



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Network Trust

Annual Report 2025



ComReg 26/44

Incidents

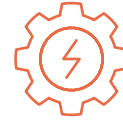
Overview of incidents reported in 2025



9 incidents were reported to ComReg in 2025 (compared to 15 in 2024)

127,149,999

Total user hours lost in 2025 (compared to 35,574,831 in 2024)



4 System Failure



4 Weather Events

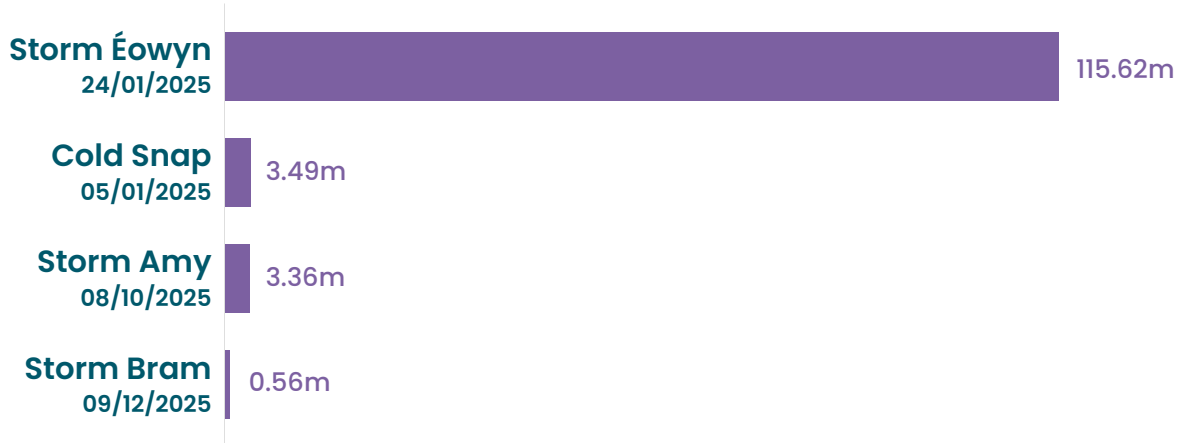


1 Malicious Acts

Comparison of Incidents (User Hours Lost), reported from 2021 to 2025

	2021	2022	2023	2024	2025
Weather Events	10M	0	4.7M	29.37M	123.03M
System Failure	42.5M	10.3M	13.1M	2.31M	4.12M
Third Party Failure	6.6M	480,472	0	3,384	0
Human Error	0.5M	2.7M	5M	0	0
Power Loss	0	2.9M	2.9M	0	0

Total User Hours lost due to Weather Events in 2025



Storm Éowyn

Storm Éowyn hit Ireland on 24 January 2025. Peak outages for ECS and ECN were reported over 24 & 25 January 2025 as follows:



Mobile Service
estimated
34.9%
(2.05M) National
User Base impacted¹

Mobile and other wireless networks were largely impacted by loss of power – as mobile networks returned to normal service within three weeks.



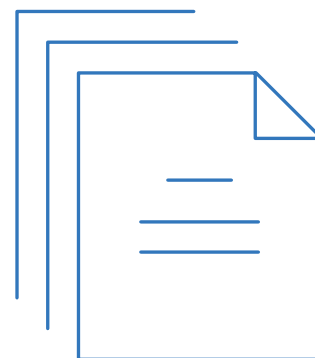
Fixed Service
estimated
10.09%
(281k) National User
Base impacted

Fixed networks and services were impacted by physical damage to infrastructure – in particular the pole network supporting copper and fibre, leading to longer repair times.

¹ ComReg notes that a reduced service may have remained in place for Mobile users.

Consultation on Network Incident Reporting Processes

- The extent and scale of Storm Éowyn caused significant impact across many areas of society particularly power supply, which had a considerable knock-on effect to telecommunications networks and services, pushing current reporting processes to their limits;
- ComReg had a robust reporting system in place since 2024 – Decision Instrument D08/24 “Network Incident Reporting Thresholds” which contributed greatly to reporting to the National Emergency Coordination Group (“NECG”);
- Following an internal review post-Storm Éowyn, learnings pointed to improvements to processes and reporting; and
- On 5 December 2025, ComReg published a consultation on Network Incident Reporting Processes which is a review with a view to improve ComReg’s current arrangements set out in ComReg Decision Instrument D08/24.



