



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Data.ComReg Reporting Scam Metrics User Guide

Version: 1-2

Date: September 2026

DISCLAIMER

This document provides a guide for Data.ComReg – Scam Metric users who are relevant undertakings that are required to submit monthly scam metrics. The purpose of this guide is to assist relevant undertakings in navigating the Data.ComReg – Scam Metrics portal. ComReg gives no representation, warranty, guarantee, undertaking or any assurance whatsoever (whether express or implied) as to the accuracy of information contained in this guide, or as to it being complete or up to date.

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Document Control

Version	Date	Name	Comments
V 1.0	05/01/2026	Neil Goolding	First release.
V 1.1	07/04/2026	Neil Goolding	Multi-factor Authentication (MFA) now mandatory.
V 1.2	21/09/2026	Neil Goolding	Minor updates to <i>Accessing Data.ComReg</i> and <i>Managing Accounts</i> sections.

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1 Introduction

The Data.ComReg portal provides a facility for entities to report monthly scam metric reports to ComReg.

*Combatting scam calls and texts*¹ document, decision Instruments D09/24, D10/24, D11/24, D12/24, D13/24, and D14/24 mandates relevant undertakings to provide ComReg with monthly scam metrics no later than 10 working days from the final day of the calendar month.

Using the Data.ComReg, [Scam Metrics](#) option, entities can upload their Call and/or SMS monthly metrics to ComReg.

This User Guide details the reporting procedures of the Data.ComReg - [Scam Metrics](#) portal.



Organisations are to provide ComReg with monthly scam metrics no later than 10 working days from the final day of each calendar month.

¹ ComReg 24/24 Combatting scam call and texts, dated 03/04/2024
<https://www.comreg.ie/media/2024/04/ComReg-2424.pdf>

1.1 Scam Metric Process Overview

Using the Data.ComReg – Scam Metric portal, call and/or sms scam metrics can be reported (uploaded) on a monthly basis.

After initial Data.ComReg Account access, the monthly process for [Scam Metrics](#) is:

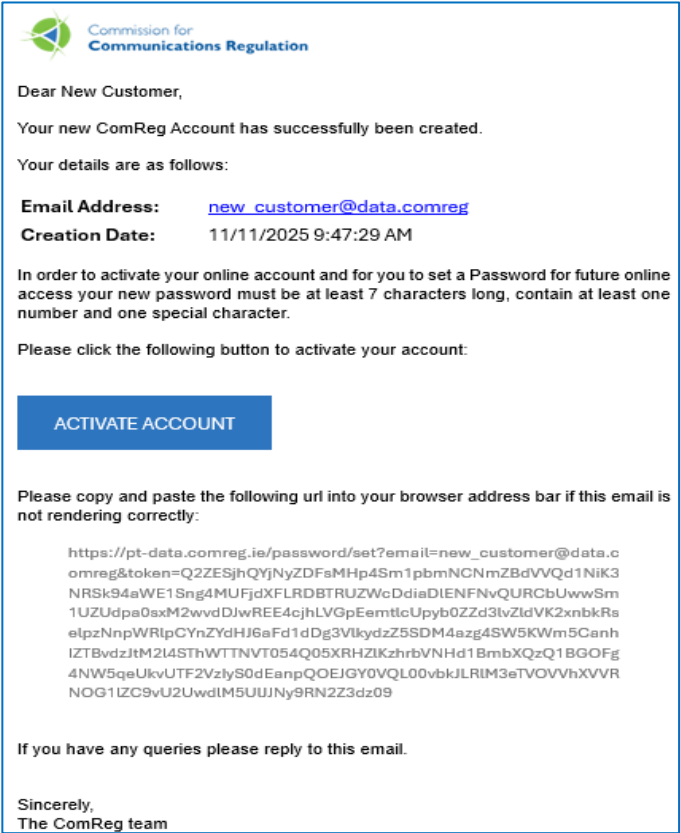
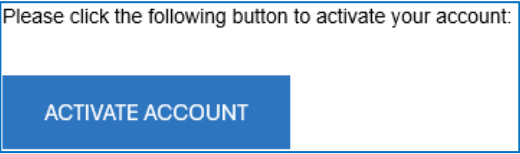
	Download the latest Metrics Schema (template) via one of the following options: 1. The Schema download option within the Data.ComReg portal - Scam Metrics - Current Data Request. 2. Web links to Schemas on the ComReg <i>Scam Call and SMS Metrics Guidance</i> web page. 3. API links to Schemas Note: It is good practice to download the latest schema every month.
	Complete the Metrics Report (fill in the schema). Supported formats are: 1. Excel XLSB (Binary) 2. XML Note: for SMS Metrics the Excel XLSB can accommodate up to a maximum of 20,000 SMS Sender IDs.
	Submit (upload) the Metrics Report using the Data.ComReg portal – Scam Metrics – Current Data Request by the deadline date (no later than 10 working days from the final day of the calendar month).
	Check submission feedback from ComReg. The Data.ComReg portal will automatically validate your submission. Any errors will be reported by email. Correct any errors and resubmit. Check metrics report has successfully been Accepted by ComReg.
	Repeat every month Repeat the same process by the deadline date <u>every month</u>.

2 Accessing Data.ComReg

Access to Data.ComReg can be granted in the following manner:

(1)	If you do <u>not have an existing ComReg Account.</u>
	If you do not have any existing ComReg Account, (for example: an SMS SenderID Registry or eLicensing account, or another Data.ComReg account type, etc) you will receive an automatic ACTIVATE ACCOUNT email from DoNotReply@comreg.ie if your details have been provided to the ComReg Network Trust team and they have created your account, or your own organisation's Data.ComReg main contact has similarly done so.
	Please follow the section 2.1 Activating Your Account
OR	
(2)	If you <u>have any existing ComReg Account.</u>
	If you have an existing ComReg Account (for example: an SMS SenderID Registry or eLicensing account, or another Data.ComReg account type, etc) an automatic email (<i>Account Activation</i>) will NOT be sent to you. If your details have been provided to the ComReg Network Trust team and they have created your account, or your own organisation's Data.ComReg main contact has similarly done so, you can use your existing ComReg Account credentials to access Data.ComReg. For example, you can use your existing login credentials that you use to access the SMS SenderID Registry to now access Data.ComReg.
	Please follow the section 2.2 Logging In
	In case of access issues: 1) Please contact the ComReg Network Trust team at metrics.reporting@comreg.ie 2) Alternatively, your organisations Data.ComReg main contact person can assist you as they are able to administer (create etc) accounts.

2.1 Activating Your Account

	If you do <u>not have any existing ComReg Account</u> (for example: an SMS SenderID Registry or eLicensing account, or another Data.ComReg account type, etc), you will receive an automatic ACTIVATE ACCOUNT email from DoNotReply@comreg.ie if your details have been provided to the ComReg Network Trust team and they have created your account, or your own organisation's Data.ComReg main contact has similarly done so.
1. 	The ComReg Network Trust Team will provide your login credentials via email.  If you have not been issued these, please contact: metrics.reporting@comreg.ie
2.	Click ACTIVATE ACCOUNT link in the activation email. 
3.	Enter a new Password.

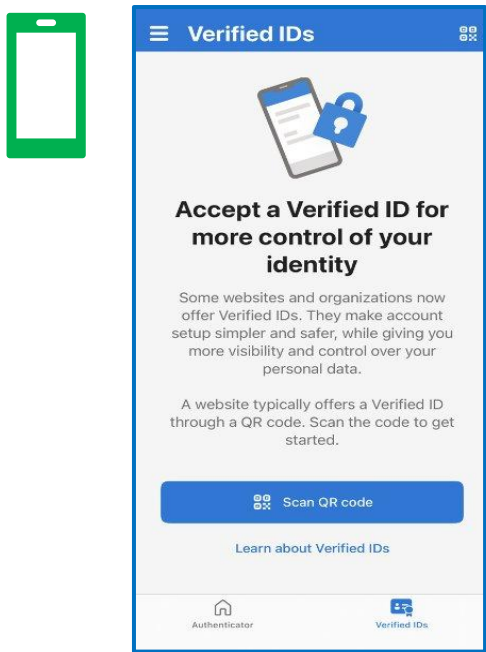
	Confirm your new Password. Set New Password Enter new Password* Confirm new Password* SET NEW PASSWORD The password must: a) be at least 7 characters in length a) include at least 1 number b) include at least 1 of the following special characters: # ? ! @ \$ % ^ & * - <u>Note: other special characters do not work.</u> Click SET NEW PASSWORD to complete the activation setup. Click Return to Log In. Set New Password Password reset successfully. Return to Log In
4. 	Enter your credentials Email Address and Password and then click Log In. Email Address* Password* Required Forgotten Password? Log In Don't have an account? Sign up (Use the Forgotten Password? button if you need to reset your password).
5.  	Upon successful login, it is <u>mandatory</u> to set up Multi-factor Authentication (MFA). You will be presented with the following Multi-factor authentication window:



(1) **To use the [Authenticator Application](#)** option, it is necessary to have an Authenticator Application installed on your smartphone or tablet (device).

You may need to install an Authenticator App, if you have not already done so before. (Go to your devices app store and install an Authenticator application).

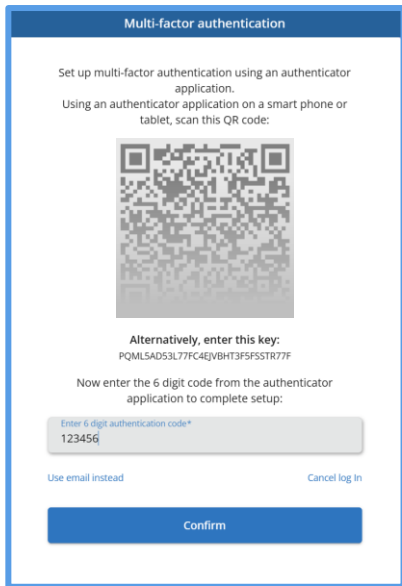
Open the Authenticator App on your Smartphone or tablet (device).



Select [Scan QR code](#) (or equivalent) on the Authenticator App and Scan the QR Code.

