadh Rochtain an Bhonneagair Fhisiciúil (RBF)
- b) Margadh Rochtain Áitiúil Mórdhíola (RÁM)
- c) Margaí Acmhainne Tiomnaithe Mórdhíola (ciorcaid ghnó ard-acmhainne) (ATM), agus
- d) Na Margaí Tarchurtha Craolta Mórdhíola (TCM)

Amhail ag mí Meithimh 2025, bhíothas ag leanúint ar aghaidh le hathbhreithnithe ar mhargaí TCM agus ar mhargaí Tarchurtha Craolta Mórdhíola.

Margadh Rochtain an Bhonneagair Fhisiciúil (RBF)

Baineann sé seo le bonneagar duchtá agus cuaille sonracha teileachumarsáide a sholáthar is fíidir le soláthraithe seirbhíse a úsáid chun tacú le líonraí snáthoptaice ardluais a rolladh amach, agus i ndeireadh na dála, soláthar raon seirbhísí mórdhíola agus miondhíola iartheachtach a éascú, lena n-áirítear leathanbhanda ardluais.

I mí Eanáir 2024, d'fhoilsigh ComReg Cinneadh D03/24 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.⁸⁴

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 iartheachacha 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.

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 roimhe seo é an oibleagáid atá ar Eircom roinnt roghanna a sholáthar chun rochtain a fháil ar iarrthóirí 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. Ábhar suntasach ina measc seo ná oibleagáid atá ar Eircom cead a thabhairt do Chuardaitheoirí Rochtana, nuair a bhíonn fodhucht á shuiteáil acu féin i nducht Eircom chun críche dhucht Eircom a dhíbhacadh agus/nó a dheisiú chun imlonnú éifeachtach a éascú.

I measc na n-oibleagáidí freisin bhí faisnéis fíor-ama a chur ar fáil do chustaiméirí mórdhíola Eircom maidir lena líonra duchtanna agus cuailí, comhionannas dian i ndáil leis an tslí a ordáíonn Eircom agus Cuardaitheoirí Rochtana soláthar agus deisiú bonneagair agus oibleagáidí nuashonraithe i ndáil leis na hamlínte atá sonraithe d'idirbheartaíocht agus do shonraíocht CLSanna.

Ceanglaíonn cinneadh ar leithligh, Cinneadh D04/24⁸⁵ ar Eircom monatóireacht a dhéanamh ar a fheidhmíocht i ndáil le RBF a sholáthar trí thagairt a dhéanamh do thacar príomhtháscairí feidhmíochta (PTFanna) comhionannais agus chun iad a fhoilsiú, agus d'fhoilsigh Eircom an chéad tuarascáil faoin gCinneadh i mí na Nollag 2024.

Cabhraíonn sé sin le ComReg, inter alia, a chinntiú go bhfuil rochtain á tairiscint ar bhonn neamh-idirdhealaitheach.

Tá na leigheasanna RBF seo deartha chun cur ar chumas iarrthóirí rochtana dréimire na hinfheistíochta 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 (CSB) in Éirinn.

Margadh Rochtain Áitiúil Mhórdhíola (RÁM)

Is margadh mórdhíola é an margadh RÁM trínar féidir le soláthraí seirbhíse miondíola (SSM) acmhainn leathanbhanda a fháil ar cíós ó oibritheoir 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'oibritheoirí eile. I mí Eanáir 2024, d'fhoilsigh ComReg Cinneadh D05/24⁸⁶ 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.

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.

Chun cabhrú le ComReg agus le Cuardaitheoirí Rochtana monatóireacht a dhéanamh ar neamh-idirdhealú a bhfeidhmíochta i ndáil le Rochtain Áitiúil Mhórdhíola a sholáthar, tugadh sainordú do Eircom chun tacar príomhtháscairí feidhmíochta (PTFanna) comhionannais a fhoilsiú mar aon le rialacha chun an méid sin a phróiseáil.

⁸⁶ [Cinneadh ComReg D05/24](#)

D'fhoilsigh Eircom an chéad tuarascáil ráithiúil faoin gCinneadh nua i mí Iúil 2024, agus tá tuilleadh tuarascálacha á bhfoilsiú ar bhonn ráithiúil. Agus é airdeallach ar a oibleagáidí tacú le hiomaíochas fad is atá rolladh amach 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 CSB 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).⁸⁷

Tháinig deireadh le toirmeasc ar lascaíní mórdhíola⁸⁸ a forchuireadh in 2018 faoi Chinneadh D05/24 rud a cheadaigh do Eircom lascaíní agus promóisin CBS a bhunú faoi réir cead a fháil roimh ré le haghaidh aon scéim dá leithéid ó ComReg.

I rith na tréimhse, bhreithnigh ComReg roinnt tograí do scéimeanna lascaine mórdhíola CSB dá leithéid a bheith á dtairiscint ag Eircom. I mí Lúnasa 2024, d'fhoilsigh ComReg Cinneadh D20/24 ag coimeád siar cead a thabhairt do Eircom leanúint ar aghaidh le scéim lascaine CBS (Fógra Mórdhíola Uimh. 2024-010) bunaithe ar imní maidir leis an tionchar is dócha a bheadh ag an scéim ar iomaíocht. Foilsíodh Cinneadh D21/24 ComReg lena gceadaítear scéim promóisin CBS Mórdhíola (Fógra Mórdhíola Uimh. 2024-021) i mí Lúnasa 2024. I mí na Bealtaine 2025 ceadaíodh scéim promóisin CBS Mórdhíola eile (Fógra Mórdhíola Uimh. 2025-002) nuair a d'fhoilsigh ComReg Cinneadh D05/25.⁸⁹

I mí Márta 2025, d'fhoilsigh ComReg a chéad tuarascáil mhonatóireachta bhliantúil freisin i ndáil le margaí a bhain le leathanbhanda mórdhíola (Doiciméad 25/15 ComReg) agus cinneadh go raibh treochtaí agus forbairtí ag dul chun cinn de réir, go ginearálta, na dtreochtaí agus na bhforbairtí a bhí leagtha amach i gCinneadh D03/24 a bhain le RAP agus Cinneadh D05/24 a bhain le RÁM.

⁸⁷ Chuir an rialú praghsanna a forchuireadh i gCinneadh D05/24 le [Cinneadh D11/21 ComReg](#) (Cinneadh ANM) trínar ghlac ComReg le Samhail 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.

⁸⁸ [Cinneadh ComReg D11/18](#)

⁸⁹ Cinneadh ComReg D05/25

Margadh Acmhainne Tiomnaithe Mórdhíola (ATM)

Is ionann ATM agus soláthar, ar bhonn mórdhíola, bandaleithead ardacmhainne ar ardchaighdeán 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 2025, tá an margadh seo á rialú faoi chinneadh 2020 ComReg, Cinneadh D03/20⁹⁰ inar taifeadadh 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.

Bhíothas ag obair ar athbhreithniú nua ar an margadh seo i mí an Mheithimh 2025 agus eisíodh comhairliúchán i mí na Samhna 2024 agus táthar ag súil go n-eiseofar cinneadh deiridh sa chéad tréimhse thuairiscithe eile.

Tarchur Leathanbhanda Mórdhíola (TCM)

Is éard atá i gceist le TCM soláthar, ar bhonn mórdhíola, acmhainn chraolta chun críocha seirbhísí raidió agus teilifíse. I mí an Mheithimh 2025, tá an margadh seo á rialú faoi chinneadh 2021 ComReg, Cinneadh D02/21 inar shainaithin ComReg dhá fho-mhargadh inarb iad RTÉ, agus a fochuideachta, 2RN, na soláthraithe aonair in Éirinn⁹¹ 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.

Bhí athbhreithniú á dhéanamh ar an margadh seo i mí an Mheithimh 2025 freisin agus eisíodh comhairliúchán i mí Feabhra 2025 agus táthar ag súil go n-eiseofar cinneadh sa chéad tréimhse thuairiscithe eile. Wholesale Broadband Transmission (WBT).

⁹⁰ [Cinneadh ComReg D03/20](#)

⁹¹ [Cinneadh ComReg D02/21](#)

Múchadh Copair

I mí an Mhárta 2022, d’eisigh ComReg comhairliúchán maidir leis an ascnamh ó líonraí copair go dtí bonneagar nua-aimseartha (CSO). Forbairt thábhachtach chomh fada is a bhaineann leis an mbonneagar teileachumarsáide sa Stát é nuachóiriú líonra rochtana rialaithe Eircom ó chopar go dtí snáithín. I mí na Samhna 2023, i ndiaidh comhairliúcháin phoiblí maidir leis an ascnamh seo go dtí bonneagar nua-aimseartha, d’eisigh ComReg Cinneadh D09/23 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.⁹² Is í an chéad chéim an próiseas sainordaithe agus tá Togra Múchta le cur faoi bhráid ComReg ag Eircom lena cheadú. I mí Iúil 2025, chuir Eircom in iúl don tionscal go raibh tús curtha aige le tionscadal a chuirfidh an Creat MC i bhfeidhm agus a bhainfidh seirbhísí rialaithe coparbhunaithe óna líonra. I láthair na huaire, tá ComReg ag feitheamh ar thogra múchta Eircom ón tionscadal inmheánach seo.

Meánchostas Ualaithe an Chaipitil

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 (MCUC) a ríomh arb ionann é agus an meánchostas a bhaineann le gnó a mhaoiniú ag cur a struchtúr fiachais / chothromais san áireamh.

I mí Dheireadh Fómhair 2020 d’fhoilsigh ComReg Cinneadh D10/20 maidir le MCUC sna hearnálacha móibíleacha, líne seasta agus craoltóireachta, atá le húsáid chun críche oibleagáidí rialaithe praghsanna a fhorchuirtear ar oibritheoirí CMS.⁹³ Mar atá leagtha amach i gCinneadh D10/20 (Cinneadh MCUC), athríomhann ComReg an MCUC do gach earnáil go bliantúil agus, gach bliain ar nó i ndiaidh an 30 Meitheamh, foilsíonn sé, trí Fhógra Faisnéise, luachanna MCUC nuashonraithe. Foilsíodh Fógra Faisnéise i mí Meithimh 2025 i dteannta le Nuashonrú Bliantúil 2025 MCUC⁹⁴ agus cuirfear na luachanna nuashonraithe i bhfeidhm ar aon athbhreithniú ar phraghas a dhéanamh amach anseo. Tá athbhreithniú ar mhodheolaíocht agus ar phróiseas MCUC á dhéanamh i mí an Mheithimh 2025 agus tá sé beartaithe comhairliúchán a reáchtáil sa chéad tréimhse thuairiscithe eile agus cinneadh deiridh a eisiúint ina dhiaidh sin.

⁹² [Cinneadh ComReg D09/23](#)

⁹³ [Cinneadh ComReg D10/20](#)

⁹⁴ [Cáipéis ComReg 25/35](#)

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. In 2024, cuireadh síneadh leis an gconradh seo nuair a bhí próiseas soláthair phoiblí curtha i gcrích a bhain le bainistíocht an Fhórait Rannpháirtíochta Tionscail. Tá FRT ag leanúint ar aghaidh le ról tábhachtach a chomhlíonadh i ndáil le rannpháirtíocht Eircom leis an tionscal a éascú a bhaineann le táirgí rochtana rialaithe agus ag an am céanna tá iomaíocht á cosaint trí chreat de dhlí iomaíochta.

Forfheidhmiú Mórdhíola

Rinneadh 21 imscrúdú comhlíonta gníomhach i rith na tréimhse 1 Iúil 2024–31 Meitheamh 2025, a raibh péire oscailte i rith na tréimhse. Ar leithligh, rinneadh 4 imscrúdú a bhain le mí-úsáid uimhreacha Éireannacha.

Ar an 3 Aibreán 2025, tugadh gníomh forfheidhmithe ComReg i gcoinne Eircom Teoranta (2022/211 MCA: An Coimisiún um Rialáil Cumarsáide v Eircom Teoranta) chun críche nuair a scriosadh an ní go foirmiúil i ndiaidh do Eircom suim €3 milliún a íoc le ComReg.

