



An Coimisiún um
Rialáil Cumarsáide

Commission for
Communications Regulation

ANNUAL REPORT

2017 – 2018



Commission for Communications Regulation
ANNUAL REPORT FOR THE PERIOD
July 1, 2017 – June 30, 2018

Presented to the Minister for Communications, Climate Action and
Environment in accordance with Section 32 of the Communications
Regulation Act, 2002.

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ABOUT COMREG



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

at 30 June 2018



Gerry Fahy
Chairperson

Retired August 2018



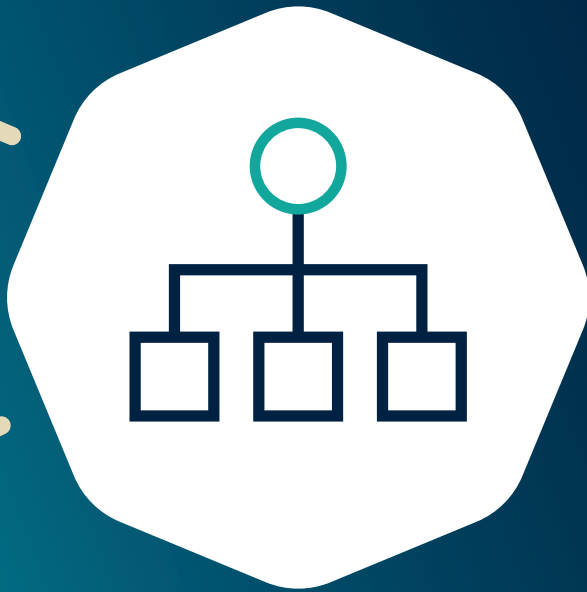
Jeremy Godfrey
Commissioner



Kevin O'Brien
Commissioner

Resigned August 2018

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 three Commissioners: Gerry Fahy (Chairperson), Jeremy Godfrey, and Kevin O'Brien.

The Commission, with the Leadership Team, is responsible for the strategic and operational management of the organisation. ComReg depends on the efforts of all of 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 Senior Advisor - Economics, Policy & Research. The structure is based on cross-functional teams operating in a multi-disciplinary environment.