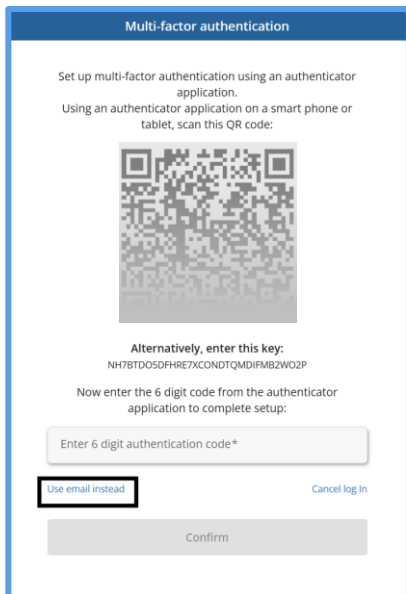
The Authenticator App will automatically add an authenticator entry that will generate a 6-digital code.
(These codes are refreshed every 30 seconds).

Enter the 6-digital code into the [Enter 6-digit authenticator code*](#) box of the Multi-factor authentication window to complete the setup and then click [Confirm](#):



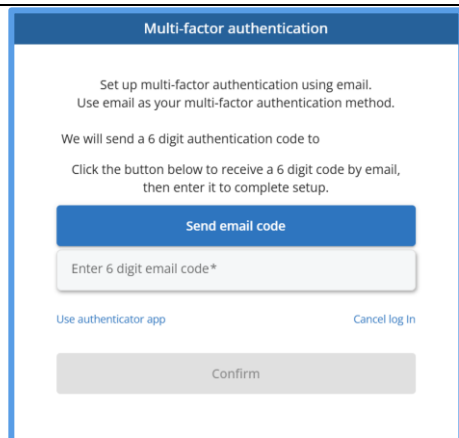
The screenshot shows a 'Multi-factor authentication' window. It contains the following text: 'Set up multi-factor authentication using an authenticator application. Using an authenticator application on a smart phone or tablet, scan this QR code:'. Below this is a QR code. Further down, it says 'Alternatively, enter this key: PQML5AD53L77FC4EVBHT3F5F55TR77F'. Then, 'Now enter the 6 digit code from the authenticator application to complete setup:'. There is a text input field labeled 'Enter 6 digit authentication code*' with the value '123456'. At the bottom, there are two links: 'Use email instead' and 'Cancel log in', and a blue 'Confirm' button.

(2) To use the [Email Option](#) as an alternative multi-factor authentication method (rather than using an Authenticator App), click the [Use email instead](#) button:



This screenshot is identical to the one above, but the 'Use email instead' link is highlighted with a black rectangular box. The 'Confirm' button is now greyed out.

Click [Send email code](#) in the Multi-factor authentication window:



Multi-factor authentication

Set up multi-factor authentication using email.
Use email as your multi-factor authentication method.

We will send a 6 digit authentication code to

Click the button below to receive a 6 digit code by email,
then enter it to complete setup.

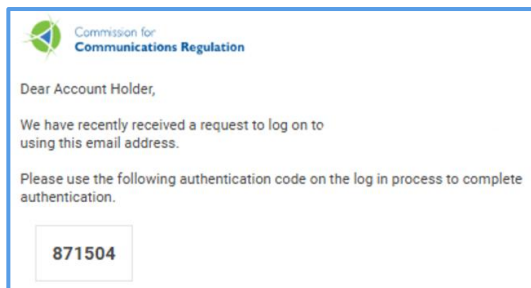
Send email code

Enter 6 digit email code*

[Use authenticator app](#) [Cancel log in](#)

Confirm

A 6-digit code will be sent to your email addresses (the email address that you used for your Username at login):



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Communications Regulation

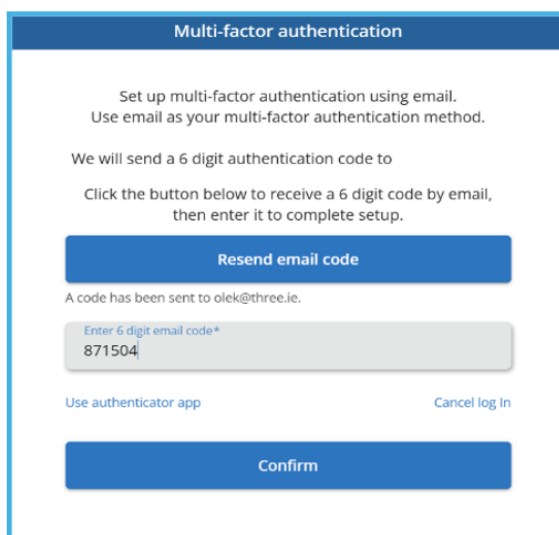
Dear Account Holder,

We have recently received a request to log on to
using this email address.

Please use the following authentication code on the log in process to complete
authentication.

871504

Enter the 6-digit code into the *Enter 6-digit authenticator code** box of the *Multi-factor authentication* window to complete the setup and then click [Confirm](#)



Multi-factor authentication

Set up multi-factor authentication using email.
Use email as your multi-factor authentication method.

We will send a 6 digit authentication code to

Click the button below to receive a 6 digit code by email,
then enter it to complete setup.

Resend email code

A code has been sent to olek@three.ie.

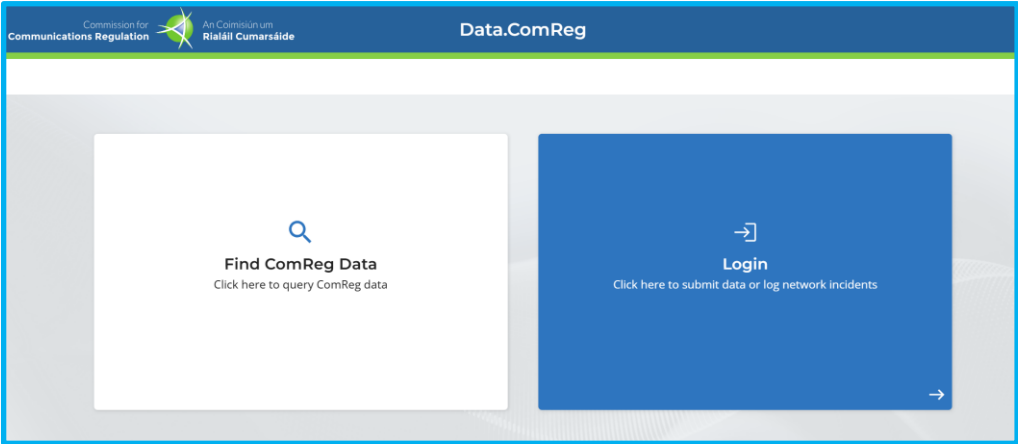
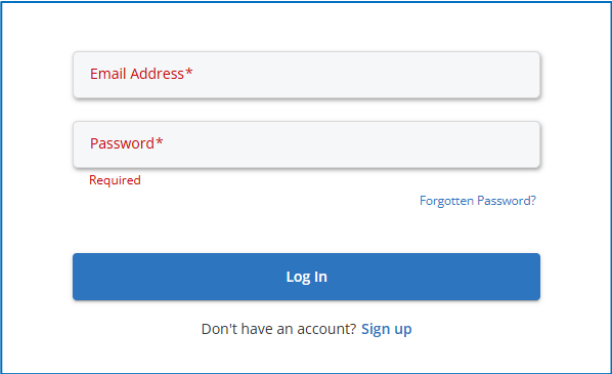
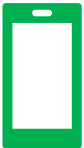
Enter 6 digit email code*
871504

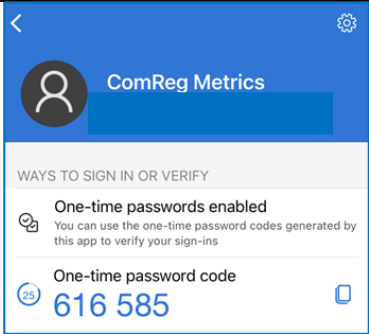
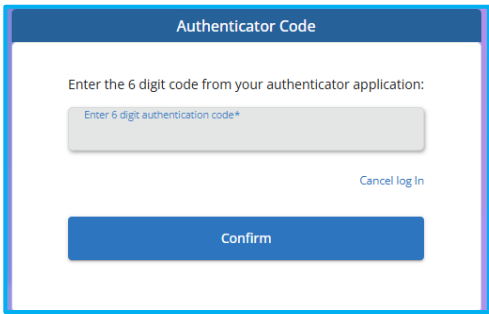
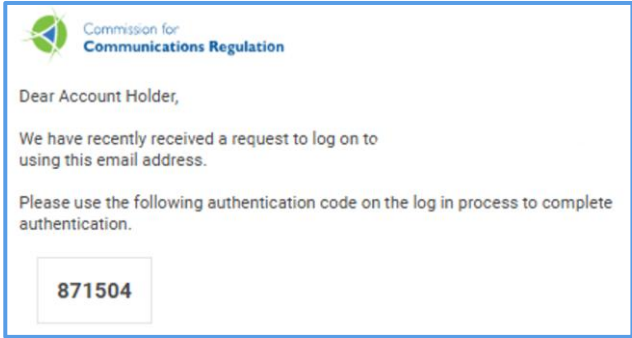
[Use authenticator app](#) [Cancel log in](#)

Confirm

NOTE: If you wish to change your Multi-factor Authentication method between using an Authenticator Application or Email option, use the [Reset MFA](#) button under the [Manage My Profile](#) menu.