Tharla sé sin i ndiaidh comhaontaithe socraíochta idir ComReg agus Eircom i mí na Samhna 2024 inar admhaigh Eircom sáruithe rialála a bhain le rochtain, neamh-idirdhealú agus trédhearcacht i ndáil le Taifid Rochtana Éighníomhacha a chur ar fáil do Bhonneagar Innealtóireachta Sibhialta d'oibritheoirí teileachumarsáide eile agus chomhaontaigh sé €2.8 milliún a íoc i bpionóis agus ranníocaíocht luach €200,000 i ndáil le costais dlí ComReg (féach doiciméad 24/93 ComReg).



07

Straitéis agus
Eacnamaíocht



Caibidil 07

Straitéis agus Eacnamaíocht

Ráiteas Straitéise ComReg 2025–2027

I mí an Mheithimh 2025, d'fhoilsigh ComReg a Ráiteas Straitéise i gcomhair 2025–2027. Tá ComReg ag dul isteach i dtréimhse athraithe shuntasach agus sciobtha. Leagadh freagrachtaí nua ar ComReg le déanaí – agus táthar ag súil go leagfar thar shaolré an Ráitis Straitéise seo – i réimsí mar Acht Inrochtaineachta na hEorpa, an tAcht Sonraí, an dara Treoir um Chórais Líonra agus Faisnéise (NIS2), an Treoir maidir le hAthléimneacht Eintiteas Criticiúil (CER), agus an tAcht um Intleacht Shaorga (AI).

I bhfianaise an méid sin, rinneadh dhá chinneadh. Ar an gcéad dul síos, chinn ComReg Ráiteas Straitéise níos giorra, bunaithe ar phrionsabal, a fhoilsiú chun freastal ar an timpeallacht dhinimiciúil a bhfuilimid páirteach inti. Ar an dara dul síos, chinn ComReg Ráiteas Straitéise aonair ina gcuimsítear a chuid feidhmeanna ar fad. Roimhe seo, d'fhoilsigh ComReg trí ráiteas ar leithligh a bhain le seirbhísí cumarsáide leictreonaí, speictream agus post. Sa Ráiteas Straitéise leagtar amach cúig thosaíocht straitéiseacha do na blianta amach romhainn mar aon le 15 sprioc thionlacain ina leagtar amach ár gcur chuige maidir lenár bhfreagrachtaí sa tréimhse amach romhainn.

Comhdháil ComReg 2025: An Todhchaí Dhigiteach a Choinneáil Slán

Ar an 18 Meitheamh 2025, reáchtáil ComReg a chomhdháil débhlíantúil i bPáirc an Chrócaigh, Baile Átha Cliath, dar teideal “An Todhchaí Dhigiteach a Choinneáil Slán”. Ba é an tAire Patrick O'Donovan a thug an t-aitheasc tosaigh agus labhair sé faoin tábhachta a bhain le teileachumarsáid i saol laethúil na ndaoine atá ina gcónaí in Éirinn agus faoin tábhacht a bhain le hathléimneacht i ndiaidh Stoirm Éowyn. Reáchtáladh dhá dhíospóireacht phainéil ar an lá.

Dhírigh an chéad phainéal ar fhorbairtí i dtimpeallacht rialála teileachumarsáide na hEorpa i ndiaidh fhoilsiú an Pháipéir Bháin dar teideal “Conas máistreacht a fháil ar riachtanais bhonneagair dhigitigh na hEorpa?”, Tuarascáil Letta agus Tuarascáil Draghi. I measc na bpríomhthéamaí bhí:

- Dúshlán a bheidh le sárú ag oibritheoirí sa mhargadh Eorpach reatha
- Deiseanna agus bagairtí a d'fhéadfadh a bheith ag baint le scála agus comhdhlúthú

Ionadaíocht agus rannpháirtíocht sheachtrach

- An tábhacht a bhaineann lena chinntiú go bhfuil guth ag tomhaltóirí agus go bhfuil siad á gcosaint in aon athrú amach anseo ar an gcreat rialála

Dhírigh an dara painéal ar chibearshlándáil agus ar NIS2. I measc na bpríomhthéamaí bhí:

- Todhchaí na mbagairtí cibearshlándála ó ghníomhaithe stáit agus príobháideacha
- Tionchar IS ar an timpeallacht bagartha
- Na dúshláin a chruthaíonn athléimneacht agus iomarcaíocht d'imreoirí móra sa timpeallacht dhigiteach

I measc na bpainéalaithe a ghlac páirt sa dá sheisiún bhí daoine atá ag obair sa tionscal, ón saol acadúil, ón rialtas agus rialtóirí náisiúnta, sin raon leathan páirtithe leasmhara, sean agus nua, a mbeidh ComReg ag idirghníomhú leo i ndáil leis na freagrachtaí atá air anois agus a bheidh air amach anseo.

Le bliain anuas, rinne Straitéis & Eacnamaíocht cur i láthair ag agus d'fhreastail sé ar roinnt ceardlann agus comhdhálacha i gcomhpháirt le rialtóirí agus acadóirí eacnamaíocha eile chun dlús a chur le cleachtas eacnamaíochta in Éirinn agus chun tacú le comhoibriú idir rialtóirí agus lucht acadúil. I measc na bpointí suntais, tá:

- Glacadh páirt i ndíospóireacht phainéil maidir le 'Cumaisc, Cumhacht Mhargaidh agus Dúshlán an Fhorfheidhmithe' ag an gcéad cheardlann a d'eagraigh Iomaíocht agus Rialachán Eacnamaíocht Thionsclaíoch Éireann (IRETÉ)
- Cur i láthair maidir le páipéar comhscríofa le ITES maidir le saincheisteanna clúdaigh fóin phóca sa bhaile agus rátálacha fuinnimh foirgnimh (RFF) ag comhdháil bhliantúil Chumann Eacnamaíochta na hÉireann
- Cur i láthair maidir le tuiscint tomhaltóirí ar leathanbhanda i margadh na hÉireann ag comhdháil bhliantúil an Líonra Rialtóirí Eacnamaíocha (LRE).



08

Idirnáisiúnta



Caibidil 8

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). Páirteach i mballraíocht BEREC tá ÚRNanna ó 27 Ballstát an Aontais Eorpaigh, tíortha ón Limistéar Eorpach Eacnamaíoch (LEE), na tíortha oifigiúla is iarrthóra agus na tíortha féideartha is iarrthóra ón Aontas Eorpach, lena n-áirítear an Úcráin, an Mholdóiv, na tíortha ó na Balcáin Thiar, agus ionadaithe ardleibhéil ón gCoimisiún Eorpach.

I rith na tréimhse tuairiscithe seo, d'fheidhmigh Coimisinéir (agus Cathaoirleach go dtí mí Eanáir 2025) ComReg, Robert Mourik, mar ionadaí ComReg ar Bhord Rialtóirí BEREC, bhí sé ina Leas-Chathaoirleach ar BEREC (2024) agus ina Chathaoirleach ina dhiaidh sin (2025).

I measc ghníomhaíochtaí idirnáisiúnta ComReg bhí táirgí insoláthartha poiblí a chomhlíonadh a bhí leagtha amach sna Cláir Oibre BEREC ábhartha in 2024 agus 2025. Ghlac saineolaithe ComReg páirt ghníomhach i ngach ceann de 12 Mheitheal BEREC, agus lean ComReg ar aghaidh le Comhchathaoirleach a chur ar fáil do Mheitheal Éabhlóid an Líonra Gan Sreang (LGS).

Cuirtear obair BEREC i gcrích faoi thrí thosaíocht straitéiseach, mar seo a leanas: (1) tacú le nascacht iomlán, (2) tacú le margaí digiteacha inbhuanaithe agus oscailte, agus (3) úsáideoirí deiridh a chumhachtú. Tá an liosta iomlán de na tionscadail a cuireadh i gcrích le fáil i dTuarascáil Bhliantúil 2024–2025 BEREC agus tugtar léargas ann ar dhoimhneacht agus ar éagsúlacht mhór oibre, cosúil le tuairisciú maidir le húsáid a bhaint as teicneolaíochtaí satailíte i gcumarsáid mhóibíleach, Tuairim a chur faoi bhráid an Choimisiúin Eorpaigh maidir le Cearta Úsáideoirí Deiridh mar atá leagtha amach in Airteagal 123 de Chód um Chumarsáid Leictreonach Eorpach (CCLE), agus déantar anailís ar an éiceachóras idirnáisc Prótacail Idirlín i measc rudaí eile.

Chomh maith leis sin, d'idirghníomhaigh BEREC le comhlachtaí inniúla eile, cosúil le GPSR maidir le Piar-athbhreithniú faoi Airteagal 35 de CCLE, Gníomhaireacht an Aontais Eorpaigh um Chibearshlándáil (ENISA), agus le grúpaí institiúideacha eile agus brateagraíochtaí ábhartha eile, go suntasach, an ghníomhaireacht Eorpach tomhaltóirí (BEUC).

Lena chois sin, chabhraigh ComReg agus baill eile de BEREC le hionchur BEREC i gcomhairliúchán poiblí CE maidir leis an bPáipéar Bán dar teideal “Conas máistreacht a fháil ar riachtanais bhonneagair dhigitigh na hEorpa?” (Meitheamh 2024), a bhí ag feidhmiú mar cheann de na céimeanna tosaigh a rinne an Coimisiún Eorpaigh i ndáil le creat rialála nua.

Lena chois sin, bhain ComReg tairbhe as feidhm chomhroinnte faisnéise GRN chun tuairimí Bhaill GRN a lorg maidir le hábhair cosúil leis na rialacha a leagadh síos i mBallstáit a bhain le húsáideoirí deiridh a chúiteamh do choinní seirbhíse agus suiteála caillte agus maidir le táirgí rochtana rialaithe sna margaí Bonneagair Innealtóireachta Sibhialta agus Rochtana Áitiúil Mórdhíola. Chomh maith leis sin, rinne saineolaithe ComReg machnamh ar agus d'fhreagair siad 83 iarratas ó Bhaill eile GRN a bhain le hábhair spéise faisnéise rialála.

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 leibhéil chomhchuibhithe rialacháin ar fud na hEorpa.

An Grúpa Rialtóirí Neamhspleácha

Lean ComReg ar aghaidh le páirt ghníomhach a ghlacadh sa Ghrúpa Rialtóirí Neamhspleácha (IRG), a oibríonn i ndlúthchomhar le BEREC. Bhunaigh grúpa de ÚRNanna Eorpacha IRG i 1997. Cabhraíonn GRN le ÚRNanna le hacmhainn a fhorbairt, le heispéiris a roinnt agus le faisnéis a bhailiú maidir le ceisteanna tábhachtacha a bhaineann ní hamháin le rialacháin teileachumarsáide ach le gnéithe de rialachán Sonraí, Intleachta Saorga agus Ardáin Dhigitigh.

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 Cultúir, Cumarsáide agus Spóirt.

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.

Lean aonaid gnóthaí idirnáisiúnta ComReg agus Ofcom (rialtóir cumarsáide na Ríochta Aontaithe) ag obair ar bhonn déthaobhach ar ábhair chomhleasa, i ndiaidh don Ríocht Aontaithe a ballraíocht a aistarraingt go foirmiúil ón Aontas Eorpach agus BEREC a fhágáil ina dhiaidh sin i dtéarmaí rannpháirtíochta ag cruinnithe Mheitheal agus ag cruinnithe Ardleibhéil BEREC.

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 roinnt coistí stiúrtha tionscadail i mbliana. Orthu seo bhí: 'Ideas for the Future of European Telecommunications Regulations' (2024), agus 'Better Law-Making and Evaluation for the EU Digital Rulebook' (2025).



09

Seirbhísí
Corparáideacha



Caibidil 9

Seirbhísí Corparáideacha

Rialachas Corparáideach

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 Cultúir, Cumarsáide agus Spóirt.

Tá clár iniúchta fairsing bunaithe ag ComReg, a bhfuil a Choiste Iniúcháireachta & Rioscaí i mbun maoirseachta a dhéanamh air, agus bhuail baill an Choiste Iniúchta sin le chéile ceithre huaire 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 chasta, 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 ár bPlean Chorporáidigh 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 iomaíoch 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 2025, bhí 96% d'íocaíochtaí déanta laistigh den tréimhse ama riachtanach.

Cumarsáid agus Gnóthaí Poiblí

Ar aon dul le ráiteas straitéise ComReg 2025–2027, 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, oibritheoirí údaráithe, grúpaí ionadaíocha tionscadail mar aon le comhlachtaí agus le ranna rialtais baile agus idirnáisiúnta eile, agus páirtithe leasmhara eile nach iad freisin.

