

Action Plan for Year to 30 June 2027

Action Plan Item Reference	Title	Strategic Goal No.	Division	Description	Output	Planned Delivery in Q3/26	Planned Delivery in Q4/26	Planned Delivery in Q1/27	Planned Delivery in Q2/27	Status
AP-2627-P-097	Electronic Communications Network / Electronic Communications Services Levy Consultation	Goal 12	Corporate Services	Consultation on a revised ECN/ECS levy	Consultation			•		
AP-2627-P-102	Annual Action Plan 30 June 2028	Goal 12	Corporate Services	Publication of Annual Action Plan	Report				•	
AP-2627-P-103	Financial Forecast 30 June 2028	Goal 12	Corporate Services	Publication of Financial Forecast	Report				•	
AP-2627-P-104	Climate Action Roadmap 2026	Goal 12	Corporate Services	Climate Action Road Map	Report			•		
AP-2627-P-147	Annual Report 30 June 2026	Goal 15	Corporate Services	Publication of Annual Report	Annual Report		•			
AP-2627-P-216	Gender Pay Gap Report	Goal 13	Corporate Services	Publication of the Gender Pay Gap Report for 2026	Report		•			
AP-2627-P-051	MBSA3 Spectrum Award	Goal 1	Market Framework	To consult, and as appropriate award and assign spectrum suitable for mobile wireless broadband	Consultation				•	
AP-2627-P-056	Licensing Framework for Commercial Digital Sound Broadcasting	Goal 15	Market Framework	To consult on a licensing framework for commercial digital sound broadcasting in Ireland	Consultation		•			
AP-2627-P-057	Licensing Framework for Commercial Digital Sound Broadcasting	Goal 15	Market Framework	To consult on a licensing framework for commercial digital sound broadcasting in Ireland	Response to Consultation			•		
AP-2627-P-059	Satellite Direct-to-Device operation using spectrum in MWBB licences	Goal 1	Market Framework	To consider Satellite Direct to Devices services in Ireland using spectrum in MWBB licences and the demand for a licensing framework	Information Notice		•			
AP-2627-P-060	Sender ID Registry Phase 2:- Policy & Operational Optimisation	Goal 4	Market Framework	Consult and as appropriate, implement policy refinements, enhance the user experience, improve operational oversight and position as an international benchmark.	Consultation and Draft Decision		•			
AP-2627-P-061	Sender ID Registry Phase 2:- Policy & Operational Optimisation	Goal 4	Market Framework	Consult and as appropriate, implement policy refinements, enhance the user experience, improve operational oversight and position as an international benchmark.	Response to Consultation and Decision				•	
AP-2627-P-063	Numbering Conditions Update	Goal 4	Market Framework	Publish response to consultation and fifth revision of the Numbering Conditions of Use & Application Process	Response to Consultation and Decision; Revised Numbering Conditions			•		
AP-2627-P-064	Industry Process for Number Takedown	Goal 4	Market Framework	Develop policy and support industry implementation of a number takedown process to further protect end-users from scams.	Consultation and Draft Decision			•		
AP-2627-P-105	SMS Scam Interventions	Goal 4	Market Framework	Response to Consultation on options for SMS Scams Interventions.	Consultation and Draft Decision		•			
AP-2627-P-106	NT Annual Report	Goal 14	Market Framework	Produce and publish a report and infographic covering NT (NOU) activities during 2026	Information Notice				•	
AP-2627-P-108	Scam Intelligence & Consumer Awareness	Goal 4	Market Framework	* Collation and publication of metric data related to DI implementation * Enhance consumer awareness of ComReg's work to restore trust in telecoms networks	Information Notice				•	