2.2 Logging In

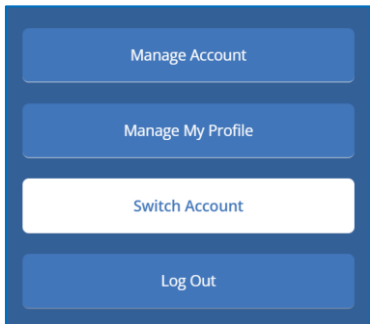
1. 	Access the Data.ComReg portal at the following link: https://data.comreg.ie/ Log in to the Data.ComReg portal.
2.	Select Login. 
3.	Enter your credentials Email Address and Password and then click 'Log In'.  (Use the Forgotten Password? button if you need to reset your password).
4. 	Multi-factor Authentication (MFA) is now <u>mandatory</u>. (see section 2.1 Activating Your Account to setup MFA if you have not previously done so). 1. If you opted for the Authenticator Application option, open the Authenticator App on your Smartphone:

	 Enter the 6-digit code from your Authenticator app:  Click Confirm. 2. If you opted for the Email Option, check your email for an authentication code:  Enter the 6-digit code into the <i>Enter 6-digit authenticator code*</i> box of the <i>Multi-factor authentication</i> window to complete the setup and then click Confirm:
---	--

	Multi-factor authentication Set up multi-factor authentication using email. Use email as your multi-factor authentication method. We will send a 6 digit authentication code to Click the button below to receive a 6 digit code by email, then enter it to complete setup. Resend email code A code has been sent to olek@three.ie. Enter 6 digit email code* 871504 Use authenticator appCancel log in Confirm	NOTE: If you wish to change your Multi-factor Authentication method between using an Authenticator Application or Email option, use the Reset MFA button under the Manage My Profile menu.																				
5.	If you have access to multiple accounts, Select account Type 'NETWORKTRUST' to access Scam metrics submissions: Select Account Filter Account Code... ☐ Show accounts with priority actions only <table><thead><tr><th>Account Code</th><th>Name</th><th>Type</th><th>Action</th></tr></thead><tbody><tr><td> 124921</td><td>Organisation Name</td><td>MARKETDATA</td><td>Select</td></tr><tr><td>125144</td><td>Organisation Name</td><td>NETWORKOPERATIONS</td><td>Select</td></tr><tr><td> 127642</td><td>Organisation Name</td><td>NETWORKTRUST</td><td>Select</td></tr><tr><td> 127781</td><td>Organisation Name</td><td>PROVIDERCOMPLAINTS</td><td>Select</td></tr></tbody></table>	Account Code	Name	Type	Action	124921	Organisation Name	MARKETDATA	Select	125144	Organisation Name	NETWORKOPERATIONS	Select	127642	Organisation Name	NETWORKTRUST	Select	127781	Organisation Name	PROVIDERCOMPLAINTS	Select	Note: The '!' symbol highlights accounts that have outstanding actions.
Account Code	Name	Type	Action																			
124921	Organisation Name	MARKETDATA	Select																			
125144	Organisation Name	NETWORKOPERATIONS	Select																			
127642	Organisation Name	NETWORKTRUST	Select																			
127781	Organisation Name	PROVIDERCOMPLAINTS	Select																			
6.	Select the 'Scam Metrics' tile: Commission for Communications RegulationAn Coimisiún um Rialáil Cumarsáide Organisation Name 6 Scam Metrics Click here to enter Scam Metrics section of data.comreg.ie There are 6 submissions pending for this market	(This example shows 6 pending items requiring action).																				

2.3 Switching Accounts

Typically, you will only be accessing one account. Should you have access to multiple accounts, follow these instructions to switch accounts.

1.	Click Account button (top right-hand corner).																				
																					
2.	Select Switch Account.																				
																					
3.	Select the required account:																				
	Select Account Filter Account Code... ☐ Show accounts with priority actions only <table><tr><th>Account Code</th><th>Name</th><th>Type</th><th>Action</th></tr><tr><td> 124921</td><td>Organisation Name</td><td>MARKETDATA</td><td>Select</td></tr><tr><td>125144</td><td>Organisation Name</td><td>NETWORKOPERATIONS</td><td>Select</td></tr><tr><td> 127642</td><td>Organisation Name</td><td>NETWORKTRUST</td><td>Select</td></tr><tr><td> 127781</td><td>Organisation Name</td><td>PROVIDERCOMPLAINTS</td><td>Select</td></tr></table> (Select account Type 'NETWORKTRUST' to access Scam metrics submissions).	Account Code	Name	Type	Action	 124921	Organisation Name	MARKETDATA	Select	125144	Organisation Name	NETWORKOPERATIONS	Select	 127642	Organisation Name	NETWORKTRUST	Select	 127781	Organisation Name	PROVIDERCOMPLAINTS	Select
Account Code	Name	Type	Action																		
 124921	Organisation Name	MARKETDATA	Select																		
125144	Organisation Name	NETWORKOPERATIONS	Select																		
 127642	Organisation Name	NETWORKTRUST	Select																		
 127781	Organisation Name	PROVIDERCOMPLAINTS	Select																		

3 Managing Accounts

The **Manage Account** option provides the ability to:

- 1) Use the **Company** menu to update your company details – address, main contact.
- 2) Use the **Contact** menu to:

Add Additional Users to your account (**ADD CONTACT**).

Remove a User (**DELETE**).

Update User details (**DETAILS**).

Manage Account

Company				Contacts			
Name	Phone	Mobile	Email	Position Held	Regulatory Contact?	Online access	Actions
					NO	YES ⓘ	<button>Delete</button> <button>Details</button>
					NO	YES ⓘ	<button>Delete</button> <button>Details</button>
					YES	NO	<button>Delete</button> <button>Details</button>

Items per page: 10 ▾

1 – 3 of 3

<< < > >>

ADD CONTACT

Note: At least one contact must have **Online Access**.

1.



Access the Data.ComReg portal at the following link:

<https://data.comreg.ie/>

Log in to the Data.ComReg portal.

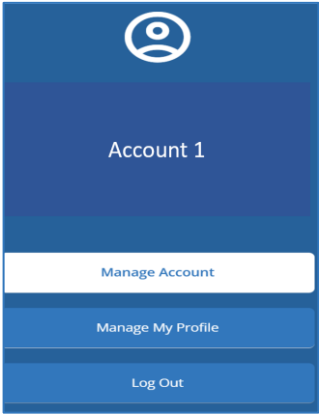
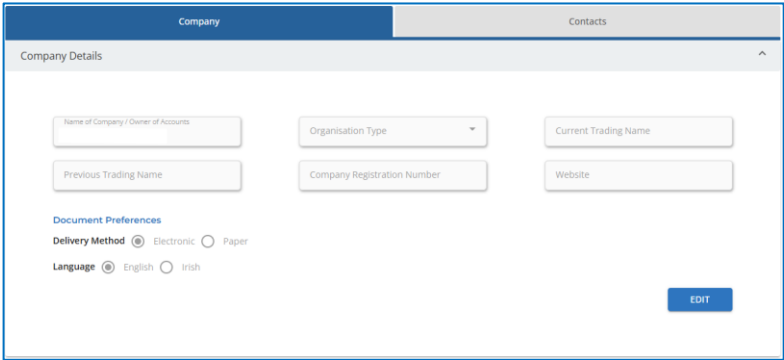
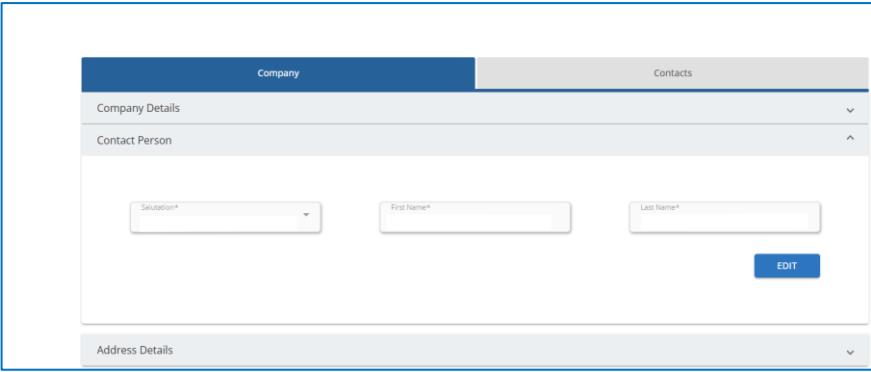
2.

Click **Account**



(top right-hand corner).

3.1 Update your company details

1.	Click Manage Account. 
2.	Select the Company tab. Fill in the Company Details.  Click EDIT to make updates, then click UPDATE when finished.
3.	Fill in the Contact Person.  Click EDIT to make updates, then click UPDATE when finished.
4.	Fill in the Address Details.

Company

Contacts

Company Details

Contact Person

Address Details

Business Address

Address Line 1 *

Address Line 2

Address Line 3

Address Line 4

Postcode

Country*

Telephone*

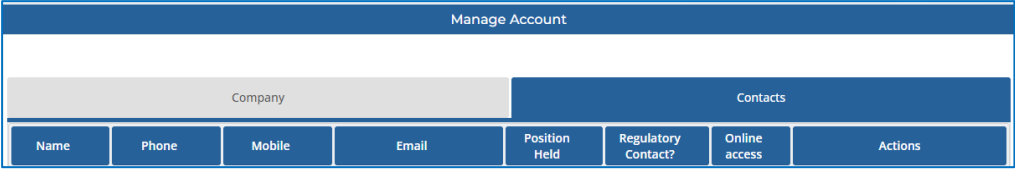
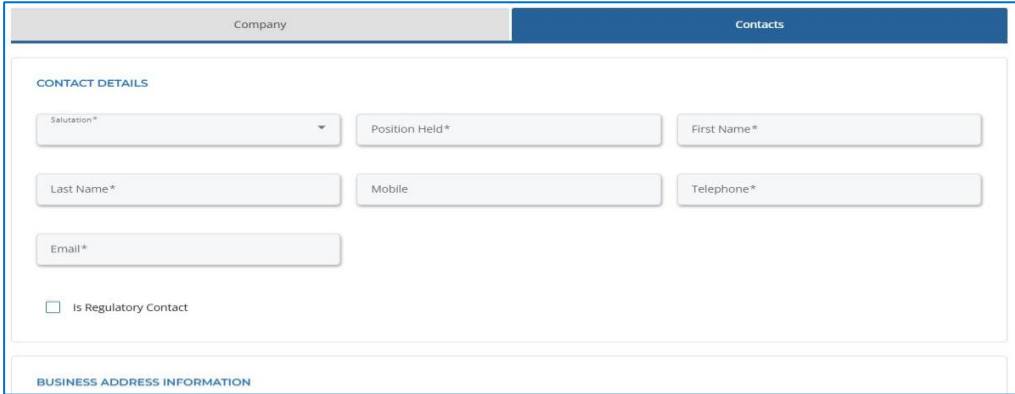
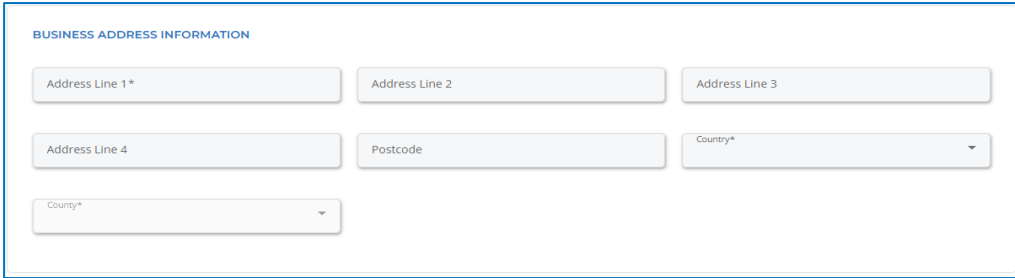
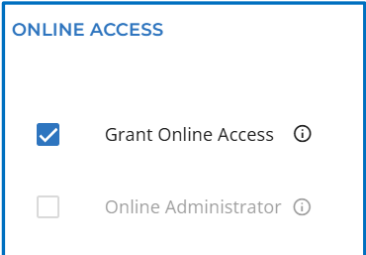
Mobile*

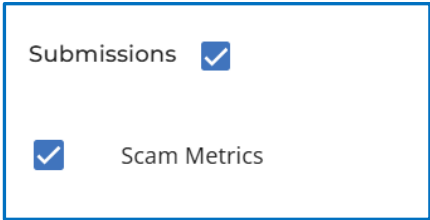
Admin Email*

EDIT

Click [EDIT](#) to make updates, then click [UPDATE](#) when finished.