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 atá á hathbhreithniú, d'eisíomar 149 foilseachán ar shuíomh gréasáin ComReg.

Ina theannta sin, d'oibríomar i gcomhpháirt leis an Aonad Straitéise agus Eacnamaíochta chun Comhdháil Dhébhlíantúil ComReg a eagrú. Ba é téama na comhdhála ná an todhchaí dhigiteach a shlánú. D'oscail an tAire Cultúir, Cumarsáide agus Spóirt, Patrick O'Donovan TD, an chomhdháil i ndiaidh dó spreagaitheasc a thabhairt.



Fíor 25. Cathaoirleach ComReg Garrett Blaney, an tAire Cultúir, Cumarsáide agus Spóirt Patrick O'Donovan TD agus an Coimisinéir Robert Mourik ag Comhdháil ComReg 2025

An Ghaeilge

I rith na tréimhse atá á hathbhreithniú, lean ComReg ar aghaidh le ceanglais reachtúla a chomhlíonadh faoi Acht na dTeangacha Oifigiúla (2003).

Cúram Thomhaltóirí

- Cuireadh seirbhísí trí Ghaeilge ar fáil do thomhaltóirí, agus bhí baill foirne a bhí ag obair sa lárionad glaonna Cúraim Thomhaltóirí ar fáil chun fiosrúcháin as Gaeilge a phlé.

Fógraíocht

- Baineadh amach spriocanna fógraíochta Gaeilge na hearnála poiblí.
- Cuireadh tuarascáil ina raibh sonraí maidir le méadracht fógraíochta Gaeilge faoi bhráid Oifig an Choimisinéara Teanga i mí an Mhárta 2025.

Foilseacháin

- Foilsíodh príomhdhoiciméid cosúil le Tuarascáil Bhliantúil 2023–2024 agus Ráiteas Straitéise 2025–2027 trí Ghaeilge de réir na gceanglas reachtúil.

Suíomh Gréasáin

- Tá ComReg tiomanta d'ábhar ar an suíomh gréasáin a chur ar fáil go dátheangach. I rith na tréimhse ábhartha, cuireadh ábhar a bhain le príomhréimsí cosúil le Gairmeacha, Billeáil, Fánaíocht agus faisnéis maidir le Clár Aitheantais Seoltóra SMS ar fáil trí Ghaeilge. Aistríodh Uirlis Chomparáide ComReg chomh maith.

Rannpháirtíocht Foirne

- Eagraíodh ciorcal comhrá rialta, Cupán Caife, chun úsáid na Gaeilge san eagraíocht a chur chun cinn.
- Bhunaigh Acmhainní Daonna córas nua chun tacú le baill foirne a bhí ag iarraidh ranganna Gaeilge a dhéanamh.
- Baineadh úsáid as cainéil inmheánacha cosúil leis an inlíon foirne agus nuachtlitir mhíosúil na heagraíochta chun faisnéis maidir leis an nGaeilge a roinnt, cosúil le rannpháirtíocht i nGréasán Gaeilge na hEarnála Poiblí.

Inbhuanaitheacht Chomhshaoil agus Oiriúnú Athléimneach in ainneoin an Athraithe Aeráide

Comhoibríonn ComReg leis an Roinn Cultúir, Cumarsáide agus Spóirt (RCCS) chun freagairt don athbhreithniú scórchárta oiriúnaithe bliantúil don Earnáil Cumarsáide. Bíonn ComReg i mbun teagmhála leis an nGníomhaireacht um Chaomhnú Comhshaoil (GCC) i ndáil le foilseacháin agus ceardlanna a bhaineann le gné TFC an bhonneagair chriticiúil.

I mí Meithimh 2025, d'fhoilsigh an GCC an chéad Mheasúnú Riosca Náisiúnta um Athrú Aeráide (MRNAA). Ba é an aidhm a bhí le tionscadal MRNAA, ar cuireadh tús leis i mí Eanáir 2024, rioscaí a bhí á gcruthú ag an athrú aeráide d'Éirinn a shainaithint. Sholáthair an tionscadal seo léargas luachmhar don Phlean Oiriúnaithe Earnála leasaithe faoin gCreat Oiriúnaithe Náisiúnta (CON).

Chabhraigh ComReg le MRNAA a fhorbairt mar chuid den mheitheal saineolaithe. Chuir saineolaithe ComReg faisnéis chruinn maidir leis na rioscaí a bhain leis an earnáil Cumarsáide ar fáil.

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. Táimid tiomanta don ghníomhú ar son na haeráide agus don oiliúint inbhuanaitheachta a chomhtháthú 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 ceanglais na gcomhlachtaí earnála poiblí á gcomhlíonadh ag ComReg trí thuairisciú go bliantúil (ar bhonn bliain féilire) maidir lena éifeachtúlacht fuinnimh agus feidhmíocht astaíochtaí gás ceaptha teasa d'Údarás Fuinnimh Inmharthana na hÉireann (ÚFIÉ). Tá eolas le fáil thíos maidir le feidhmíocht ComReg i mbliain féilire 2024:

- Astaíochtaí gás ceaptha teasa: bhí CO₂ iontaise 15.9% faoin mbonnlíne. Chun an sprioc a chomhlíonadh, ní mór do ComReg CO₂ iontaise a laghdú 41.7% i gcomparáid le leibhéal 2024 laistigh de 6 bliana. Bhí iomlán CO₂ 175.8% os cionn na bonnlíne Chun an sprioc seo a chomhlíonadh, ní mór an CO₂ iomlán a laghdú 89.3% laistigh de 6 bliana.
- Dul chun cinn i ndáil le sprioc éifeachtúlachta fuinnimh 2030: D'fheabhsaigh feidhmíocht fuinnimh 51.2% i gcomparáid leis an mbonnlíne Má choimeádtar ár bhfeidhmíocht fuinnimh ag an leibhéal seo i gcomhair 6 bliana eile, cuirfear an sprioc éifeachtúlachta i gcrích.

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 feidhmiú 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 feasacht 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 treoír agus na critéir tionlacain GPP, atá foilsithe ag an nGníomhaireacht um Chaomhnú Comhshaoil (GCC), chun tacú lenár nósanna imeachta soláthair agus chun tacú le huaillmhianta um ghníomhú ar son na haeráide lena n-áirítear éifeachtúlacht fuinnimh feabhsaithe. Tá sonraí a bhaineann le GPP le fáil inár bPlean Soláthair Chorpóraidigh (CPP). Clúdaítear soláthar glas 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 2024 agus íocaíocht €3,056 a bhain leis na hastaíochtaí fritháirithe a bhain le haerthaisteal oifigiúil faoi bhráid an Chiste um Ghníomhú ar son na hAeráide i mí Feabhra 2025.

Teicneolaíocht Faisnéise

De réir bheartas Rialtais, lean ComReg ar aghaidh le córais, le bonneagar agus le feidhmchláir TF a fhorbairt agus a choinneáil slán.

Táimid ag leanúint ar aghaidh lenár dtairiscint seirbhíse ar líne a fheabhsú don tomhaltóir agus don tionscal, le huirlisí 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 is déanaí á leathnú, beidh lorg digiteach ComReg ag méadú, ach táimid ag leanúint ar aghaidh le béim a leagan ar chórais TF atá slán agus inscálaithe a chur ar fáil chun freastal ar na riachtanais atá ann anois agus a bheidh ann amach anseo ar aon dul le riachtanais eagraíochta atá ag dul i méid.

Acmhainní Daonna

Tréimhse fáis a bhí sa tréimhse athbheithnithe seo do ComReg, le fócas ar fhorbairt talainne agus earcú don fhoireann Acmhainní Daonna (AD). Mar eagraíocht, tá méadú tagtha ó 162 (157.5 CLA) ball foirne i mí an Mheithimh go dtí 202 (198.2 CLA) ball foirne i mí an Mheithimh 2025 agus táimid ag súil go leanfaimid ar aghaidh ag fás sna blianta amach romhainn, rud a bheidh mar bhonn lenár dtionscnaimh leanúnacha AD.

In 2024, chuireamar cleachtadh scóipeála i gcrích chun Clár Forbartha Ceannaireachta ComReg, clár saincheaptha, a chruthú don 28 bainisteoir sinsearach san eagraíocht. Is é aidhm an chlár seo leanúnachas seachadta seirbhíse a chinntiú do thodhchaí na heagraíochta agus tacú le deiseanna forbartha dár mbaill foirne. San áireamh sa chlár deiridh tá modúil maidir le meantóireacht, ceannaireacht iompraíochta, smainteoireacht straitéisí agus athrú a bhainistiú.

Beidh deis ag gach rannpháirtí tairbhe a bhaint as meantóireacht ó choimisinéir nó stiúrthóir agus cuirfear seisiúin chóitseála ghairmiúla ar fáil. Cuireadh an clár i gcrích agus cuireadh soláthar i gcrích, agus cuireadh tús le rolladh amach i mí Iúil 2025.

I bhfianaise na forbartha atá ag teacht ar an eagraíocht, tá béim ar leith á leagan ar shruthanna tallainne éagsúla a fhorbairt chun freastal ar na riachtanais a bheidh againn amach anseo.

D'oibríomar le Back to Work Connect chun ár ról a fhógairt go díreach d'iarrthóirí a bhí ag filleadh ar an áit oibre i ndiaidh tréimhse neamhláithreachta. Tá margadh d'iarrthóirí inmheánacha cumasacha ar fáil do ComReg freisin agus tá tionscnaimh seolta aige chun baill foirne a spreagadh chun smaoineamh ar aistrithe inmheánacha, cosúil le seisiúin chóitseála gairme agus cúrsaí oiliúna bunaithe ar scileanna agallaimh.

Tháinig deireadh lenár gclár céime 2 bhliain i mí Lúnasa 2025 agus d'éirigh le 50% dár gcéimithe ról nua a fháil laistigh de ComReg. Cuireadh tús leis an bpróiseas earcaíochta dár gclár céime 2025–2027 ag tús 2025 agus leathnaíodh an clár chun fáilte a chur roimh chéimithe dlí den chéad uair. Thosaigh 12 chéimí i mí Dheireadh Fómhair 2025.

Tá ComReg tiomanta do thacú le comhionannas, éagsúlacht agus ionchuimsiú (CÉI) san áit oibre agus cúis áthais dúinn gur bhronn lonad um Éagsúlacht na hÉireann Creidiúnú Boinn Airgid orainn in 2024. D'fhoilsíomar ár gcéad dTuairisc ar an mBearna Phá idir na hInscní i mí Eanáir 2025 freisin.

Agus béim ar leith á leagan ar dhéileáil leis an mbearna phá idir na hinscní, d'oibríomar leis an gClub 30% trí 2 bhall foirne a cheapadh ar an gcomhairle agus trí thacú le bainisteoir sinsearach chun páirt a ghlacadh i gClár Ceannaireachta na mBan Sinsearach. Eagraíodh imeacht ar éirigh go breá leis ar Lá Idirnáisiúnta na mBan freisin mar aon le díospóireacht phainéil maidir

leis na dúshláin atá le sárú ag mná a bhaineann leis an ualach oibre sa bhaile nach bhfeiceann aon duine. Rolladh cúrsaí oiliúna maidir le claontacht neamh-chomhfhiúrach amach ar fud na heagraíochta arís agus ní mór do gach bainisteoir earcaíochta cúrsaí oiliúna a chur i gcrích sula nglacann siad páirt i bhfeachtas earcaíochta.

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 filleadh 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 dualgas reachtúil ar gach comhlacht poiblí in Éirinn idirdhealú a dhíothú, comhionannas a chur chun cinn agus cearta daonna a mball foirne, úsáideoirí seirbhíse agus gach duine a bhfuil tionchar ag a mbeartais agus a bpleananna orthu a chosaint. Is oibleagáid é seo agus a bhfuil a bhunús in Alt 42 den Acht um Chearta an Duine agus Comhionannas, 2014.

Tá measúnú déanta ag ComReg ar shaincheistean a bhaineann le comhionannas agus cearta an duine atá ábhartha dá chuspóir agus feidhmeanna (foilsithe i mí Feabhra 2025) agus tá comhaontú déanta maidir le sraith beart chun déileáil leis na bearnaí a sainaithníodh mar thoradh ar an measúnú sin.

