



Commission for  
**Communications Regulation**

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## **ComReg publishes 2013 Business ICT survey**

The Commission for Communications Regulation (ComReg) today published its Business ICT survey for 2013. The research and marketing company, RedC, was commissioned by ComReg to undertake a survey of the ICT needs of Business Consumers. The survey is based on 500 interviews among a representative sample of telecom decision makers. Here are some of the findings of the survey.

- 80% of Small and Medium Enterprises (SMEs) have a broadband connection
- 52% of SMEs provide a mobile phone, laptop or tablet to their employees
- 63% of all SMEs use Eircom as their provider for fixed line services
- 77% of respondents expressed satisfaction with their landline services
- Most businesses have been with their current provider for more than 5 years.
- 25% of businesses say they are likely to switch landline provider in the next year
- 69% of businesses expressed satisfaction with their mobile service
- 50% of businesses are unaware of their current download speed
- 56% of businesses are satisfied with their overall broadband service
- 52% of respondents said they are bundling their telecommunications services
- 32% of respondents said their telecommunications costs have fallen in the last year

Commissioner Kevin O'Brien said: The survey reveals that given the prevailing economic climate businesses are keen to maximise value from telecommunications services. Many businesses are keen to get better Broadband speeds and are willing to pay more for such enhanced services. Many of the fixed and mobile providers have invested heavily in their respective network and customers can now avail of a greater range of improved services. ComReg will be launching an online facility for measuring and publishing broadband speeds across a range of platforms as experienced by consumers. This initiative will provide greater clarity to consumers in relation to the real broadband speeds received.

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