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AP-2627-P-110	Storm Recovery	Goal 4	Market Framework	RTC and Decision for ComReg 25/84 T-RRG	Response to Consultation and Decision; Revised Network Incident thresholds		•			
AP-2627-P-113	National Fixed Link Block Licences review	Goal 1	Market Framework	Consultation on the expiry of existing 26 GHz national block licences and the implementation of a new framework including the possible inclusion of the 32 GHz frequency band.	Consultation		•			
AP-2627-P-114	National Fixed Link Block Licences review	Goal 1	Market Framework	Consultation on the expiry of existing 26 GHz national block licences and the implementation of a new framework including the possible inclusion of the 32 GHz frequency band.	Response to Consultation				•	
AP-2627-P-115	Radio Amateurs Licensing Regime	Goal 15	Market Framework	Review the 2009 Radio Amateur licensing framework and conduct a consultation on proposals for same	Consultation			•		
AP-2627-P-116	Radio Amateurs Licensing Regime	Goal 15	Market Framework	Review the 2009 Radio Amateur licensing framework and conduct a consultation on proposals for same	Response to Consultation				•	
AP-2627-P-117	RS Licensing Annual Report	Goal 14	Market Framework	Summary Report of WT Licensing Activities	Report				•	
AP-2627-P-122	PSU Annual Report	Goal 14	Market Framework	Summary of PSU activities	Report				•	
AP-2627-P-124	SII Annual Report	Goal 14	Market Framework	Summary Report of SII Activities	Report			•		
AP-2627-P-125	NIR Surveys	Goal 10	Market Framework	NIR Surveys to assess licensees compliance with ICNIRP Licence obligations	Report	•	•	•	•	
AP-2627-P-126	Publication of Radio Frequency Plan for Ireland	Goal 14	Market Framework	Publish at regular intervals the table of frequency allocations in Ireland.	Publication		•			
AP-2627-P-026	Postal USO QoS Monitor	Goal 10	Retail & Consumer Services	Monitor and report Quality of Service for single piece letter, flat, packet universal postal services	Annual Report	•			•	
AP-2627-P-038	Public Information Awareness Campaigns and Outreach	Goal 5	Retail & Consumer Services	Public information campaigns to inform the public on key priorities. Promote awareness of ComReg services, tools, and relevant consumer rights information to the public.	Public information provision	•	•	•	•	
AP-2627-P-039	Provision of consumer related information on www.comreg.ie	Goal 5	Retail & Consumer Services	Ensure website is updated with relevant changes to consumer rights and information.	Website content with relevant and up to date consumer information	•	•	•	•	
AP-2627-P-040	Provision of Broadband Checker	Goal 5	Retail & Consumer Services	Provision of information on broadband availability to enhance consumer information and decision making	Broadband Checker application - Provision of Broadband availability information by location, quarterly update	•	•	•	•	

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AP-2627-P-041	Provision of Outdoor Mobile Coverage Map	Goal 5	Retail & Consumer Services	Update Mobile coverage map regularly and enhance user experience	Outdoor Mobile Coverage Map web application, regular refreshed coverage information. Consistent user experience improvements.	•	•		•	
AP-2627-P-042	Open Internet Access Annual Report	Goal 10	Retail & Consumer Services	Annual Implementation Report	Information Notice				•	
AP-2627-P-043	Provision of Comparison Tool for end users	Goal 5	Retail & Consumer Services	Provision of information on current retail price plans for phone, broadband and bundled services, to enable end users to compare and choose the best plan to suit their needs. Regular user experience updates	Broadband and mobile retail price plan comparison tool for consumers - ongoing updates	•	•	•	•	
AP-2627-P-044	Report on ECAS Volumes	Goal 4	Retail & Consumer Services	Bi-annual report on ECAS call volumes	Information Notice		•		•	
AP-2627-P-045	Consumer Stakeholder Engagement	Goal 5	Retail & Consumer Services	Consumer Advisory Panel and ECS Consumer representation in stakeholder engagement	Consumer Advisory Panel and stakeholder engagement		•		•	
AP-2627-P-046	Consultation on CHF for 2027	Goal 4	Retail & Consumer Services	Consultation on determination of CHF (call handling fee) from February 2027 to end of current contract	Consultation		•			
AP-2627-P-047	Decision on CHF for 2027	Goal 4	Retail & Consumer Services	Response to Consultation and Decision on determination of the CHF by ComReg from February 2027 to end of the current contract	Response to Consultation and Decision			•		
AP-2627-P-048	ECAS Quarterly Forum	Goal 4	Retail & Consumer Services	ECAS quarterly forum attended by stakeholders including the ECAS Operator, service providers and DCCS	Forum meetings	•	•	•	•	
AP-2627-P-065	EAA Implementation and monitoring	Goal 7	Retail & Consumer Services	Engage with internal and external stakeholders to promote compliance and take appropriate action where this falls short.	Various	•	•	•	•	
AP-2627-P-066	Consumer Care Statistics	Goal 5	Retail & Consumer Services	Quarterly Report on ComReg Consumer Care Statistics	Report	•	•	•	•	
AP-2627-P-067	Consumer Care Data Portal Update	Goal 5	Retail & Consumer Services	Quarterly Update of Consumer Care Data Portal	Updated Data Portal	•	•	•	•	
AP-2627-P-068	Consumer Care Service	Goal 6	Retail & Consumer Services	Ongoing Management of consumer contacts and service provider complaint handling	Consumer Assistance	•	•	•	•	
AP-2627-P-073	Implementation of EU Roaming Regulation by Irish Mobile Companies	Goal 4	Retail & Consumer Services	Regulating Electronic Communications	Information Notice				•	
AP-2627-P-080	Text Relay Services (TRS)	Goal 4	Retail & Consumer Services	TRS Usage Statistics	Information Notice every 6 months	•		•		
AP-2627-P-081	Specified Failures - Compensation	Goal 4	Retail & Consumer Services	Missed Service and Installation Appointments - other appointments Extention of requirements on Service Providers to all appoinments	Consultation	•				