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&D agus H&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. Faoi 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.

Breithniú

Bhunaigh an tAcht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023, a tháinig i bhfeidhm ar an 9 Meitheamh 2023, córas breithniúcháin chun cumarsáid leictreonach a rialú. Faoi gcóras seo, breithníonn Breithneoirí neamhspleácha, atá ceaptha ag an Aire, i ndiaidh dóibh a bheith ainmnithe ag ComReg, cásanna arna n-atreorú ag Oifigigh Údaraithe an Choimisiúin um Rialáil Cumarsáide agus déanann siad cinntí maidir le cibé acu ar sháraigh nó nár sháraigh oibritheoir líonraí nó seirbhísí cumarsáide leictreonaí foráil rialála ábhartha. Má chinneann na Breithneoirí gur tharla a leithéid sin de shárú, déanfaidh siad cinneadh, más cuí, maidir le haon smachtbhanna ba cheart a fhorchur ar an oibritheoir atá i gceist.

I measc na smachtbhannaí atá ar fáil do Bhreithneoirí tá treoracha chun sárú rialála a fhoirceannadh, orduithe chun aisíocaíochtaí a íoc i ndáil le róthaillí, orduithe chun cúiteamh a íoc le híospartaigh nó sáruithe rialála, forchur smachtbhannaí airgeadais, agus fionraí nó aistarraingt údaráithe ghinearálta nó ceart úsáide do speictream raidió nó uimhriú. Ní bhíonn éifeacht le cinneadh Breithneora (nó Rannán Breithneoirí) go dtí go mbíonn a leithéid deimhnithe ag an Ard-Chúirt (i gcás nuair nach ndéanann an páirtí ceadaithe achomharc maidir le cinneadh an Bhreithnithe) nó sa chás go seastar le hachomharc a cuireadh faoi bhráid na hArd-Chúirte.

Ar an 23 Feabhra 2024, cheap an tAire 15 dhuine chun feidhmeanna mar Bhreithneoirí a chur i gcrích faoi Acht 2023. Ceapadh gach duine i gcomhair téarma 5 bliana agus is féidir an téarma sin a athnuachan. As measc na mBreithneoirí seo, cheap ComReg Maureen O'Neill mar Phríomhbhreithneoir, don tréimhse go dtí an 22 Feabhra 2027, agus is féidir an ceapachán seo a athnuachan.⁹⁵

Bhunaigh ComReg na rialacha agus treoirlínte Breithniúcháin seo a leanas i mí Eanáir 2025:

- Rialacha ComReg d'Éisteachtaí Breithniúcháin ó Bhéal
- Treoirlínte ComReg maidir le hImeachtaí Breithniúcháin

Ní dhearnadh aon atreorú i rith na tréimhse ábhartha den tuarascáil bhliantúil seo dar críoch an 30 Meitheamh 2025.

⁹⁵ [Pearsanra | An Coimisiún um Rialáil Cumarsáide](#)



10

Ráitis Airgeadais



Ráitis Airgeadais

an Choimisiún um Rialáil Cumarsáide don bhliain dar
críoch an 30 Meitheamh 2025.

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Ráitis Airgeadais

Comhaltaí an Choimisiúin agus eolas eile don bhliain dar críoch an 30 Meitheamh 2025

An Coimisiún

Amhail ar an 30 Meitheamh 2025, bhí beirt
Choimisinéirí ag obair don Choimisiún:

Garrett Blaney – **Cathaoirleach**

Robert Mourik – **Coimisinéir**

Oifigí

1 Lárcheantar na nDugaí,
Sráid na nGildeanna,
Baile Átha Cliath 1

Iniúcháirí

An tArd-Reachtair 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

Ráiteas Rialachais agus Tuairisc Chomhaltaí an Choimisiúin don bhliain dar críoch an 30 Meitheamh 2025

Rialachas

Is comhlacht reachtúil neamhspleách é an Coimisiún um Rialáil Cumarsáide (ComReg) a bunaíodh ar an 1 Nollaig 2022 faoi Acht um Rialáil Cumarsáide, 2002. Tá sé freagrach as rialú na Seirbhísí Cumarsáide Leictreonaí (“SCL”) agus na Líonraí Cumarsáide Leictreonaí (“LCL”), ar a dtugtar “an earnáil SCL” i dteannta a chéile, lena n-áirítear Teileachumarsáid, cumarsáid raidió, tarchur craolacháin agus seirbhísí ardráta in Éirinn agus Seirbhísí Poist sa Stát, an tSeirbhís Uilíoch Poist go háirithe.

Tá raon leathan freagrachtaí ar ComReg sna hearnálacha atá á rialú aige agus tá sé ag feidhmiú faoi reachtaíocht na hÉireann agus an AE sna réimsí seo. Tá ComReg freagrach freisin, in éineacht leis an gCoimisiún um Iomaíocht agus Cosaint Tomhaltóirí, as forfheidhmiú dhlí iomaíochta baile agus AE (seachas i ndáil le rialú cumaisc) san earnáil cumarsáide leictreonaí. Ag mí Dheireadh Fómhair 2024, bhí ComReg ainmnithe mar Údarás Inniúil Náisiúnta d’athléimneacht eintiteas criticiúil san earnáil bonneagair dhigitigh, ach gan a bheith teoranta do, líonraí cumarsáide leictreonaí atá ar fáil go poiblí, seirbhísí néalríomhaireachta agus ionaid sonraí faoi Rialacháin an Aontais Eorpaigh (Athléimneacht Eintiteas Criticiúil), 2024.

Lena cois sin, tugadh freagrachtaí breise do ComReg faoi Acht um Rialáil Cumarsáide agus um Ghníomhaireacht Forbartha don Mhol Digiteach (Leasú), 2023.

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 treoir 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.

Ráiteas Rialachais agus Tuairisc Chomhaltaí an Choimisiúin don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

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, chuir an tAcht um Rialáil Cumarsáide (Leasú) 2007 le freagrachtaí agus cumhachtaí ComReg, maraon le bearta forfheidhmiúcháin atá ar fáil.

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 údaráithe 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.

Ceanglaíonn Alt 32 d'Acht um Rialáil Cumarsáide, 2002, ar an gCoimisiún, i gcibé foirm a bheidh ceadaithe ag an Aire Cultúir, Cumarsáide agus Spóirt, le toiliú an Aire Caiteachais Phoiblí, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin, gach cuntas fíorcheart ar an airgead ar fad faighte aige nó caite aige a choimeád, lena n-áirítear cuntas ioncaim agus caiteachais agus clár comhardaithe, agus idirdhealú a dhéanamh 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.

Ráiteas Rialachais agus Tuairisc Chomhaltaí an Choimisiúin don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

Freagrachtaí an Choimisiúin (ar lean)

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 phlean agus don bhuiséad bliantúil i mí Meithimh 2025.

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 2025.

Struchtúr an Choimisiúin

Sonraítear in Alt 14 d'Acht um Rialú Cumarsáide, 2002, 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 ná 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 2025, bhí beirt Choimisinéirí ag obair don Choimisiún agus ba é an tAire Cultúir, Cumarsáide agus Spóirt a cheap iad. Tá sonraí le fáil sa tábla thíos faoi bhaill an Choimisiúin agus faoina ndátaí 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.

Ráiteas Rialachais agus Tuairisc Chomhaltaí an Choimisiúin don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

Struchtúr an Choimisiúin (ar lean)

Garrett Blaney Cathaoirleach	7 Eanáir 2024 (dáta athcheaptha)
Robert Mourik Coimisinéir	7 Eanáir 2024 (dáta athcheaptha) seasadh
Helen Dixon Coimisinéir	siar 28 Feabhra 2025

Coiste Iniúcháireachta agus Rioscaí

Tá Coiste Iniúcháireachta agus Rioscaí (CIR) bunaithe ag an gCoimisiún. Ceapann an Coimisiún baill an CIR agus ní bhíonn níos mó ná seisear páirteach ann:

- beirt Choimisinéirí (Nóta: Is é an Cathaoirleach an tOifigeach Cuntasaíochta agus mar sin ní cheaptar ar an gCoiste Iniúcháireachta agus Rioscaí é);
- suas le ceathrar 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 Bhí na Coimisinéirí ina mbaill den CIR sa bhliain dar críoch an 30 Meitheamh 2025. Bhí Garrett Blaney ina bhall de CIR go dtí gur ceapadh é mar Chathaoirleach ar an 7 Eanáir 2025 agus ba é Robert Mourik a ainmníodh ina áit.

Bhí Helen Dixon ag feidhmiú mar bhall go dtí gur éirigh sí as a cúraimí ar an 28 Feabhra 2025. Is iad seo a leanas baill sheachtracha an Choiste Iniúchta agus Riosca ar an 30 Meitheamh 2025: Michael Tutty (Cathaoirleach), an Dr Celine McInerney agus Martin Kelly. Reáchtáladh ceithre chruinniú den CIR sa bhliain dar críoch an 30 Meitheamh 2025.

Sceideal Freastail, Táillí agus Costais

Tá sceideal tinrimh ag cruinnithe an Choiste Iniúchta & Riosca i gcomhair 2025 leagtha amach thíos lena n-áirítear na táillí agus na costais a fuair gach ball.

Ráiteas Rialachais agus Tuairisc Chomhaltaí an Choimisiúin don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

Comhaltaí an Choiste Iniúcháireachta agus Rioscaí

Ainm	Ról	Líon Cruinnithe ar freastalaíodh orthu	Táillí 2025 €	Costais 2025 €
Michael Tutty Cathaoirleach	Comhalta Seachtrach	3	6,000	Náid
An Dr Celine McInerney*	Comhalta Seachtrach	4	2,400	149
Martin Kelly	Comhalta Seachtrach	4	4,800	Náid
Garrett Blaney	Cathaoirleach	2	N/A	Náid
Helen Dixon	Coimisinéir	2	N/A	Náid
Robert Mourik	Coimisinéir	2	N/A	Náid

* Níl táillí íoctha ó mhí na Nollag 2024 de réir an phrionsabail 'Tuarastal Amháin, Duine Amháin'.

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 Cleachtais chun Comhlachtaí Stáit a Rialú ("an Cód"), mar a d'fhoilsigh an Roinn Caiteachais Phoiblí, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin i mí Lúnasa 2016. Ceanglaíonn an Cód go ndéanfar na nochtuithe seo a leanas.

Ráiteas Rialachais agus Tuairisc Chomhaltaí an Choimisiúin
don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

Miondealú ar Shochair Fostaithe
Ghearrthéarmacha

Tá sochair fostaithe gearrthéarmacha sa bhreis ar €60,000 catagóirithe sna bandaí seo a leanas:

Raon (€'000)	30 Meitheamh 2025 <i>Líon</i>	30 Meitheamh 2024 <i>Líon</i>
60–70	29	19
70–80	13	9
80–90	10	13
90–100	22	23
100–110	18	18
110–120	12	9
120–130	11	10
130–140	6	4
140–150	6	6
150–160	8	7
160–170	4	2
170–180	2	1
180–190	1	1
190–200	0	0
200–210	0	0
210–220	0	0
220–230	0	0
230 +	4	4

Nóta:
Chun críche an nochtá 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.

Ráiteas Rialachais agus Tuairisc Chomhaltaí an Choimisiúin don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

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’. Costais Chomhairle Díl Taispeántar €1.5m (2024: €1.3m) ar leithligh mar chuid de na Costais Díl thíos.

	2025 €'000	2024 €'000
Comhairle Ghairmiúil & Theicniúil	12,229	10,495
Bainistíocht Teagmhála	681	605
Taighde Margaidh	310	432
Monatóireacht ar Chaighdeán na Seirbhíse	700	490
	13,920	12,022

Costais Dhlíthiúla

Tá miondealú le fáil sa tábla thíos ar na méideanna atá aitheanta mar chaiteachas sa tréimhse thuairiscithe i ndáil le costais dlí.

	2025 €'000	2024 €'000
Comhairle Díl	1,513	1,318
Costais Díl a bhaineann le hlmeachtaí Díl	(626)	2,521
	887	3,839

Bhí Costais Díl a bhain le hlmeachtaí Díl cothrom le €874,000 agus bhí na costais dlí aisghafa cothrom le €1,500,000, rud a chiallaigh go raibh an tsuim glan aisghafa cothrom le €626,000. Ní dhearna ComReg aon íocaíocht idir-réitigh agus eadrána nó íocaíochtaí socraíochta i rith na bliana.