Outdoor Mobile Coverage Map

- ComReg directly gathers Mobile Network Operators’ (“MNO”) data, and the outdoor mobile coverage maps are generated from this data using a radio planning tool;
- This ensures consumers have access to the most up-to-date information on networks, as the data is updated three times a year; and
- Using an outsource partner, we also conduct measurements of the MNOs’ networks throughout the year, ensuring the accuracy of the coverage maps’ mathematical modelling used in the radio planning tool.

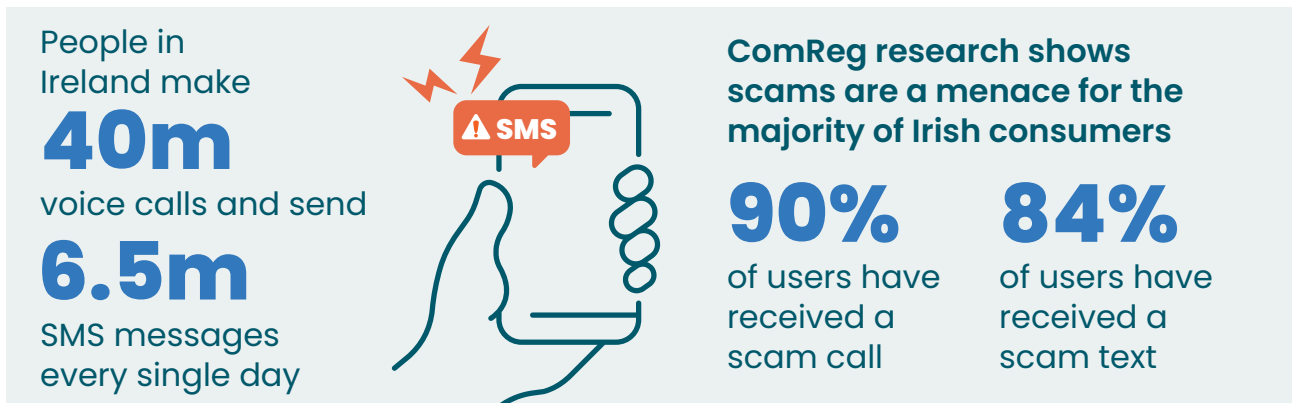


Mitigating Scam Calls and Texts

Network Trust (NT) aims to restore trust in voice calls and SMS. Trust has been eroded by scam call and SMS activities. NT drives the implementation of network based interventions set out in ComReg document 24/24² and aims to constantly evolve interventions to maximise consumer protection and minimise the adverse impact of scam activities. **To date we have:**



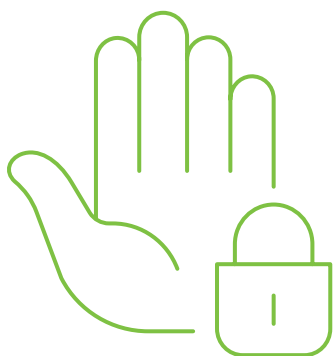
Traffic Volumes & Scam Impact



Tackling Scam Calls and SMS



² <https://www.comreg.ie/media/2024/04/ComReg-2424.pdf>



Protecting Consumers & Restoring Trust

SMS Sender ID Registry

ComReg's SMS Sender ID Registry helps protect Irish users from spoofed SMS Sender IDs. Restoring trust in SMS as a reliable and trustworthy one-way communications channel.



Launched July 2025:

7,000

Sender IDs registered

June 2026:

21,000+

Sender IDs registered

15,000+

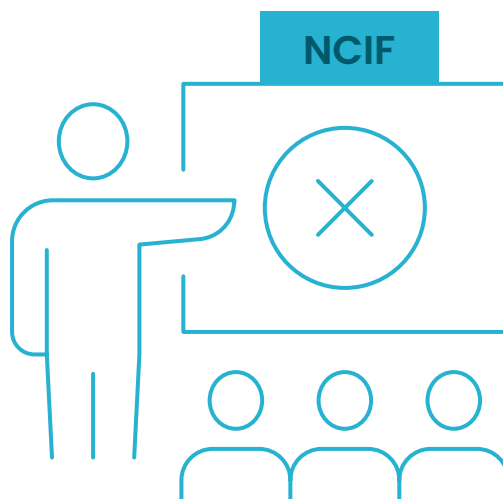
Organisations now protected

Protecting Consumers

Nuisance Communications Industry Forum (NCIF) - joint ComReg & Industry forum established to tackle scam calls and texts.

Restoring trust in telecommunications services for Irish consumers.

- Industry Forum established in 2022
- Implementing Interventions
- Restoring Trust





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