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AP-2627-P-082	Specified Failures - Compensation	Goal 4	Retail & Consumer Services	Missed Service and Installation Appointments - other appointments Extension of requirements on Service Providers to all appointments	Response to Consultation and Decision		•			
AP-2627-P-083	Customer outage information	Goal 4	Retail & Consumer Services	Customer outage information	Consultation	•				
AP-2627-P-084	Customer outage information	Goal 4	Retail & Consumer Services	Customer outage information	Response to Consultation and Decision		•			
AP-2627-P-088	National Directory Database	Goal 4	Retail & Consumer Services	Interim Review of Measure D19/24	Publication or Consultation			•		
AP-2627-P-091	National Directory Database (NDD)	Goal 4	Retail & Consumer Services	Interim review of Measure D19/24	Response to Consultation and Decision	•			•	
AP-2627-P-094	Quality of Service Reporting	Goal 5	Retail & Consumer Services	Continuation of universal service QoS reporting	Information notice	•	•	•	•	
AP-2627-P-095	Report on the evolution and level of retail prices (universal service)	Goal 5	Retail & Consumer Services	Report on the evolution and level of retail prices (universal service - voice and broadband)	Report	•			•	
AP-2627-P-130	Dispute resolution – ECS & publication of summaries	Goal 6	Retail & Consumer Services	Provision of ECS dispute resolution service	Ongoing resolution of ECS disputes.	•	•	•	•	
AP-2627-P-131	Dispute resolution – Postal & publication of summaries	Goal 6	Retail & Consumer Services	Provision of postal dispute resolution service	Ongoing resolution of postal disputes	•	•	•	•	
AP-2627-P-135	Publication of ECS complaint reporting data	Goal 5	Retail & Consumer Services	Publication of complaint reporting data received from ECS providers	Publication of data for the benefit of end-users				•	
AP-2627-P-136	Specification of postal complaint reporting requirements	Goal 5	Retail & Consumer Services	Consulting on proposals to specify requirements for postal service providers in respect of reporting to ComReg on the complaints that they receive.	Consultation		•			
AP-2627-P-137	Specification of postal complaint reporting requirements	Goal 5	Retail & Consumer Services	Responding to the consultation regarding the specification of postal complaint reporting requirements	Response to Consultation				•	
AP-2627-P-138	Guidance on the use of AI in context of dispute resolution	Goal 6	Retail & Consumer Services	Providing guidance to parties to postal and ecs disputes referred to ComReg for resolution on the usage of artificial intelligence	Publication of Guidance	•				
AP-2627-P-148	NG eCall Conformance testing	Goal 4	Retail & Consumer Services	Commission vendor to perform end to end testing of NG eCall as part of certification process.	Conformance report			•		
AP-2627-P-141	Body of European Regulators for Electronic Communications (BEREC) Plenary Meetings	Goal 15	Strategy & Economics	Board Participation at BEREC Plenary	Meeting every Quarter	•	•	•	•	
AP-2627-P-150	Stakeholder breakfast	Goal 15	Strategy & Economics	Biannual stakeholder breakfast, with particular focus on engagement with operators	Stakeholder breakfast - networking opportunity		•			

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AP-2627-P-151	ComReg conference	Goal 15	Strategy & Economics	Biannual conference, at which we will also launch our new strategy statement	Conference and strategy statement launch					•
AP-2627-P-177	Market Analysis WDC Decision	Goal 3	Wholesale	Wholesale Dedicated Capacity Market Review Decision	Decision	•				
AP-2627-P-178	PIA/WLA/WCA Monitoring Report	Goal 14	Wholesale	Wholesale Broadband and Physical Infrastructure Access Markets - Market Monitoring Report	Report			•		
AP-2627-P-179	2026 QKDR & Insights	Goal 14	Wholesale	Quarterly Key Data Report	Report	•	•	•	•	
AP-2627-P-183	Article 61(3) - Symmetric Access - Process Definition and Establishment	Goal 1	Wholesale	Consultation on symmetric access framework for access to wiring, cables and associated facilities to end-user premises	Consultation	•				
AP-2627-P-184	Consult on performance criteria and service credit quanta in regulated SLAs	Goal 3	Wholesale	Consultation on network performance metrics	Consultation			•		
AP-2627-P-185	Deployment of Processes and Integrations for GIA SIP Live Platform	Goal 14	Wholesale	Development and deployment of Single Information Point per Article 4 of the Gigabit Infrastructure Act (GIA)	Live GIA SIP			•		
AP-2627-P-187	WACC Methodology Review Decision	Goal 3	Wholesale	Decision on Review of WACC Methodology	Decision			•		
AP-2627-P-188	Accounting Separation Consultation	Goal 3	Wholesale	Consultation on Eircom Accounting Separation obligations	Consultation		•			
AP-2627-P-189	Accounting Separation Decision	Goal 3	Wholesale	Decision on Eircom Accounting Separation obligations	Decision					Item will be progressed in current year. Planned Delivery in Q3/27
AP-2627-P-190	Pricing principles for assessment of Margin Squeeze between FFTP VUA and Downstream Wholesale FFTP-based services	Goal 3	Wholesale	Consultation on the pricing principles for assessment of Margin Squeeze between FFTP-based VUA services and FFTP-based services in wholesale markets downstream from the Commercial NG WLA Market	Consultation	•				