Ráiteas Rialachais agus Tuairisc Chomhaltaí an Choimisiúin
don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

Caiteachas Taistil agus Cothabhála

Tá caiteachas taistil agus cothabhála catagóirithe mar seo a leanas:

	2025 €'000	2024 €'000
Taisteal Intíre	15	26
Taisteal Idirnáisiúnta	216	207
	231	233

Caiteachas Fáilteachais

Cuimsítear sa Chuntas Ioncaim agus Caiteachais an caiteachas fáilteachais seo a leanas:

	2025 €'000	2024 €'000
Costais Fáilteachais Foirne	24	18
Ranníocaíocht don Chlub Spóirt agus Sóisialta	16	8
	40	26

Ní glacann ComReg páirt i bhFáilteachas Cliaint. Ní chuimsítear sna méideanna thuasluaite caiteachas ar shólaistí/ ar fháilteachas a bhaineann le hoibríochtaí gnó cosúil le comhdhálacha, imeachtaí agus cruinnithe a óstáil.

Ráiteas Rialachais agus Tuairisc Chomhaltaí an Choimisiúin don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

Ráiteas Comhlíonta

Tá an Coimisiún tiomanta do na caighdeáin is airde de rialachas corparáideach a chothabháil. Is ionann an Cód Cleachtais chun Comhlachtaí Stáit a Rialú, foilsithe ag an Roinn Caiteachais Phoiblí, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin, agus an mbonnchloch 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 Cultúir, Cumarsáide agus Spóirt, agus ón Aire Caiteachais Phoiblí, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin, cód de bhainistíocht airgeadais a ghlacadh agus foilsiú an chóid sin a eagrú i ndiaidh é a cheadú. Ina theannta sin, ceanglaítear ar an gCoimisiún athbhreithniú tréimhsiúil a dhéanamh ar a chóid 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 Cleachtais chun Comhlachtaí Stáit a Rialú (2016) foilsithe ag an Roinn Caiteachais Phoiblí, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin) ceadaithe ag an Aire Cultúir, Cumarsáide agus Spóirt, agus ag an Aire Caiteachais Phoiblí, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin. Foilsítear an cód ar ár suíomh gréasáin. Is é beartas an Choimisiúin comhlíonadh an Chóid a chinntiú.

Thar ceann an Choimisiúin



Garrett Blaney

Cathaoirleach

Dáta: 16 Nollaig 2025

Ráiteas Rialaithe Inmheánaigh don bhliain dar críoch an 30 Meitheamh 2025

Freagracht as Rialú Inmheánach

Thar ceann ComReg admhaím 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).

An Cuspóir atá leis an gCóras um Rialú Inmheánach

Tá an córas rialaithe inmheánaigh leagtha amach chun riosca a bhainistiú a d'fhágfadh an riosca ar leibhéal inseasta seachas é a chur ar neamhní ar fad. 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 dtaifeadadh go cuí, agus go bhfuil earráidí nó mírialtachtaí ábhartha á gcosc nó á mbrath go tráthúil.

Tá an córas de rialú inmheánach, atá ag teacht le treoir a d'eisigh an Roinn Caiteachais Phoiblí, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin i bhfeidhm in ComReg don bhliain dar críoch an 30 Meitheamh 2025 agus suas go dtí dáta ceadaithe na ráiteas airgeadais.

Acmhainn Láimhseála 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. Bhuaill an CIR le chéile ceithre huaire sa bhliain dar críoch an 30 Meitheamh 2025.

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.

Ráiteas Rialaithe Inmheánaigh don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

An Creat Riosca agus Rialaithe

Tá córas bainistíochta riosca curtha chun feidhme ag ComReg ina sainaitheann 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 sainaitheann 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 heasnamh 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 ardbhainistíocht athbhreithniú go rialta ar thuarascálacha feidhmíochta tréimhsiúla agus bliantúla agus airgeadais a thugann léiriú ar fheidhmíocht in aghaidh buiséid/réamhaisnéisí.

Ráiteas Rialaithe Inmheánaigh don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

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'imthosca. Le linn 2025, b'ionann luach iomlán an tsoláthair neamhchomhlíontaigh agus Náid (2024: €29,000).

Athbhreithniú ar Éifeachtacht

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 2025 a cuireadh i gcrích ar an 10 Meitheamh 2025.

Fadhbanna maidir le Rialú Inmheánach

Níor aithníodh aon laigí i rialú inmheánach a bhí le nochtadh sna ráitis airgeadais maidir le 2025.

Thar ceann an Choimisiúin



Garrett Blaney

Cathaoirleach

Dáta: 16 Nollaig 2025

Tuairisc an Ard-Reachtaire Cuntas agus Ciste le cur i láthair thithe an Oireachtais



Ard-Reachtaire Cuntas agus Ciste

Tuarascáil le cur i láthair Thithe an Oireachtais - An Coimisiún um Rialáil Cumarsáide

Tuairim ar na ráitis airgeadais

Tá iniúchadh déanta agam ar ráitis airgeadais an Choimisiúin um Rialáil Cumarsáide don bhliain dar críoch an 30 Meitheamh 2025 mar a cheanglaítear faoi fhorálacha alt 32 d'Acht um Rialáil Cumarsáide, 2002. San áireamh sna ráitis airgeadais tá:

- an ráiteas ioncaim agus caiteachais agus cuntas leithghabhála
- an ráiteas ioncaim chuimsithigh
- an ráiteas ar an staid airgeadais
- an ráiteas sreabhaidh airgid, agus
- na nótaí gaolmhara, lena n-áirítear achoimre ar na beartais shuntasacha chuntasaíochta.

I mo thuairimse, tugtar sna ráitis airgeadais léargas cothrom agus fíor ar shócmhainní, ar dhlíteanais agus ar staid airgeadais an Choimisiúin ar an 30 Meitheamh 2025 agus ar a ioncam agus ar a chaiteachas don bhliain dar críoch sin de réir Chaighdeán um Thuairisciú Airgeadais (CTA) 102 - *an Caighdeán um Thuairisciú Airgeadais atá i gceist don Ríocht Aontaithe agus do Phoblacht na hÉireann*.

Bunús leis an tuairim

Thug mé faoin iniúchadh ar na ráitis airgeadais de réir na gCaighdeán Idirnáisiúnta Iniúchta (CIIanna) mar a mholann an Eagraíocht Idirnáisiúnta Uasfhoras Iniúcháireachta. Déantar cur síos ar mo chuid freagrachtaí de réir na gcaighdeán sin san aguisín leis an tuairisc seo. Tá mise neamhspleách ón gCoimisiún agus tá na freagrachtaí eile eiticíúla comhlíonta atá orm comhlíonta de réir na gcaighdeán.

Creidim gur leor agus gur cuí an fhianaise iniúcháireachta atá faighte agam chun bunús a thabhairt don tuairim seo.

Tuairisc ar an eolas taobh amuigh de na ráitis airgeadais, agus ar cheisteanna eile

Tá eolas áirithe eile curtha i láthair ag an gCoimisiún chomh maith leis na ráitis airgeadais. Is éard atá i gceist leis sin ná an tuarascáil bhliantúil, ráiteas rialachais agus tuairisc chomhaltaí an Choimisiúin, agus ráiteas ar chúrsaí smachta inmheánaigh. Leagtar amach san aguisín leis an tuairisc seo mo chuidse freagrachtaí mar a bhaineann lena leithéid d'eolas agus ar cheisteanna faoi leith eile a ndéanaimh tuairisciú orthu mar eisceacht.

Níl aon rud le tuairisciú agam óna thaobh sin.

Andrew Harkness
Don an Ard-Reachtair Cuntas
agus Ciste agus thar a cheann

Aguisín le Tuairisc an Ard-Reachtair Cuntas agus Ciste le cur i láthair thithe an Oireachtais

Aguisín leis an tuairisc

Freagrachtaí an Choimisiúin

Mar a leagtar amach sa ráiteas rialachais agus i dtuairisc chomhaltaí an Choimisiúin, tá an Coimisiún freagrach as

- tá ullmhúir na ráiteas airgeadais bliantúil san fhoirm atá forordaithe faoi alt 32 d'Acht um Rialáil Cumarsáide, 2002
- a chinntiú go bhfuil na ráitis airgeadais cothrom agus fíor de réir CTA102
- rialtacht na n-idirbhearta a chinntiú
- oiriúnacht bhunús cuntasáiochta an ghnóthais leantaigh a mheas, agus
- an méid smacht inmheánach atá ag teastáil, dar leo, le gur féidir ráitis airgeadais a ullmhú atá saor ó mhíráiteas ábharach, bíodh sé sin mar chalaiois nó mar bhotún.

Freagrachtaí an Ard-Reachtair Cuntas agus Ciste

Ceanglaítear orm faoi alt 32 d'Acht um Rialáil Cumarsáide, 2002, iniúchadh a dhéanamh ar ráitis airgeadais an Choimisiúin agus tuairisciú maidir leis an méid sin do Thithe an Oireachtais.

Is é an aidhm atá agam agus mé ag tabhairt faoin iniúchadh ná cinnteacht réasúnta a fháil maidir leis na ráitis airgeadais ina n-iomlána a bheith saor ó mhíráiteas ábharach, bíodh sé sin mar chalaiois nó mar bhotún. Leibhéal ard cinnteachta is ea an chinnteacht réasúnta, ach ní deimhniú iomlán é go n-aithneofar aon mhíráiteas ábharach atá ann i gcónaí má dhéantar iniúchadh de réir na gCllanna. Is féidir le míráitis a bheith mar thoradh ar chalaiois nó ar bhotún agus meastar ábharach iad má mheastar go bhféadfaidís, astu féin nó le chéile, tionchar a imirt ar na cinntiú eacnamaíocha a dhéanann úsáideoirí bunaithe ar na ráitis airgeadais seo.

Mar chuid d'iniúchadh de réir na gCllanna, úsáidim breithiúnas gairmiúil agus amhras gairmiúil tríd an iniúchadh. Agus é sin á dhéanamh,

- Aithníim agus déanaim measúnú ar na baol míráiteas ábharach sna ráitis airgeadais, bíodh sé sin mar chalaiois nó mar bhotún; déanaim cur chuige iniúchta a dhearadh agus a úsáid mar fhreagairt ar na baol sin; agus faighim fianaise iniúchta atá dóthanach agus cuí chun bunús a thabhairt do mo thuairim. Is mó baol atá ann nach n-aithneofar míráiteas de thoradh calaiois ná míráiteas de thoradh botúin, mar d'fhéadfadh claonpháirteachas, brionnú, dearmaid d'aon turas, bréagléiriú nó sárú smachta inmheánaigh a bheith i gceist le calaiois.
- Faighim tuiscint ar an smacht inmheánach atá ábhartha don iniúchadh chun cur chuige iniúchta a dhearadh atá oiriúnach don chomhthéacs, ach ní faighim an t-eolas sin ar mhaithe le tuairim a léiriú ar éifeacht an smachta inmheánaigh.
- Déanaim oiriúnacht na mbeartas cuntasáiochta agus réasúntacht na meastachán cuntasáiochta agus nochtuithe gaolmhara a mheas.

- Déanaim conclúidí maidir le hoiriúnacht bhunús cuntasáiochta an ghnóthais leantaigh agus, bunaithe ar an bhfianaise iniúchta a fuarthas, ar cé acu an bhfuil nó nach bhfuil éiginnteacht ábharach ann mar a bhaineann le himeachtaí nó le coinníollacha a d'fhéadfadh cumas an Choimisiúin leanúint ar aghaidh mar ghnóthas leantach a chur in amhras. Má bhím den tuairim go bhfuil éiginnteacht ábharach ann, tá dualgas orm aird a tharraingt i mo thuairisc ar na nochtuithe gaolmhara sna ráitis airgeadais nó, murar leor na nochtuithe sin, mo thuairim a leasú. Bunaítear mo chuid conclúidí ar an bhfianaise iniúchta atá faighte go dáta mo thuairisce. D'fhéadfadh an Coimisiún gan leanúint ar aghaidh mar ghnóthas leantach de bharr imeachtaí nó coinníollacha amach anseo, áfach.
- Déanaim cur i láthair, struchtúr agus ábhar foriomlán na ráiteas airgeadais a mheas, na nochtuithe san áireamh, agus déanaim measúnú ar cé acu an dtugtar nó nach dtugtar sna ráitis airgeadais léargas ar bhun-idirbhearta agus ar bhun-imeachtaí ar bhealach a chinntíonn cur i láthair cothrom.