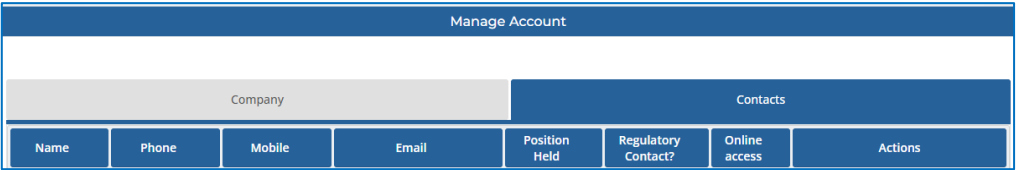
3.2 Add Additional Users to your account

1.	Select the Contacts tab. 
2.	Click ADD CONTACT. 
3.	Fill in the new Contact Details. 
4.	Fill in the Business Address Information. 
5.	Fill in the Online Access Permissions. 

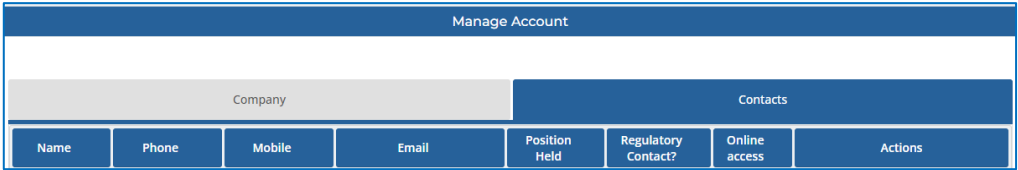
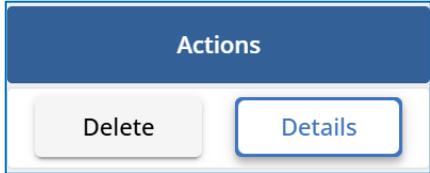
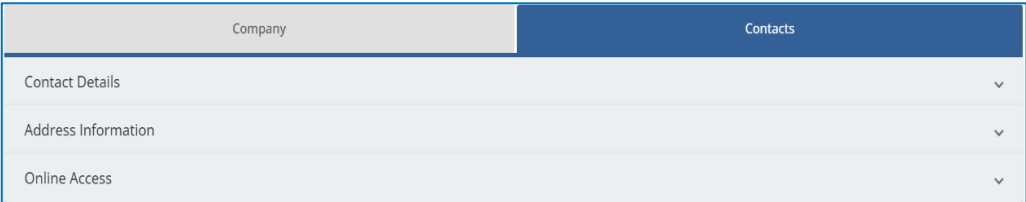
	Tick 'Grant Online Access' to provide the user online access to the account (i.e. so they can login and access the specific NETWORK TRUST account type). Contact metrics.reporting@comreg.ie if you wish the new contact to be an Online Administrator too – this means they will have the ability to remove online access from other users. Note: At least one contact must have Online Access.
6.	Tick the Scam Metrics Submission option to allow the user to submit Scam Metric reports. 
7.	Click ADD NEW CONTACT. 
8a.	If the new contact <u>does not have any existing ComReg Account</u> (for example: an SMS SenderID Registry or eLicensing account, or another Data.ComReg account type, etc), an automatic ACTIVATE ACCOUNT email will be sent to the new user from DoNotReply@comreg.ie. The new user must then setup their new password and MFA access.  Please click the following button to activate your account: ACTIVATE ACCOUNT
8b.	If the new contact <u>has an existing ComReg Account</u> (for example: an SMS SenderID Registry or Licensing account, or another Data.ComReg account type, etc) an automatic email notification will NOT be sent to them after they have been added.  The new user can now login to Data.ComReg and access the NETWORKTRUST account type using their existing ComReg Account Username & Password.

	Inform the new user that their Data.ComReg account has been created, and they can now login to Data.ComReg and access the NETWORKTRUST account type.
--	--

3.3 Remove A User

1.	Select the Contacts tab.  The screenshot shows the 'Manage Account' header. Below it, there are two tabs: 'Company' (highlighted in grey) and 'Contacts' (highlighted in blue). Under the 'Contacts' tab, there is a table with columns: Name, Phone, Mobile, Email, Position Held, Regulatory Contact?, Online access, and Actions.
2.	Select Delete for a specific User.  The screenshot shows a blue 'Actions' button. Below it, there are two buttons: 'Delete' (highlighted with a blue border) and 'Details'.
3.	Click Remove contact.  The screenshot shows a dialog box titled 'REMOVE CONTACT'. It contains the following text: 'Contact Name Contact Name', 'Please Note', and 'Before removing a contact, please check the following:'. Below this, there is a list of four bullet points: 'There are no current licences associated with this contact.', 'Account permissions will be left in a valid state after removal.', 'The account will still have the minimum number of required contact types (Regulatory etc.).', and 'This user will no longer have access to this account, but may still have access to other accounts.' At the bottom right, there are two buttons: 'Cancel' and 'Remove contact' (highlighted with a blue border).

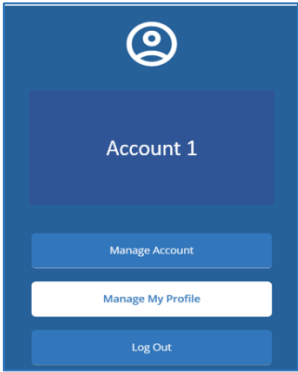
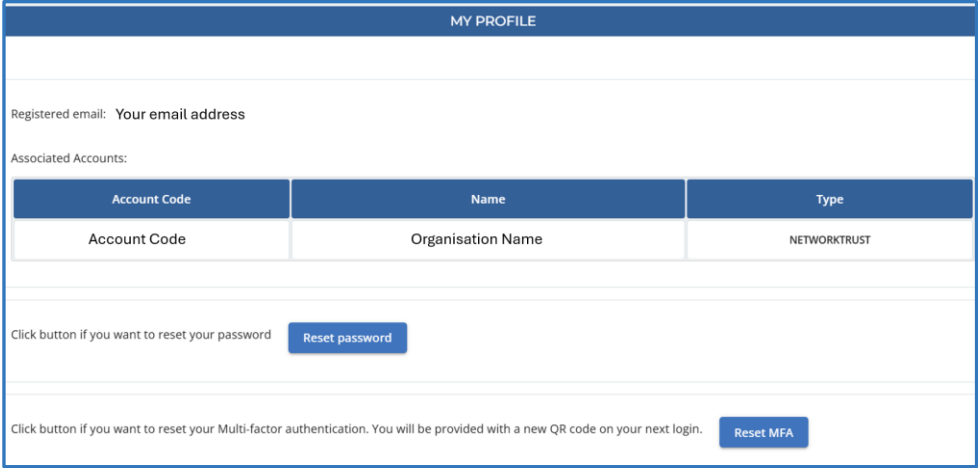
3.4 Update User Details

1.	Select the Contacts tab. 
2.	Select Details for a specific User. 
3.	Click Contact Details, Address Information or Online Access: 
4.	Select EDIT to make the necessary changes and then once complete select UPDATE.

3.5 Manage My Profile

The [Manage My Profile](#) option provides the ability to:

- 1) Reset your Password.
- 2) Reset your Multi-Factor Authentication, MFA.

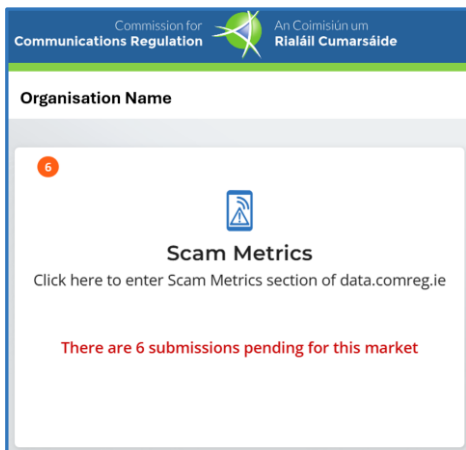
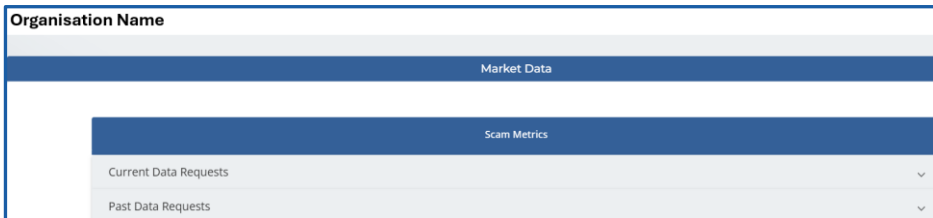
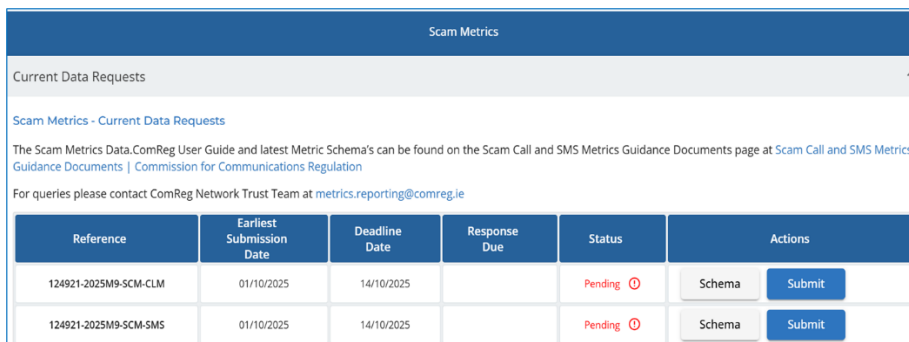
1. 	Access the Data.ComReg portal at the following link: https://data.comreg.ie/ Log in to the Data.ComReg portal.
2.	Click Account in top right-hand corner. Click Manage My Profile.   (top right-hand corner).
3.	Check the Associated Account(s). 
4. 	Click Reset Password to reset password. Click button if you want to reset your password Reset password ➔ A RESET PIN email will be sent to the User.