Bím i dteagmháil leo siúd a bhíonn ag plé le rialachas maidir le scóip agus am an iniúchta agus torthaí suntasacha an iniúchta, lena n-áirítear aon bhearna shuntasach i gcúrsaí smachta inmheánaigh a aithníim le linn m'iniúchta, i measc ceisteanna eile.

Déanaim tuairisciú, go heisceachtúil, má bhím den tuairim

- Nach bhfuil an t-eolas nó na mínithe ar fad a theastaíonn uaim do m'iniúchadh faighte agam, nó
- nár leor na taifid chuntasáiochta chun iniúchadh ceart a dhéanamh ar na ráitis airgeadais, nó
- nach bhfuil na ráitis airgeadais ag teacht leis na taifid chuntasáiochta.

Eolas taobh amuigh de na ráitis airgeadais

Ní áirítear i mo thuairim ar na ráitis airgeadais an t-eolas eile a chuirtear i láthair sna ráitis sin, agus ní déanaim aon chonclúid deimhniú ar a leithéid.

Mar a bhaineann le m'iniúchadh ar na ráitis airgeadais, tá ceangal orm faoi na Cllanna an t-eolas eile a chuirtear i láthair a léamh agus, agus mé á dhéanamh sin, machnamh a dhéanamh ar an eolas eile agus an ea nach bhfuil sé ag teacht, ar bhealach ábharach, leis na ráitis airgeadais ná leis an eolas a fhaightear le linn an iniúchta, nó má bhíonn an chuma air go bhfuil míráiteas ábharach de chineál eile ann. Má mheasaim, bunaithe ar an obair atá curtha i gcrích agam, go mbeineann míráiteas leis an eolas eile seo, is gá dom é sin a thuairisciú.

Tuairisciú ar cheisteanna eile

Tugaim faoin iniúchadh faoi réir na gcoinníollacha faoi leith a bhaineann le gnóthais Stáit maidir lena mbainistiú agus lena n-oibriocht. Déanaim tuairisciú maidir le ceisteanna ábharacha a thugaim faoi deara a bhaineann leis an gcaoi a dtugtar faoi ghnó poiblí.

Déanaim iarracht teacht ar fhianaise maidir le rialtacht na n-idirbheart airgeadais le linn an iniúchta. Déanaim tuairisciú ar aon chás ábharach a aithníim nuair nár úsáideadh airgead poiblí chun na gcricíoch a leagadh amach dó nó nuair nár tháinig idirbhearta leis na húdaráis a rialaíonn iad.

An Ráiteas Ioncaim agus Caiteachais agus Cuntas Leithghabhála don bhliain dar críoch an 30 Meitheamh 2025

	Bliain go 30 Meitheamh 2025						Bliain go 30 Mei 2024
	Nótaí	Cumarsáid Leictreonach		Postas	Seirbhísí Ardráta	Iomlán	Iomlán
		Tobhach €'000	Eile €'000	Tobhach €'000	Tobhach €'000	€'000	€'000
Ioncam							
Tobhach		7,411		1,821	705	9,937	9,196
Táillí Ceadúnaithe	2	–	58,765	–	–	58,765	57,472
Ioncam Eile	2	–	7,037	–	–	7,037	3,719
Ioncam Iomlán		7,411	65,802	1,821	705	75,739	70,387
Caiteachas							
Costais Foirne	3	11,640	7,168	794	249	19,851	17,724
Costais Sochair Scoir	17(b)	2,000	1,249	136	43	3,428	2,890
Comhairle Theicniúil	4	6,899	5,720	1,018	283	13,920	12,022
Costais Dhlíthiúla	5	1,112	(317)	79	13	887	3,839
Fógraíocht		1,008	16	–	–	1,024	355
Costais Riaracháin	6	2,771	2,142	145	80	5,138	4,148
Íocaíocht do na hIníúcháirí		19	12	1	1	33	30
Costais Áitribh agus Ghaolmhara		1,449	963	74	44	2,530	2,548
Dímheas agus amúchadh	7, 8	902	568	46	27	1,543	1,883
Síntiúis le hEagraíochtaí Idirnáisiúnta	15	895	–	–	–	895	811
Caiteachas Iomlán		28,695	17,521	2,293	740	49,249	46,250
Barrachas/ (Easnamh) roimh Leithghabhálacha		(21,284)	48,281	(472)	(35)	26,490	24,137
Lúide: Leithghabhálacha							
Aistriú ón gCúlchiste Caipitil	12					(335)	(1)
Iníochta leis an Lárchiste	13					(24,997)	(22,831)
Coigeartú an Chúlchiste Pinsin	13					(1,158)	(1,305)
Barrachas i ndiaidh Leithghabhálacha						–	–

Is cuid de na ráitis airgeadais seo é an Ráiteas Sreabhaidh Airgid agus Nóta 1–23. Thar ceann an Choimisiúin



Garrett Blaney

Dáta: 16 Nollaig 2025

Ráiteas maidir le hIoncam Cuimsitheach
don bhliain dar críoch an 30 Meitheamh 2025

		Bliain go 30 Meí 2025	Bliain go 30 Meí 2024
	Nótaí	Iomlán €'000	Iomlán €'000
Barrachas i ndiaidh Leithghabhálacha			
Scéim le Sochar Sainithe ComReg			
Toradh iarbhír lúide toradh ionchais ar shócmhainní scéime	17(f)	(5,027)	813
Gnóthachain/(Caillteanais) ó thaithí ar oibleagáidí sochair scoir	17(f)	8,208	(1,828)
Athruithe ar thiomhdí atá mar bhonn le luach láithreach Oibleagáidí sochair scoir don bhliain reatha		–	–
Aistrithe a bhain le seirbhís roimhe seo	17(g)	–	–
Gnóthachan/(caillteanas) achtúireach sa bhliain		3,181	(1,015)
Scéim Pinsean Seirbhíse Poiblí Aonair			
Gnóthachain/(Caillteanais) ó thaithí ar oibleagáidí sochair scoir		1,141	(403)
Athruithe ar thiomhdí atá mar bhonn le luach láithreach Oibleagáidí sochair scoir		–	–
Coigeartú ar Mhaoiniú Iarchurtha		(1,141)	403
(Caillteanas)/gnóthachan achtúireach sa bhliain		–	–
Gnóthachan/(caillteanas) achtúireach iomlán sa bhliain		3,181	(1,015)
Gluaiseacht sa Chúlchiste Sochair Scoir			
Iarmhéid ar an 1 Iúil		5,045	4,755
Gnóthachain/(Caillteanais) Aitheanta Iomlána sa bhliain		3,181	(1,015)
Coigeartú an Chúlchiste Pinsin	13	1,158	1,305
Iarmhéid ar an 30 Meitheamh		9,384	5,045

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 1–23.

Thar ceann an Choimisiúin



Garrett Blaney

Dáta: 16 Nollaig 2025

Ráiteas ar an Staid Airgeadais
don bhliain dar críoch an 30 Meitheamh 2025

		Bliain go 30 Meí 2025	Bliain go 30 Meí 2024
	Nótaí	Iomlán €'000	Iomlán €'000
Sócmhainní Neamhreatha			
Réadmhaoín, Innealra & Trealamh	7	4,171	3,857
Sócmhainní Doláimhsithe	8	509	488
		4,680	4,345
Sócmhainní Reatha			
Infháiltais	9	2,095	3,969
Infheistíochtaí Gearrthéarmacha	10	128,643	103,386
Airgead agus Coibhéis Airgid		3,738	3,074
		134,476	110,429
Dlíteanais Reatha (Méideanna dlite laistigh de bhliain amháin)			
Míreanna Iníoctha	11	(134,476)	(110,429)
Glansócmhainní Reatha		-	-
Sócmhainní Iomlána Iúide Dlíteanais Reatha		4,680	4,345
Glansócmhainní Iomlána Iúide Sócmhainn Sochar Scoir		4,680	4,345
Sochar Scoir			
Sócmhainn Mhaoinithe Iarchurtha do Phinsin SPSPA	17c(i)	7,900	7,322
Scéim Pinsean Seirbhíse Poiblí Aonair (Dlíteanas)	17c(iv)	(7,900)	(7,322)
Sócmhainn Scéim ComReg	17c(i)	9,384	5,045
Glansócmhainní Iomlána lena n-áirítear Sócmhainn Sochair Scoir		14,064	9,390
Ag léiriú			
Cúlchistí Caipitil	12	4,680	4,345
Cúlchiste Sochair Scoir		9,384	5,045
		14,064	9,390

Is cuid de na ráitis airgeadais seo é an Ráiteas Sreabhaidh Airgid agus Nóta 1–23.

Thar ceann an Choimisiúin



Garrett Blaney
Dáta: 16 Nollaig 2025

Ráiteas Sreabhaidh Airgid
don bhliain dar críoch an 30 Meitheamh 2025

		Bliain go 30 Mei 2025	Bliain go 30 Mei 2024
	Nótaí	Iomlán €'000	Iomlán €'000
Glansreafaí Airgid ó Ghníomhaíochtaí Oibriúcháin			
Barrachas loncaim thar Caiteachas (roimh Leithghabhálacha)		26,155	24,136
An difríocht idir an táille agus na ranníocaíochtaí pinsin		(1,158)	(1,305)
Dímheas agus amúchadh	7, 8	1,543	1,883
Ús Bainc	2	(1,147)	(850)
Aistriú cúlchiste caipitil	12	335	1
(Méadú)/Laghdú ar Infháltais		1,874	(339)
(Laghdú)/Méadú ar Mhíreanna Iníoctha (seachas an Lárchiste)		(950)	(524)
Glan-insreabhadh Airgid ó Ghníomhaíochtaí Oibriúcháin		26,652	23,002
Toradh ar Infheistíochtaí			
Ús Bainc		1,147	850
Sreafaí Airgid ó Ghníomhaíochtaí Infheistíochta			
Íocaíochtaí chun Maoin, Gléasra, Trealamh & Sócmhainní Doláimshithe a fháil	7, 8	(1,878)	(1,884)
Sreafaí Airgid ó Ghníomhaíochtaí Airgeadais			
Fáltas ó dhíol Sócmhainní		–	–
Íocaíocht leis an Lárchiste		–	–
(Glanlaghdú)/Glanmhéadú ar Airgead agus Coibhéis Airgid		25,921	21,968
Airgead agus Coibhéisí Airgid Oscailte		106,460	84,492
Airgead agus Coibhéisí Airgid Deiridh		132,381	106,460

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch an 30 Meitheamh 2025

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) Eolas Ginearálta

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 .ie. Tá freagrachtaí breise ar ComReg freisin a bhaineann le hathléimneacht eintiteas criticiúil sa earnáil bonneagair dhigitigh.

Is Eintiteas Sochair Phoiblí (ESP) é an Coimisiún.

b) Ráiteas Comhlíonta

Ullmhaíodh na ráitis airgeadais don Choimisiún don bhliain dar críoch an 30 Meitheamh 2025 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) Bunús 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 Cultúir, Cumarsáide agus Spóirt le toiliú ón Aire Caiteachais Phoiblí, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin 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.

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

1. Beartais Chuntasáíochta (ar lean)

1.1 Aithint Ioncaim

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 oibritheoirí 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 11). Tá athmheasúnú á dhéanamh ar mhéid na forála ag deireadh gach tréimhse chuntasáíochta.
- 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 Státchiste. Méideanna íoctha leis an Lárchiste faoi threoir an Aire Cultúir, Cumarsáide agus Spóirt (Féach Nóta 13).