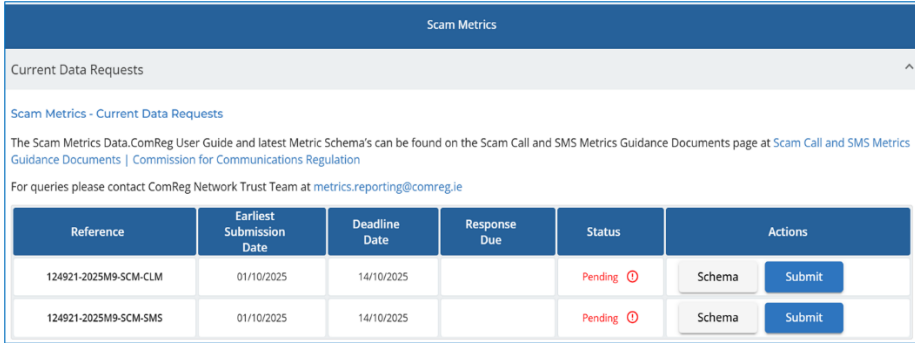
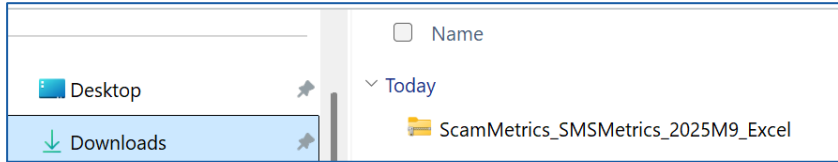
5.  	Click Reset MFA to reset your Multi-Factor Authentication, MFA. Use this option if you wish to change the method of authentication between using an Authenticator Application or the Email option. Also use this option if for example you are using a new mobile device and need to setup you MFA Authenticator application again. Click button if you want to reset your Multi-factor authentication. You will be provided with a new QR code on your next login. Reset MFA ➔ At your next login you will be asked to setup you MFA again and you can choose between Authenticator App (using the QR Code) or Email option.
--	---

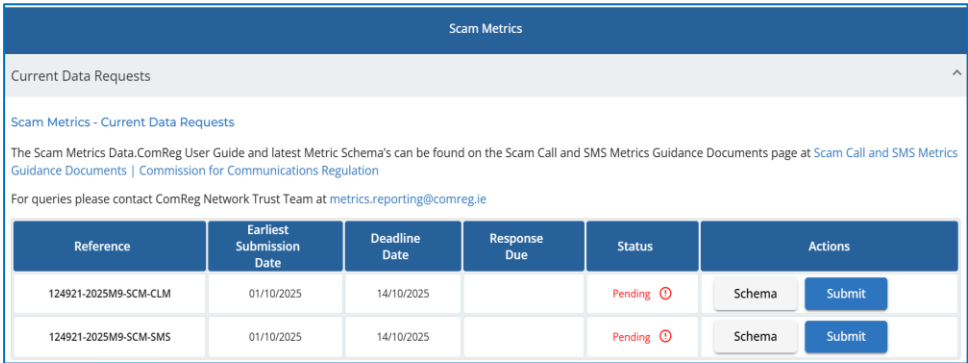
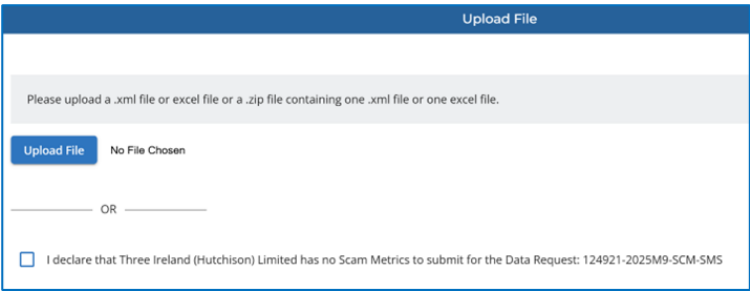
4 Submitting Reports

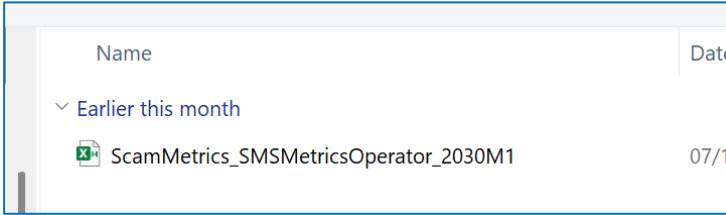
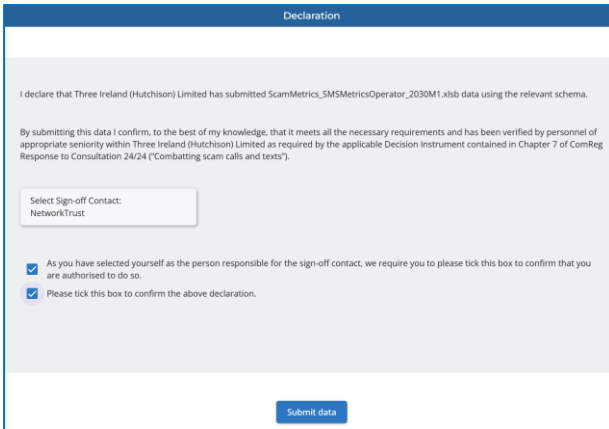
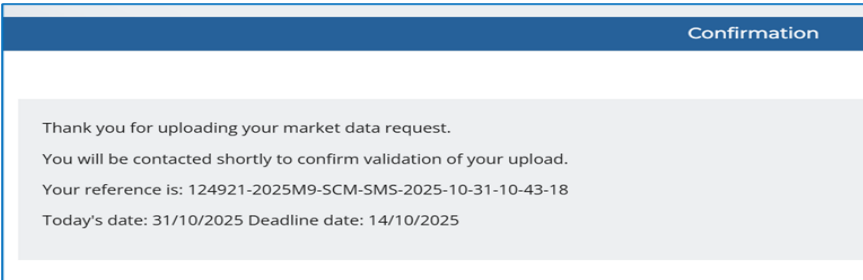
4.1 Submit Monthly Metric Reports

Follow these instructions to Submit (upload) your monthly metrics report to Data.ComReg – Scam Metrics – [Current Data Request](#) by the deadline date (no later than 10 working days from the final day of the calendar month).

1.	Select Scam Metrics Card:  (This example shows 6 pending items requiring action).
2.	Select Current Data Requests: 
3.	A Current Data Request example:  Example: September (M9) 2025 Monthly Report Data Requests.

	Deadline: 14th Oct (10 working days after last day of calendar month). 124921-2025M9-SCM-CLM/SMS 6 digit Account Code YYYY & Month (2025 September) SCM = Scam CLM = Call Metrics SMS = SMS Metrics
4. 	Download the latest Voice (Calls) or SMS Schema's by clicking the Schema button:  The File will be downloaded to your 'Download' Directory: 
5. 	The Schema's may also be downloaded using the following links Go to the https://www.comreg.ie/ website. Open the Nuisance Communications page. Select the Scam and SMS Metrics Guidance Document section. https://www.comreg.ie/industry/electronic-communications/nuisance-communications/scam-call-and-sms-metrics-guidance-documents/ Choose the required template type. Click on relevant Schema to download.

	Scam Call And SMS Metrics Guidance Documents Scam Call Blocking Metrics Templates Scam Metrics Call Metrics (XML) Scam Metrics Call Metrics (EXCEL) Scam SMS Blocking Metrics Templates Scam Metrics SMS Metrics (XML) Scam Metrics SMS Metrics (EXCEL) In this section Nuisance Communications Overview SMS Sender ID Registry Scam Call and SMS Metrics Guidance Documents Scam Metrics Data Dictionaries
6. 	Complete the schema template. See the following sections for detailed instructions: – Completing SMS Metrics Excel XLSB Template. – Completing Call Metrics Excel XLSB Template.
7. 	Upload the completed template using the Submit button: 
8.	Select Upload File:  The accepted formats are: – Excel .XLSB (Binary) – .XML – .ZIP No specific filename convention is required, the system will automatically name the file after being uploaded.

	 The system will display the name of the selected file. Click Next to continue the process.
9.	Select Sign-off contact. Tick the Declaration's and then click the Submit data button: 
10.	Receive Confirmation of your upload:  Click Back to current requests.
11.1	<u>Wait for feedback</u> from the system. The status Validating will be presented whilst system processes your uploaded file:

	Scam Metrics Current Data Requests Scam Metrics - Current Data Requests The Scam Metrics Data.ComReg User Guide and latest Metric Schema's can be found on the Scam Call and SMS Metrics Guidance Documents page at Scam Call and SMS Metrics Guidance Documents Commission for Communications Regulation For queries please contact ComReg Network Trust Team at metrics.reporting@comreg.ie <table><thead><tr><th>Reference</th><th>Earliest Submission Date</th><th>Deadline Date</th><th>Response Due</th><th>Status</th><th>Actions</th></tr></thead><tbody><tr><td>124921-2025M9-SCM-CLM</td><td>01/10/2025</td><td>14/10/2025</td><td></td><td>Pending </td><td>Schema Submit</td></tr><tr><td>124921-2025M9-SCM-SMS</td><td>01/10/2025</td><td>14/10/2025</td><td></td><td>Validating</td><td></td></tr></tbody></table> After the system has validated your upload, wait for feedback via email and observe the new 'Status' granted.	Reference	Earliest Submission Date	Deadline Date	Response Due	Status	Actions	124921-2025M9-SCM-CLM	01/10/2025	14/10/2025		Pending	Schema Submit	124921-2025M9-SCM-SMS	01/10/2025	14/10/2025		Validating	
Reference	Earliest Submission Date	Deadline Date	Response Due	Status	Actions														
124921-2025M9-SCM-CLM	01/10/2025	14/10/2025		Pending	Schema Submit														
124921-2025M9-SCM-SMS	01/10/2025	14/10/2025		Validating															
11.2	If you upload contains error(s) the Status will change to Pending ! Pending Sche Submission rejected by ComReg, please resubmit a file for this period. You will receive an email detailing the errors (example below): Dear Network Trust, Your submission was rejected because it contains errors (as detailed below). Validation errors : Error - Error 0050 - The excel spreadsheet contains at least one invalid cell value. Please check all cells contain valid entries. Alternatively the template may be corrupted. If all entries are valid please paste the data into a new template (available at data.comreg.ie) and resubmit. Error - Error 0001 - Error reading submitted file: Data at the root level is invalid. Line 1, position 1. Please review these errors and upload a new corrected file. Regards, The ComReg Network Trust Team Correct the errors in the template and reattempt to Submit (upload) again. For advice, see the following sections: – Excel XLSB Template Guidance – Appendix 1: Submit (Upload) Error Codes																		
11.3	If you upload contains <u>NO errors</u> the Status will change to Submitted. (The file has been Submitted successfully but you must wait for final 'Accepted' status).																		

	Submitted Example email: Dear Network Trust, Your submission has been received and is awaiting analysis by the ComReg Network Trust Team. You will receive another email when the submission has been accepted by the ComReg Network Trust Team. Thank you for your submission. Regards, The ComReg Network Trust Team
11.4  	The ComReg Administrator will perform a visual check of your submitted file before setting the final Status to Accepted. Accepted Example email: Dear Mr Network Trust Your submission has been accepted by the ComReg Network Trust Team. Thank you for your submission. Regards, The ComReg Network Trust Team

4.2 Download Schemas via web link



The Schema's may also be downloaded using the following links.

Go to the <https://www.comreg.ie/> website.

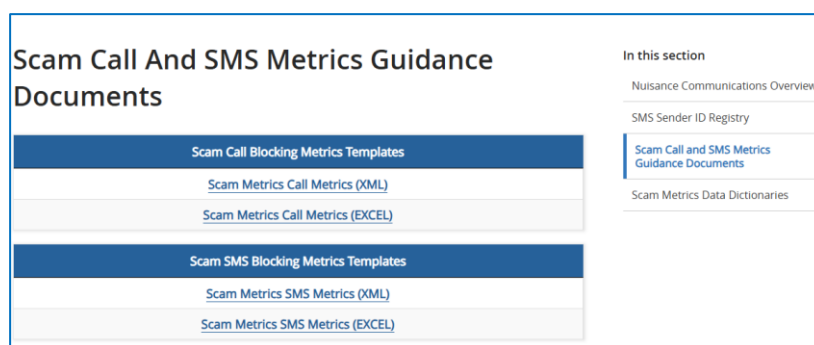
Open the [Nuisance Communications](#) page.

Select the [Scam and SMS Metrics Guidance Documents](#) section.

<https://www.comreg.ie/industry/electronic-communications/nuisance-communications/scam-call-and-sms-metrics-guidance-documents/>

Choose the required template type.

Click on relevant Schema to download.



4.3 Download Schemas via API



The Schema's may also be downloaded using the following API endpoints:

SMS:

<https://gateway.comreg.ie/MarketData/download-schema/SCM/SMS/XML>

<https://gateway.comreg.ie/MarketData/download-schema/SCM/SMS/EXCEL>

CALLS:

<https://gateway.comreg.ie/MarketData/download-schema/SCM/CLM/XML>

<https://gateway.comreg.ie/MarketData/download-schema/SCM/CLM/EXCEL>

4.4 Schema Data Dictionaries



The Schema Data Dictionaries (definitions of all variables within the schemas) can be downloaded using the following links.

Go to the <https://www.comreg.ie/> website.

Open the [Nuisance Communications](#) page.

Select the [Scam Metrics Data Dictionaries](#) section.

<https://www.comreg.ie/industry/electronic-communications/nuisance-communications/scam-metrics-data-dictionaries/>

Scam Metrics Data Dictionaries

Scam Metrics Data Dictionaries

Data Dictionaries

[Data Dictionary – Call Metrics](#)

[Data Dictionary – SMS Metrics](#)

In this section

[Nuisance Communications Overview](#)

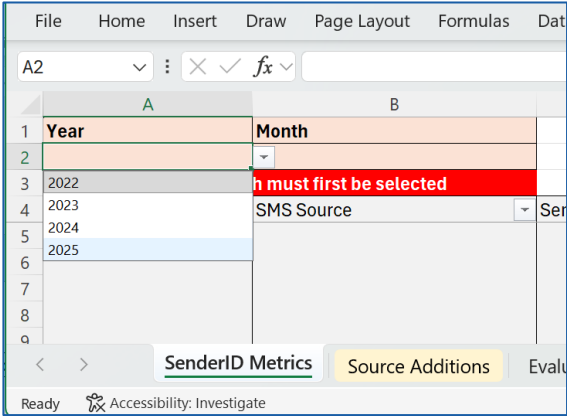
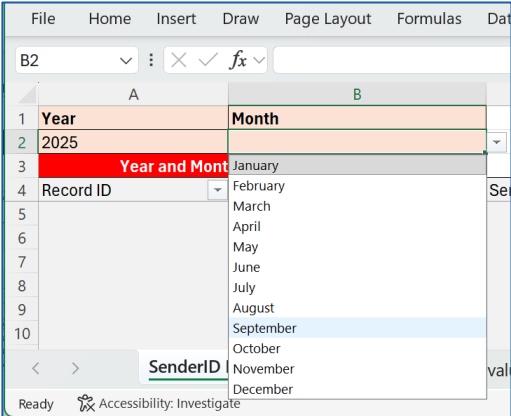
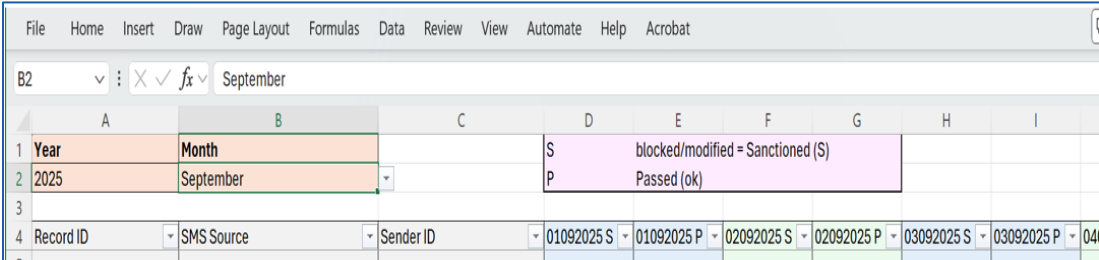
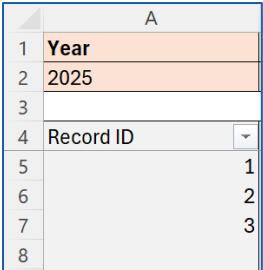
[SMS Sender ID Registry](#)

[Scam Call and SMS Metrics
Guidance Documents](#)

[Scam Metrics Data Dictionaries](#)

4.5 Completing SMS Metrics Excel XLSB Template

Follow these instructions and refer to the section *Excel XLSB Template Guidance* to fill in your SMS metrics monthly report using the Excel XLSB schema. (Refer to the Data Dictionary for definitions).

1. 	Select the SenderID Metrics sheet. Select the Year and Month from the drop-down lists.   Note: Selected Month/Year must match the Current Data Request in the Scam Metrics Portal.
3.	The sheet will auto populate all the days of the selected year/month: 
4.	Insert a unique Record ID for each of your line entries.  Record ID must be unique, up to 50 characters, alphanumeric and only with special characters (space) (.) (#) (/) (\) (_) (-)

5. Select the relevant **SMS Source** from the drop-down list.

Pick one of the three options for each Record ID (row):

1. Select 'SIDO/Third Party' where PA is acting as a OPA with directly connected SIDO/Third Party (org name not required).
2. Select from the drop-down list the org name of the registered PA that sent you the message with that SenderID.
3. Select 'Unregistered' when the source is not on drop down list.

6. Insert the **SenderID** plus the **Sanctioned (S)** or **Passed (P)** values for each day.

Note: Do not leave any Sanctioned (S) or Passed (P) entries blank (if no data, enter zero), otherwise the Submit (Upload) will fail.

7. Example of a completed SenderID Metric sheet:

8. The **Source Additions** sheet is OPTIONAL.

This sheet can be used in cases where the **SMS Source** has been recorded as **Unregistered** in the SenderID Metrics sheet.

For instance, if you are receiving traffic from a non-participating aggregator the name of that **Unregistered Aggregator** can be included here.