Nótaí leis na Ráitis Airgeadais
don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

1. Beartais Chuntasaíochta
(ar lean)

1.3 Sócmhainní Neamhreatha
agus Dímheas

Réadmhaoin, Gléasra agus Trealamh

Sonraítear innealra agus trealamh maoine ag costas lúide dímheas carntha, coigeartaithe d’aon fhoráil do bhearnúchán. Foráiltear do dhímheas ar gach maoín, innealra agus trealamh ag rátaí measta chun an costas lúide luach iarmharach measta gach sócmhainne a dhíscríobh ar bhonn líne dírí thar a saolré ionchais mheasta, mar seo a leanas:

Trealamh teicniúil	15% sa bhliain
Bogearraí ríomhaire	15% sa bhliain
Trealamh ríomhaire	33.33% sa bhliain
Daingneáin & feistis	9% sa bhliain
Troscán Oifige & trealamh oifige	15% sa bhliain
Mótarfheithicilí	20% sa bhliain

Is ionann luach iarmharach agus an méid measta a bheadh á fháil faoi láthair ó dhiúscairt sócmhainne, i ndiaidh costas measta diúscartha a asbhaint, má bhí an tsócmhainn ag an aois agus ag an mbail a rabhtas 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 caillteanas bearnúcháin sa Ráiteas loncaim 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 Troscán Oifige & trealamh oifige 15% sa bhliain 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 hiontaofa.

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 dírí thar a saolré ionchais mheasta mar seo a leanas:

Forbairt bogearraí 15% sa bhliain

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

1. Beartais Chuntasaíochta (ar lean)

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 Airgeadra Eachtrach

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 ghearrthéarmacha cosúil le pá saoire mar chostas sa bhliain, agus cuimsítear sochair atá fabhraithe ag deireadh na bliana i bhfigiúr na Míreanna Iníoctha sa Ráiteas ar an Staid Airgeadais.

1.8 Sochar 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 dliteanais scéime pinsin ar bhonn achtúireach trí úsáid a bhaint as modh chreidiúint réamh-mheasta an aonaid. Tá barrachas dliteanas scéime thar sócmhainní scéime curtha i láthair sa Ráiteas ar an Staid Airgeadais mar dhliteanas.

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 dhliteanais na scéime.

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

1. Beartais Chuntasaíochta (ar lean)

1.8 Sochair Scoir (ar lean)

b) 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, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin (RCPBASPD). Lena chois sin, tá an Coimisiún faoi dhliteanas ranníocaíocht fostóra a íoc le RCPBASPD de réir Imlitir 28/2016 RCPBASPD.

A mhéad a mbíonn dliteanas ábhartha i gceist, 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.

Cuimsítear sa táille phinsin sa Ráiteas loncaim agus Caiteachais an ranníocaíocht fostóra. Tá an costas seirbhíse reatha móide ús ar an dliteanas SPSPA fritháirithe ag méid coibhéiseach de mhaoiniú iarchurtha. Ríomhtar an dliteanas SPSPA ar an mbonn céanna leis an bpríomhscéim atá leagtha amach thuas.

Aithnítear gnóthachain agus caillteanais achtúireacha ó athruithe sna toimhdí achtúireacha agus as barrachais agus easnaimh ó thaithí sa Ráiteas loncaim Chuimsithigh don bhliain ina dtarlaíonn siad.

Léirítear sna ráitis airgeadais, ag luach cóir, na sócmhainní agus na dliteanais 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 chuntasaíochta ina dtuilleann fostaithe iad.

Tomhaistear dliteanais 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 Chorparáide a íoc. Níl ioncam cruinnithe ag an gCoimisiún faoi réir CBL. Déantar foráil do chánachas ar ús ar thaiscí faighte.

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

1. Beartais Chuntasaíochta (ar lean)

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. Sainaitnítear 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 iarbhír 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) Dímhéas 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 Scoi

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 thoirimhdí:

- i) an ráta lascaine, athruithe ar an ráta toraidh ar bhannaí corparáideacha ardchaighdeán
- ii) leibhéil chúitimh amach anseo, coinníollacha an mhargaidh saothair amach anseo.

Nótaí leis na Ráitis Airgeadais
don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

2. Aonair Neamhthobhaigh

	Bliain go 30 Mei 2025	Bliain go 30 Mei 2024
	Iomlán €'000	Iomlán €'000
Táille Cheadúnaithe na Cumarsáide Leictreonaí		
Táillí Cheadúnaithe Raidió 3G	1,905	1,905
Táillí Cheadúnaithe Úsáide Liobrálaithe 4G	26,934	26,233
Táillí Cheadúnaithe Raidió Eile	29,926	29,334
	58,765	57,472
Ioncam Eile		
Ús Bainc	1,147	850
Ioncam Ilghnéitheach	5,890	2,869
	7,037	3,719

In 2025, cuimsíodh in Ioncam Iearraí €5.7m faighte ó oibritheoirí i ndiaidh na gcomhaontuithe socraíochta ar thángthas orthu i ndiaidh na n-íniúchtaí 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

Nótaí leis na Ráitis Airgeadais
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3. Costais Foirne

Sochair Fostaithe ghearrthéarmacha	10,619	6,539	724	227	18,109	16,168
Ranníocaíocht fostóra le Leas Sóisialach	1,021	629	70	22	1,742	1,556
Tá sonraí le fáil thíos maidir le meánlíon na foirne fostaithe ag an gCoimisiún i rith na bliana, anailísithe de réir na catagóire:	102	61	5	3	171	149
Sochair Fostaithe Ghearrthéarmacha						
Bunphá					16,973	15,050
Pá i gcoibhneas le feidhmíocht					1,117	1,099
Líuntas an Chathaoirligh					19	19

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 €1,117,000 (nó 6%) den fhigiúr iomlán le híocaíochtaí le baill foirne de réir fhorálacha scéim luacha saothair a bhaineann le feidhmíocht agus le téarmaí a gconarthaí fostaíochta (2024: €1,099,000 (7%)).

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 Saothair Iomlán €'000
Garrett Blaney – Cathaoirleach	204
Robert Mourik – Coimisinéir	204
Helen Dixon – Coimisinéir (a d’éirigh as 28 Feabhra 2025)	134

Nótaí leis na Ráitis Airgeadais
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4. Comhairle Theicniúil

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
Comhairle Ghairmiúil/Theicniúil	13,920	12,022

5. Costais Dhlíthiúla

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
Sonraítear costais dlí gan costais aisghafa ó thríú páirtithe a chur san áireamh	887	3,839

6. Costais Riaracháin

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
Cothabháil Trealamh agus TF	2,549	2,082
Síntiúis le haghaidh Bunachar Sonraí/Tuarascálacha Taighde	556	490
Taisteal agus Cothabháil	231	233
Comhdhálacha/Cruinnithe	235	151
Post agus Teileachumarsáid	112	103
Stáiseanóireacht	14	45
Foilseachán	20	22
Earcaíocht	396	162
Solas, Teas agus Glanadh	189	147
Árachas	60	68
Oiliúint agus Forbairt Ghairmiúil Foirne	562	469
Costais Riaracháin Eile	214	176
	5,138	4,148

Nótaí leis na Ráitis Airgeadais
don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

7. Réadmhaoin, Gléasra agus Trealamhalamh

	Trealamh Teicniúil €'000	Trealamh Ríomhaireachta €'000	Bogearraí Ríomhaireachta €'000	Troscán & Oiriúnaithe €'000	Mótarf- heithic €'000	Iomlán €'000
Costas						
Ar an 30 Meitheamh 2024	4,125	14,454	903	4,660	114	24,256
Breiseanna	–	399	1,280	–	–	1,679
Diúscairtí	–	–	–	–	–	–
Ar an 30 Meitheamh 2025	4,125	14,853	2,183	4,660	114	25,935
Dímheas Carntha						
Ar an 30 Meitheamh 2024	3,116	13,679	268	3,242	94	20,399
Diúscairtí	–	–	–	–	–	–
Táille don tréimhse	193	486	311	366	9	1,365
Ar an 30 Meitheamh 2025	3,309	14,165	579	3,608	103	21,764
Glanluach de réir na Leabhar						
30 Meitheamh 2025	816	688	1,604	1,052	11	4,171
30 Meitheamh 2024	1,009	775	635	1,418	20	3,857

8. Sócmhainní Doláimhsithe

	Forbairt Bhogearraí €'000	Iomlán €'000
Costas		
Ar an 30 Meitheamh 2024	745	745
Breiseanna	199	199
Diúscairtí	–	–
Ar an 30 Meitheamh 2025	944	944
Dímheas Carntha		
Ar an 30 Meitheamh 2024	257	257
Diúscairtí	–	–
Táille don tréimhse	178	178
Ar an 30 Meitheamh 2025	435	435
Glanluach de réir na Leabhar		
30 Meitheamh 2025	509	509
30 Meitheamh 2024	488	488

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

9. Infháltais

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
Dlíte laistigh de bhliain amháin:		
Tobhach Riaracháin na Cumarsáide Leictreonáí	158	1,258
Ioncam Ceadúnais Raidió	774	952
Ioncam Fabhráithe	616	617
Réamhíocaíochtaí & Costais inghnóthaithe	547	1,142
	2,095	3,969

10. Short Term Investments

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
Infheistíochtaí Gearrthéarmacha	128,643	103,386

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.

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11. Suimeanna Iníoctha

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
Suimeanna Iníoctha		
Méideanna dlíte laistigh de bhliain amháin		
Creidiúnaithe Trádála	985	2,400
Creidiúnaithe Eile	5,736	5,725
Cáin bhreisluacha	108	140
Fabhruithe	1,988	1,457
Ioncam iarchurtha (féach ar an anailís thíos)	36,854	36,919
Párolla	1,643	1,623
Iníoctha leis an Lárchiste (féach Nóta 13)	87,162	62,165
	134,476	110,429

Áirítear ar Chreidiúnaithe Eile
aisíocaíochtaí poitéinsiúla de €5.4m
(2024: €5.4) i ndáil le moill a bheith
ar thosú na gceadúnas Úsáide
Liobrálaithe Banda 3.6GHz.

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
Anailís ar ioncam iarchurtha		
Ioncam Ceadúnais Raidió	36,714	36,779
Eile	140	140
	36,854	36,919

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.

Nótaí leis na Ráitis Airgeadais
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12. Cúlchiste Caipitil

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
Iarmhéid Tosaigh	4,345	4,344
Aistriú (chuig)/ó Chuntas Ioncaim agus Caiteachais:		
Breiseanna le sócmhainní seasta	1,878	1,884
Amúchta de réir dímhéas sócmhainní seasta	(1,543)	(1,883)
Méid curtha ar fáil mar thoradh ar dhiúscairt Sócmhainní Seasta	–	–
Glanmhéid (chuig) an (g)Cuntas Ioncaim agus Caiteachais	335	1
Iarmhéid Deiridh	4,680	4,345

13. Leithghabháil Barrachais

Forálann Alt 30 d’Acht um Rialáil Cumarsáide, 2002, gur féidir leis an Aire, le toiliú ón Aire Caiteachais Phoiblí, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin treoir a thabhairt don Choimisiún chun suimeanna a íoc leis an Státschiste. 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 do na blianta dar críoch an 30 Meitheamh 2024 agus an 30 Meitheamh 2025. I mí Lúnasa 2024, dheimhnigh an Roinn go bhféadfadh ComReg €39.854m a choinneáil i ndáil lena bharrachas don bhliain dar críoch an 30 Meitheamh 2023 mar mhaoiniú eatramhach chun tacú lena fheidhmeanna nua.

Tá an méid atá dlite don Státschiste á chinneadh trí thagairt a dhéanamh don bharrachas a thaifead an Coimisiún sa tréimhse, coigeartaithe le haghaidh líon míreanna atá leagtha amach thíos.

Nótaí leis na Ráitis Airgeadais
don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

13. Leithghabháil Barrachais
(ar lean)

	Ollmhéid Dlite €'000	Coigeartú pinsin(b) €'000	Glanmhéid Dlite €'000
Iarmhéid dlite don Státchiste amhail ar an 30 Meitheamh 2024	62,685	(520)	62,165
Barrachas i gcomhair 2025 lena n-áirítear Aistriú ó Chúlchiste Caipitil	26,155	–	26,155
Íoctha in 2025	–	–	–
Coigeartú an chúlchiste pinsin (a)	(1,158)	–	(1,158)
Aisghlámadh na híocaíochta ciste pinsin (b)	–	–	–
	87,682	(520)	87,162

Tá na figiúirí comparáideacha a bhaineann leis an méid atá dlite don Státchiste amhail ar an 30 Meitheamh 2024 á thaispeáint thíos.