	A	B	C
1	Year	Month	
2	2025	September	
3			
4	Record ID	SMS Source	Sender ID
5	202509-1	SIDO/Third Party	test1
6	202509-2	SIDO/Third Party	test2
7	202509-3	Unregistered	A
8	202509-4	Unregistered	DW
9	202509-5	Unregistered	abcdefghijklmnopqrstuvwxyz
10	202509-6	Unregistered	unreg
11	202509-7	Commify UK Limited	test3

SenderID Metrics Source Additions Evaluation Warning

The **Record ID** in the **Source Additions** sheet must match the **Record ID** in the **SenderID Metrics** sheet:

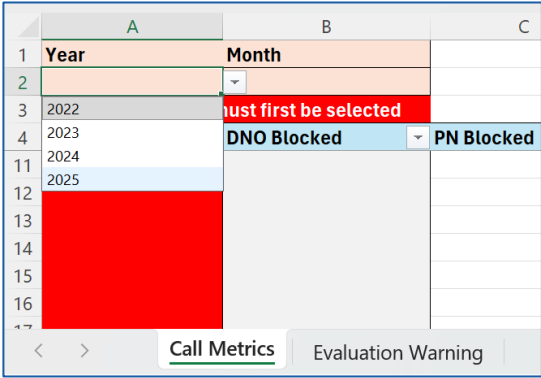
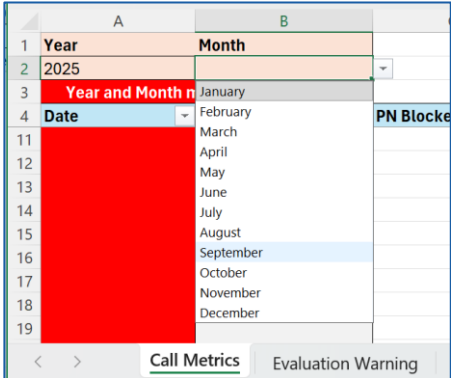
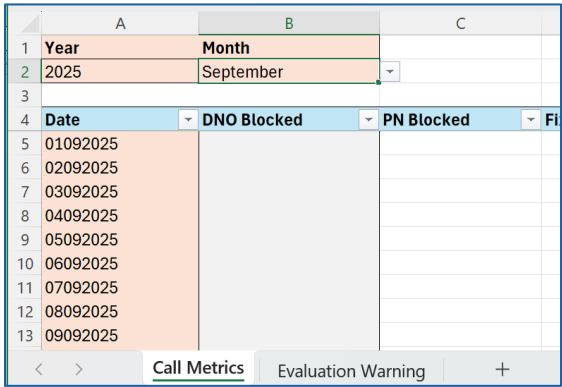
	A	B	C
1	Source Type	Source Name	Record ID (from 'SenderID Metrics' tab)
2	Unregistered Aggregator	Non-Participating Aggregator X Limited	202509-03
3	Unregistered Aggregator		
4	Unregistered SIDO		
5	Unregistered SenderID		
6	Third Party		

Use the other **Source Type** options in the drop-down list where relevant.

9. **SAVE** the sheet.

4.6 Completing Call Metrics Excel XLSB Template

Follow these instructions and refer to the section *Excel XLSB Template Guidance* to fill in your Call metrics monthly report using the Excel XLSB schema. (Refer to the Data Dictionary for definitions).

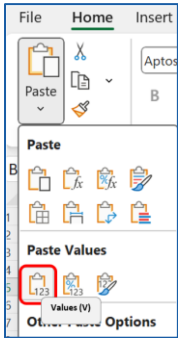
1. 	Select the Call Metrics sheet. Select the Year and Month from the drop-down lists.   Note: Selected Month/Year must match the Current Data Request in the Scam Metrics Portal.
3.	The sheet will auto populate all days of the selected year/month. Example: 
4	Enter your daily measured values in each of the relevant columns. Example of a completed sheet:

	A	B	C	D	E	F	G	H	
1	Year	Month							
2	2025	September							
3									
4	Date	DNO Blocked	PN Blocked	Fixed CLI Blocked	Mobile CLI Blocked	Voice Firewall Blocked	Voice Firewall Modified	Total Calls Completed	Comments
5	01092025	1	1	1	1	1	1	1	40
6	02092025	1	1	1	1	1	1	1	40
7	03092025	1	1	1	1	1	1	1	40
8	04092025	1	1	1	1	1	1	1	40
9	05092025	1	1	1	1	1	1	1	40
10	06092025	1	1	1	1	1	1	1	40
11	07092025	1	1	1	1	1	1	1	40
12	08092025	1	1	1	1	1	1	1	40
13	09092025	1	1	1	1	1	1	1	40
14	10092025	1	1	1	1	1	1	1	40
15	11092025	1	1	1	1	1	1	1	40
16	12092025	1	1	1	1	1	1	1	40
17	13092025	1	1	1	1	1	1	1	40
18	14092025	1	1	1	1	1	1	1	40
19	15092025	1	1	1	1	1	1	1	40
20	16092025	1	1	1	1	1	1	1	40
21	17092025	1	1	1	1	1	1	1	40
22	18092025	1	1	1	1	1	1	1	40
23	19092025	1	1	1	1	1	1	1	40
24	20092025	1	1	1	1	1	1	1	40
25	21092025	1	1	1	1	1	1	1	40
26	22092025	1	1	1	1	1	1	1	40
27	23092025	1	1	1	1	1	1	1	40
28	24092025	1	1	1	1	1	1	1	40
29	25092025	1	1	1	1	1	1	1	40
30	26092025	1	1	1	1	1	1	1	40
31	27092025	1	1	1	1	1	1	1	40
32	28092025	1	1	1	1	1	1	1	40
33	29092025	1	1	1	1	1	1	1	40
34	30092025	1	1	1	1	1	1	1	40
35	No Further Data								
36	NO FURTHER DATA ROWS PERMITTED								
37									

5. **SAVE** the sheet.

4.7 Excel XLSB Template Guidance

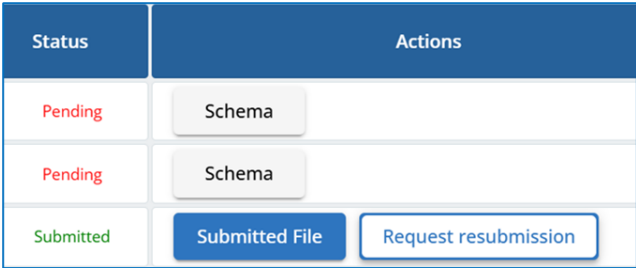
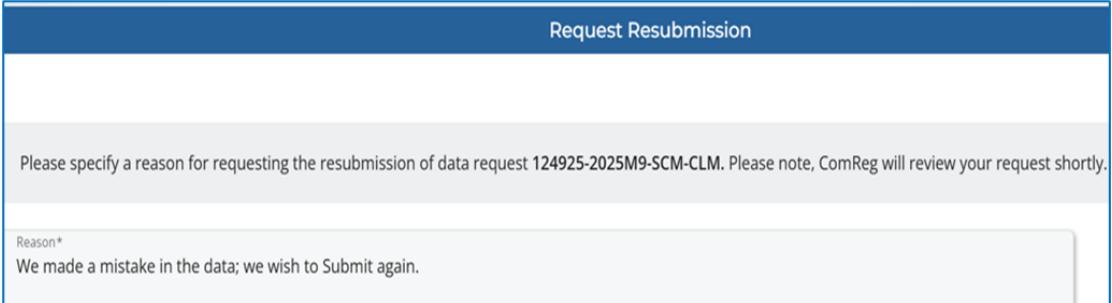
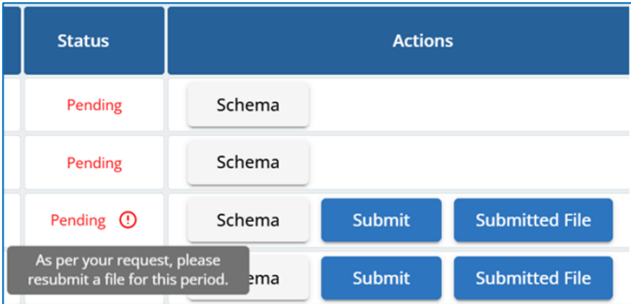
The following guidance may assist you in achieving an error free submission.

1.	The templates (schemas) incorporates a macro. Your organisation's security policy may not allow you to <i>Enable</i> the macro. The macro forces a <i>Paste Special <u>with Values</u></i> when the <i>Copy & Paste</i> function is used. If the macro cannot be <i>Enabled</i>, then when copying from another source, (for instance, another separate sheet) and pasting into the template, always remember to use the <i>Paste Special with Values</i> option: 
2.	It is best practice to always download the latest schema for each month's submission. It is envisaged that the Call Metrics schema will very rarely be updated. It is envisaged that the SMS Metrics schema will be updated more frequently: specially when new Participating Aggregators are approved, the SenderID Metrics tab, SMS Source drop-down list will be updated. Similarly, if the Participating Aggregator is withdrawn or revoked the SMS Source drop-down list will be update. Note: If a Participating Aggregator (PA) is withdrawn or revoked, it will not be removed from the SMS Source drop-down list until the month after it was withdrawn or revoked.
3.	Do not fill any data in the sheets outside of the requested field ranges. For instance, if a month contains 30 days, do not by mistake, fill in data for a 31st day.
4.	Do not leave any requested fields blank. If there is no data, fill in with a 0 (zero).
5.	Always ensure the Year and Month in the template matches the Year and Month requested in the Current Data Request.
6.	When filling in the Schema, if a Non-Participating Aggregator (NPA) becomes approved as a Participating Aggregator (PA), please enter the SMS source as the

	PA name from the drop down in the SMS Source column or the mi-lookups xsd file. For dates up to when it became approved, count its sender IDs in the sanctioned column. After the date it became approved, please count its sender IDs in the pass column (ensuring the sender IDs are approved in the registry). There is no need to download old metric files and retrospectively update the rows with the new PA that had been previously noted as unregistered.
--	---

4.8 Request a Report Resubmission

You may [Request a Resubmission](#) of a metrics report you have already submitted.

1	Select Request Resubmission within Current Data Request. 
2	Enter the Reason for resubmission  Tick to Confirm request then click Submit.
3.	The ComReg Administrator will assess your request. Feedback of approval / rejection will be sent via email. 
4.	If approved, you may Submit again: 

4.9 Download an already Submitted File

User may download a metrics report they have already submitted.

1.

Select Submitted File within Current Data Request

Status	Actions
Pending	Schema
Pending	Schema
Submitted	Submitted File Request resubmission
Pending 	Schema Submit Submitted File

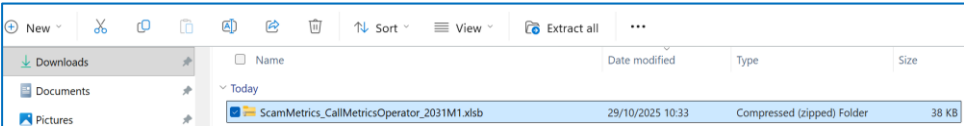
2.

Select Download File

Status	Actions
Pending	Schema
Pending	Schema
Submitted	Download File Request resubmission
Pending 	Schema Submit Submitted File

3.

File downloaded to your Downloads directory:



Appendix 1: Submit (Upload) Error Codes

After submitting your metric report, you may receive feedback on errors that need correcting before submitting your report again. Use these descriptions to assist you in correcting the errors.