	Ollmhéid Dlite €'000	Coigeartú pinsin(b) €'000	Glanmhéid Dlite €'000
Iarmhéid dlite don Státchiste 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	–	–	–
Coigeartú an chúlchiste pinsin (a)	(1,305)	–	(1,305)
Aisghlámadh na híocaíochta ciste pinsin (b)	(320)	320	–
Iarmhéid ar an 30 Meitheamh 2024	62,685	(520)	62,165

a) Is ionann coigeartú an chúlchiste pinsin agus an difríocht idir an méid pinsin gearrtha ar an gCuntas Ioncaim agus Caiteachais in 2025, suime de €3,428,000 (2024: €2,890,000), agus na ranníocaíochtaí fostóra sa tréimhse a bhí cothrom le €4,586,000 (2024: €4,194,000).

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 2025 rinneadh aisghlámadh luach Náid (2024: €320,000).

Nótaí leis na Ráitis Airgeadais
don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

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 cíos ar chostas €1.6M (CBL san áireamh) sa bhliain.

Tá eolas le fáil thíos maidir le líon na n-íocaíochtaí léasa oibriúcháin íosta todhchaíocha (seachas CBL) faoi léasanna oibriúcháin neamh-incheallaithe i ndáil le háitribh atá áitithe ag an gCoimisiún mar seo a leanas:

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
Iníoctha:		
Taobh istigh de bhliain amháin	1,634	2,189
Idir bliain amháin agus cúig bliana	6,423	3,390
Níos mó ná cúig bliana	133	–
	8,190	5,579

15. Ballraíocht in Eagraíochtaí
Teileachumarsáide
Idirnáisiúnta

Íocann an Roinn Cultúir, Cumarsáide agus Spóirt (RCCS) íocaíochtaí áirithe le hEagraíochtaí Teileachumarsáide Idirnáisiúnta as fáлтаis Thobhach Riaracháin na Cumarsáide Leictreonáí. Áirítear ar an táille don Chuntas Ioncaim agus Caiteachais €895,000 (2024: €811,000) don chuspóir sin. Seoltar a leithéid de tháillí i bhfoirm sonraisc chuig RCCS agus aisíocann ComReg na táillí leis an Roinn ina dhiaidh sin.

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

16. Coimisinéirí, Baill Foirne agus Comhairleoirí/Comhairligh – 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. Sochar 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 ranníocaíochtaí 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, Bonneagair, Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin (RCPBASPD). Anuas air sin, tá an Coimisiún faoi dhliteanas ranníocaíocht fostóra a íoc le RCPBASPD de réir Imlitir 28/2020 RCPBASPD. Tá cuntas déanta ag an gCoimisiún ar a chostais agus ar a dhliteanas faoin scéim pinsean seirbhíse poiblí aonair (ón 1 Iúil 2017) ar bhonn fabhraithe.

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 2025.

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17. Sochair Scoir (ar lean)

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
b) Costais Sochair Scoir		
Comhdhéanta de: Scéim le Sochar Sainithe		
Costas reatha seirbhíse	2,751	2,546
Costas úis	2,898	2,707
Toradh ionchais ar Shócmhainní Scéime	(3,170)	(2,973)
Lúide: Ranníocaíochtaí Fostaithe	(481)	(470)
	1,998	1,810
Scéim Pinsean Seirbhíse Poiblí Aonair (SPSPA)		
Ranníocaíocht Fostóra	1,430	1,080
Costas Seirbhíse Reatha*	1,426	976
Costas Úis	293	229
Coigeartú ar mhaoiniú iarchurtha Pinsin Stáitchiste	(1,719)	(1,205)
	1,430	1,080
Costais Sochair Scoir Iomlána	3,428	2,890
*Tá ranníocaíochtaí fostóra luach €472,000 (2024: €360,000) aisíoctha le RCPBASPD, curtha san áireamh i ríomh an chostais seirbhíse reatha		
c) Glandliteanas Sochair Scoir (Scéim le Sochar Sainithe)		
i) Comhdhéanta de:		
Luach cóir Sócmhainní Scéime	78,851	77,817
Luach Láithreach Oibleagáidí sochair scoir	(69,467)	(72,772)
Glansócmhainn	9,384	5,045
Tabhair faoi deara: Cuimsítear i nDliteanas an Chláir Chomhardaithe i ndáil le Sochair Scoir na Scéime Aonair in 2025 Sócmhainn Mhaoinithe Iarchurtha de €7.900m (2024: €7.322m) chun Dliteanas na Scéime Aonair de €7.900m (2024: €7.322m) a mheaitseáil rud is cúis le Glandliteanas nialasach.		

Nótaí leis na Ráitis Airgeadais
don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

17. Sochair Scoir (ar lean)

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
ii) Luach Láithreach Oibleagáidí Sochair Scoir ag tús na bliana (Scéim le Sochar Sainithe)	72,772	66,257
Costas Reatha Seirbhíse	2,751	2,546
Costas Úis	2,898	2,707
(Gnóthachan) Achtúireach	(8,208)	1,828
Sochair Íoctha	(627)	(478)
Préimheanna Íoctha	(119)	(88)
Luach Láithreach Oibleagáidí Sochair Scoir ag deireadh na bliana (Scéim le Sochar Sainithe)	69,467	72,772
iii) Athrú ar Shócmhainní Scéime (Scéim le Sochar Sainithe)		
Luach Cóir Sócmhainní Scéime ag tús na bliana	77,817	71,012
Toradh ionchais ar Shócmhainní Scéime	3,170	2,973
Gnóthachan / (Caillteanas) Achtúireach	(5,027)	813
Ranníocaíochtaí Fostóra	3,156	3,115
Ranníocaíochtaí Ball	481	470
Sochair Íoctha	(627)	(478)
Préimheanna Íoctha	(119)	(88)
Luach Cóir Sócmhainní Scéime ag deireadh na bliana	78,851	77,817
Cuirtear an cleachtas reatha a bhaineann le sochair scoir a mhéadú de réir bhoilsciú tuarastail na hearnála poiblí san áireamh nuair a bhíonn an oibleagáid maidir le sochar scoir shainithe á tomhas.		
iv) Dílteanas Sochar Scoir (SPSPA)		
Luach Láithreach amhail ar an 1 Iúil 2024	7,322	5,583
Costas Reatha Seirbhíse	1,426	1,107
Costas Úis	293	229
(Gnóthachan) Achtúireach	(1,141)	403
Sochair Íoctha	–	–
Luach Láithreach amhail ar an 30 Meitheamh 2025	7,900	7,322

Nótaí leis na Ráitis Airgeadais
don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

17. Sochair Scoir (ar lean)

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
d) Comhdhéanamh Sócmhainní Scéime (Scéim le Sochar Sainithe)		
Bhí an méid seo a leanas san áireamh i sócmhainní na scéime ag deireadh na bliana:		
Gnáthscaireanna	19,395	24,757
Bannaí	55,055	46,490
Maoin	–	626
Airgead agus Sócmhainní leachtacha eile	4,401	5,944
	78,851	77,817
Páirteach i sócmhainní na scéime ag deireadh na bliana agus arna léiriú i dtéarmaí %		
	%	%
Gnáthscaireanna	24.6%	31.8%
Bannaí	69.8%	59.7%
Maoin	–	0.8%
Airgead agus Sócmhainní leachtacha eile*	5.6%	7.7%
	100.0%	100.0%
*tá straitéisí malartacha agus cistí toraidh feabhsaithe san áireamh ann		
Meántoimhdí ualaithe úsáidte chun cinneadh a dhéanamh maidir le hoibleagáidí sochair (Scéim le Sochar Sainithe)		
Ráta Lascaine	4.25%	4.00%
Ráta an mhéadaithe cúitimh	3.80%	4.10%
Meántoimhdí ualaithe úsáidte chun cinneadh a dhéanamh maidir le costas pinsin (Scéim le Sochar Sainithe)		
Ráta Lascaine	4.00%	4.10%
Toradh fadtéarmach ionchais ar shócmhainní scéime	4.25%	4.00%

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

17. Sochair Scoir (ar lean)

e) Príomhthoimhdí Achtúireacha, Airgeadais & Déimeagrafacha (Scéim le Sochar Sainithe)

	30 Meitheamh 2025 €'000	30 Meitheamh 2024 €'000
Seo a leanas na toimhdí airgeadais a úsáideadh:		
Ráta lascaine	4.25%	4.00%
Méaduithe tuarastail	3.80%	4.10%
Méaduithe pinsin	3.30%	3.60%
Méaduithe boilscithe	2.30%	2.60%
Seo a leanas na toimhdí Déimeagrafacha a úsáideadh		
	2025	2024
Mortlaíocht Réamhscoir & Iarscoir	S3PNA le IML 2019 (1.5%) feabhsuithe do gach ball (fritháireamh aoise -1 bhliain)	S3PNA le IML 2019 (1.5%) feabhsuithe do gach ball (fitháireamh aoise -1 bhliain)
Scor Meastar go dtéann gach	ball atá páirteach ó 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
Scor mar gheall ar Dhrochshláinte	Níl aon liúntas	Níl aon liúntas
Luathscor	Níl aon liúntas	Níl aon liúntas
Aistarraingtí	Níl aon liúntas	Níl aon liúntas
Céatadán pósta	Glactar leis go bhfuil 90% de na baill pósta.	Glactar leis go bhfuil 90% de na baill pósta.
Dífríocht Aoise idir céilí	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 thoimhdí:
- a) an ráta lascaine, athruithe ar an ráta toraidh ar bhannaí corparáideacha ardchaighdeáin
 - b) leibhéil chúitimh amach anseo, coinníollacha an mhargaidh saothair amach anseo.

Nótaí leis na Ráitis Airgeadais
don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

17. Sochair Scoir (ar lean)

	30 Mei 2025 €'000	30 Mei 2024 €'000	30 Mei 2023 €'000	30 Mei 2022 €'000	30 Mei 2021 €'000
f) Stair na n-oibleagáidí sochair shainithe, sócmhainní agus gnóthachain agus caillteanais ó thaithí					
Oibleagáidí sochair shainithe	69,467	72,772	66,257	63,786	78,060
Luach cóir Sócmhainní Scéime	(78,851)	(77,817)	(71,012)	(64,905)	(69,724)
(Barrachas)/Easnamh don Scéim mhaoinithe	(9,384)	(5,045)	(4,755)	(1,119)	8,336
Coigeartú ó Thaithí ar Shócmhainní Scéime	(5,027)	813	745	(7,824)	8,284
céatadán na sócmhainní scéime	6.3%	1.0%	1.0%	12.1%	11.9%
(Caillteanais)/gnóthachain ó thaithí ar Dhliteanais Scéim ComReg					
Méid	8,208	(1,828)	(2,131)	(2,688)	(14)
céatadán na nDliteanas Scéime	11.8%	2.5%	3.2%	4.2%	0.0%
Gnóthachain/(caillteanais) ó thaithí ar Ioncam Dliteanais Scéime Pinsin na hEarnála Poiblí					
Méid	1,141	(403)	(2)	311	(72)
céatadán na nDliteanas Scéime	14.4%	0.5%	0.0%	6.9%	1.4%

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 bhallraíochta sa Líonra Aistrithe don Earnáil Phoiblí.

Le haghaidh seirbhís a d’aistrigh baill roimh an 30 Meitheamh 2025, bhí luach iomlán a leithéid sin d’íocaíochtaí a fuarthas sa bhliain go dtí an 30 Meitheamh 2025 cothrom le Náid (2024: Náid).

Taispeántar íocaíochtaí i ndáil le haistrithe i seirbhís (nuair a fhaightear iad) mar mhór ar leithligh sa Ráiteas Ioncaim Chuimsithigh.

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

17. Sochair Scoir (ar lean)

h) Maoiniú sochar scoir

Rinneadh luacháil achtúireach thríbhliantúil ar an scéim amhail ar an 1 Eanáir 2025 agus comhaontaíodh ar an ráta ranníocaíochta molta ina dhiaidh sin. Tá an chéad luacháil achtúireach thríbhliantúil eile le déanamh amhail ar an 1 Eanáir 2028.

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 2025.

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. Dliteanais 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 thabhtú.

19. Idirbhearta Páirtithe Gaolmhara

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 €715,367 (2024: €652,929) 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 2025.

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch an 30 Meitheamh 2025 (ar lean)

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. Faomhadh na Ráiteas Airgeadais

D'fhaomh Garrett Blaney,
Cathaoirleach, na ráitis airgeadais seo
don Choimisiún ar an 16 Nollaig 2025.

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

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