General Validation Rules

If the submitted file cannot be read:	
Error	Error 0001 - Error reading submitted file: {ErrorMessage}
Instructions	This error occurs when the system cannot read the file you submitted. Please check the file format or try resubmitting.
Case where an invalid file type is submitted (only .xlsx, .xlsb allowed, or a zip file containing same):	
Error	Error 0002 - Invalid file type on submission: '{FileExtension}'.
Instructions	Only xlsx, xlsb, or a zip file containing these formats are allowed. Please check your file type and submit the correct one.
Case where the .xml submitted does not match the schema type (i.e. submitting a Retail type xml for a Network Data Request):	
Error	Error 0004 - The submitted file is in an incorrect format, or it was submitted for the wrong submission type.
Instructions	The zip file should contain a file with the correct extension and the required data. Please check the contents and the correct month and year of submission data.
Case where the Excel file contains any #N/A or #REF cell value on the normalised sheets:	
Error	Error 0050 - The excel file contains at least one invalid cell value. Please recreate the file using the latest template and submit it again.
Instructions	The Excel file contains invalid cell values (e.g., #N/A, #REF) on the SMS/Call Metrics sheet. Please use the latest template and correct the errors before resubmitting.
Case where the .zip file is corrupted:	
Error	Error 0085 - The submitted .zip file is corrupted. Please recreate the .zip file and submit it again.

Instructions	The system was unable to process your zip file because it appeared to be corrupted or unreadable. Please create a new zip file using the correct format and try uploading it again.
Case where the .zip contains multiple files, and the market doesn't accept it (e.g. a fixed broadband zip with multiple files is invalid):	
Error	Error 0103 - The .zip file for {MarketName} must contain only one file.
Instructions	The zip file should only contain one file. Please check the contents and submit the zip file with a single file.
Case where the file inside the .zip is not allowed for the market (e.g. a fixed broadband zip with a .doc inside):	
Error	Error 0104 - The .zip file for {MarketName} must contain a file from the following extensions: {extensions}.
Instructions	The zip file must contain only the allowed file types. Please ensure that only the correct file types (e.g., xlsx, xlsb) are inside the zip.
Case where a .zip does not contain a required file for that market (e.g. a network map that does not contain an allowed map file type among the files in the zip):	
Error	Error 0105 - The .zip file for {MarketName} must contain at least one file with the following extensions: {allowed extensions}
Instructions	The zip file must contain at least one file without the following extensions: .xls, .xlsx, .xlsb. Please add the missing file and try again.
Case where the Excel does not contain the columns IsBADCheck or IsBADResult on the Lookup worksheet:	
Error	Error 0249 - We note that you are using a previous version of the data request template, please ensure you use the latest schema/template. This is available to download from data.comreg.ie.
Instructions	The Excel file contains an outdated version of the data request template. Please use the latest template that includes the columns IsBADCheck and IsBADResult on the Lookup worksheet.
Case submitted file has no data filled on it:	
Error	Error 0108 - The submitted file has no data.
Instructions	The file submitted has no data. Please ensure the file contains the required information and submit it again.

SMS Metrics Validation Rules

Where the SMS Metrics Operator ID is NOT equal to the ERAU ID:	
Error	Error 0453 - SMSOID (SMS Metrics Operator ID) must match the account doing the submission. You can find your SMS Metrics Operator ID in the schema lookups
Instructions	The file submitted contains an Operator ID that does not match the account doing the submission. Please check the Operator ID in the schema lookups.
Where the SMS Metrics Operator ID is EQUAL to the ERAU ID AND the SMS Metrics Operator lookup contains the SMS Metrics Operator ID:	
Error	Error 0454 - SMSOID (SMS Metrics Operator ID) must be a valid SMS Metrics Operator. The Operator ID entered is not a recognised SMS Metrics Operator.
Instructions	The file submitted contains an invalid Operator ID. Please check the Operator ID in the schema lookups.
Where the starting Month is NOT equal to the Submission Month OR the starting Year is NOT equal to the Submission Year:	
Error	Error 0458 - The Month/Year entered does NOT match the Data Request period submitted.
Instructions	The file submitted contains Month/Year values that do not match the Data Request period submitted. Please check the specified Month/Year and make corrections according to the Data Request period.
Where the Call Metrics List is empty (the file has no data):	
Error	Error 0108 - The submitted file has no data.
Instructions	The file submitted has no data. Please ensure the file contains the required information and submit it again.
Where SenderID Length is greater than eleven characters:	
Error	Error 0455 - ID (RecordID): [recordID], SID (SenderID) max length cannot be greater than 50 characters.
Instructions	The file submitted contains a Sender ID whose length exceeds the 50 characters allowed. Please correct the Sender ID and resubmit.
Where the number of days in the month is equal to 28 AND either days 29th, 30th, 31st Sanctioned or Passed has value OR The number of days in the month is equal to 29 AND either day 29 Sanctioned or	

Passed does NOT have value OR days 30th, 31st Sanctioned or Passed has value, OR The number of days in the month is equal to 30 AND either days 29th, 30th Sanctioned or Passed does NOT have value OR Day 31st Sanctioned or Passed has value, OR The number of days in the month is equal to 31 AND either day 29th, 30th, 31st Sanctioned or Passed does NOT have value:	
Error	Error 0456 - ID (RecordID): [recordID], the data doesn't match the number days in the selected month.
Instructions	The file submitted contains data for days that do not exist in the selected Month/Year. Please review the columns Sanctioned and Passed and remove or correct any values for non-existent days, ensuring only valid days for the month are included.

Call Metrics Validation Rules

Where the Call Metrics Operator ID is NOT equal to the ERAU ID:	
Error	Error 0446 - CLM OID (Call Metrics Operator ID) must match the account doing the submission. You can find your Call Metrics Operator ID in the schema lookups
Instructions	The file submitted contains an Operator ID that does not match the account doing the submission. Please check the Operator ID in the schema lookups.
Where the SMS Metrics Operator ID is EQUAL to the ERAU ID AND the SMS Metrics Operator lookup contains the SMS Metrics Operator ID:	
Error	Error 0447 - CLM OID (Call Metrics Operator ID) must be a valid Call Metrics Operator. The Operator ID entered is not a recognised Call Metrics Operator
Instructions	The file submitted contains an invalid Operator ID. Please check the Operator ID in the schema lookups
Where the starting Month is NOT equal to the Submission Month OR the starting Year is NOT equal to the Submission Year:	
Error	Error 0458 - The Month/Year entered does NOT match the Data Request period submitted
Instructions	The file submitted contains Month/Year values that do not match the Data Request period submitted. Please check the specified Month/Year and make corrections according to the Data Request period

Where the Call Metrics List is empty (the file has no data)	
Error	Error 0108 - The submitted file has no data.
Instructions	The file submitted has no data. Please ensure the file contains the required information and submit it again.
Where the length of the Call Metrics submissions is NOT equal to the number of days in the given month, OR the first day is NOT equal to 1:	
Error	Error 0448 - ID (RecordID): [recordID], invalid RD (Date), month dates missing or out of order.
Instructions	The file submitted contains data for days that do not exist in the selected Month/Year. Please review the date and remove or correct any values for non-existent days, ensuring only valid days for the month are included.
Where the current Year submission record is NOT equal to the previous Year submission record, OR the current Month submission record is NOT equal to the previous Month submission record, OR the current Day submission record (minus 1) is not equal to the previous day submission record:	
Error	Error 0448 - ID (RecordID): [recordID], invalid RD (Date), month dates missing or out of order.
Instructions	The file submitted contains a mismatch in the submission dates: current Year does not match the previous Year, or current Month does not match the previous Month, or the current Day does not match the previous Day. Please review and correct the submission records accordingly.
Mandatory for designated Operators - currently BT, Colt, eir, Magrathea, Sky, Three, Verizon, Viatel, Virgin Media, and Vodafone.	
Error	Error 449 - ID (RecordID): [recordID], FCLI (Fixed CLI Blocked) is required.
Instructions	The file submitted contains missing required values in the Fixed CLI Blocked column. Please review and ensure all required fields are completed and resubmit.
Mandatory for designated Operators - currently BT, eir, Sky, Three and Vodafone.	
Error	Error 450 - ID (RecordID): [recordID], MCLI (Mobile CLI Blocked) is required.
Instructions	The file submitted contains missing required values in the Mobile CLI Blocked column. Please review and ensure all required fields are completed and resubmit.

Mandatory for designated Operators - currently Three, eir, Vodafone and Virgin Media	
Error	Error 451 - ID (RecordID): [recordID], VFB (Voice Firewall Blocked) is required.
Instructions	The file submitted contains missing required values in the Voice Firewall Blocked column. Please review and ensure all required fields are completed and resubmit.
Mandatory for designated Operators - currently Three, eir, Vodafone and Virgin Media.	
Error	Error 452 - ID (RecordID): [recordID], VFM (Voice Firewall Modified) is required.
Instructions	The file submitted contains missing required values in the Voice Firewall Modified column. Please review and ensure all required fields are completed and resubmit.

Appendix 2: XML File Descriptions

There are three files used to construct the monthly XML file for submission:

ScamMetric_SMSMetricsOperator_<year>M<month>.xsd	The ScamMetric_SMSMetricsOperator_<year>M<month>.xsd is the XML schema definition (XSD) that defines the files and constraints for the XML to be submitted. A new .xsd file will be issued each month with a new namespace specified, but the rest of the .xsd file will not change unless new fields are added, for which there is no plan. This .xsd file also references the mi-datatypes_<year>M<month>.xsd.
mi-datatypes_<year>M<month>.xsd	The mi-datatypes_<year>M<month>.xsd file is a shared datatype file with the Voice metrics and defines the datatype of the elements in the ScamMetric_SMSMetricsOperator_<year>M<month>.xsd file. A new .xsd file will be issued each month based on that month's filename. There will be no change to the structure of the file unless new fields are added, for which there is no plan. This .xsd file also references the mi-lookups_<year>M<month>.xsd
mi-lookups_<year>M<month>.xsd	This .xsd file defines the SMSMetricsSource possible values that can be populated into that element in the created XML. This file will be updated when there is a new PA added or removed. However, this will not change your XML script. If your organisation accepts traffic from a newly added PA, then you would need to make sure the name matches the enumerated name for that PA in this file.