LEADERSHIP TEAM



John Evans
Senior Advisor
Economics, Policy and Research



Caroline Dee-Brown
General Counsel



Joe Heavey
Director
Corporate Services Division



Donal Leavy
Director
Wholesale Division



Barbara Delaney
Director, Retail and Consumer
Services Division



George Merrigan
Director
Market Framework Division

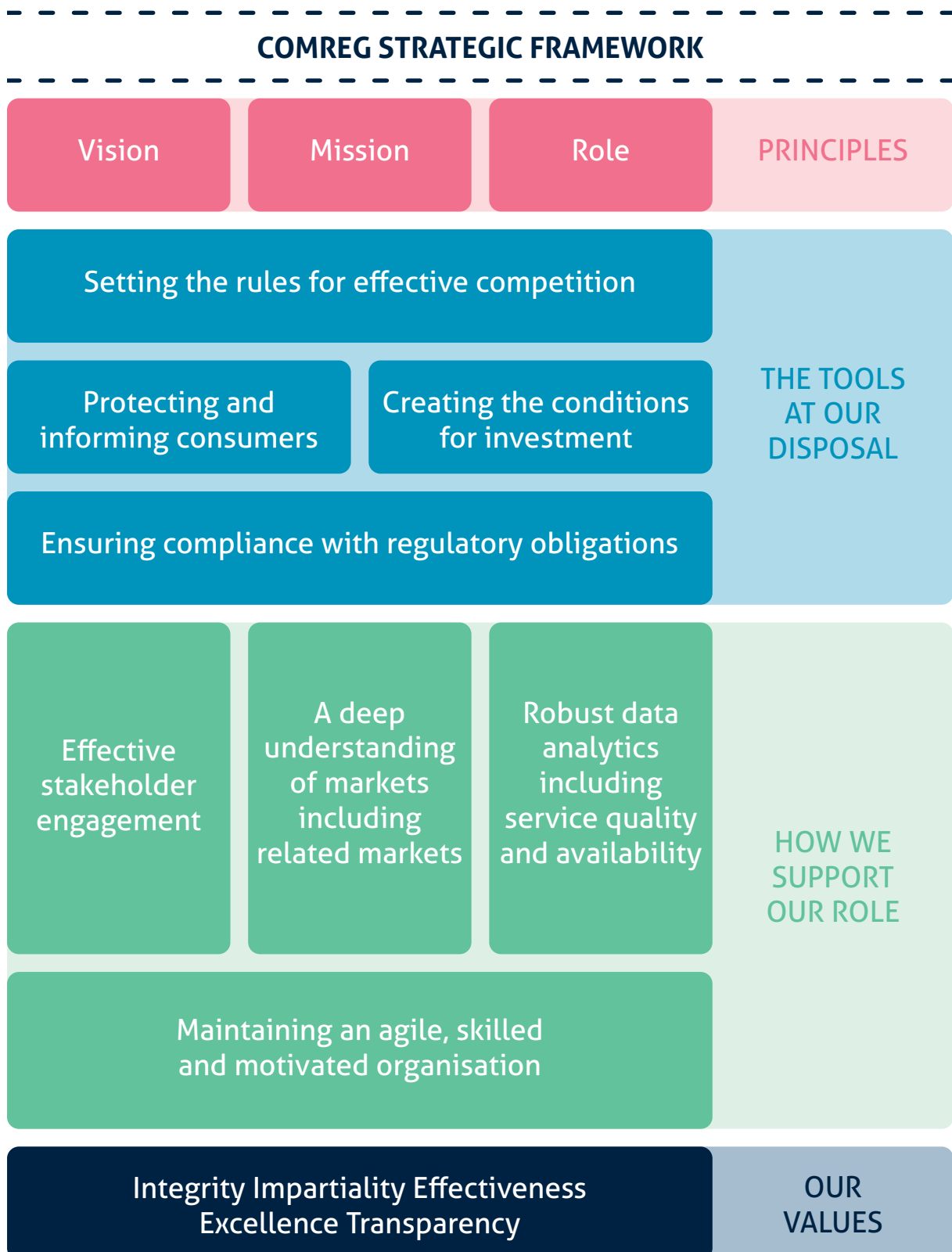
FUNCTIONS



ComReg is responsible for promoting competition, protecting consumers and for encouraging innovation. We deal in complex issues of law, economics, accounting, regulation and technology.

Our objectives are set out in line with both primary and secondary legislation, and this legislative framework continues to evolve since 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. In particular, ComReg was granted Competition Act powers in relation to electronic communications and services. The Communications Regulation (Premium Rate Services & Electronic Communications Infrastructure) Act 2010 transferred responsibility for the regulation of premium rate services to ComReg and ComReg commenced regulation of this area in July 2010. The Postal Act 2011 sets out ComReg's regulatory responsibilities in relation to postal matters.

Figure 1: ComReg Strategic Framework¹



¹ ComReg Document 17/31 "Electronic Communications Strategy Statement 2017 – 2019" www.comreg.ie/publications

Under the Communications Regulation Acts 2002 to 2017, ComReg has a range of functions and objectives in relation to the provision of electronic communications networks, electronic communications services and post.

These include:

- Ensuring compliance by operators with obligations
- Promoting competition
- Contributing to the development of the internal market
- Promoting the interests of users within the European Community
- Ensuring the efficient management and use of the radio frequency spectrum and numbers from the national numbering scheme
- Promoting the development of the postal sector and, in particular, the availability of a universal service
- Protecting the interests of end users of premium rate services

This Annual Report covers our key activities from 1 July 2017 to 30 June 2018.

COMMISSIONER'S REVIEW



During this period, Ireland's electronic communications sector continued to develop and transform in response to the ever-changing needs of consumers and businesses. By the end of June 2018, one million premises throughout the country were availing of Next Generation Access or high-speed Broadband.

Average fixed broadband speeds continued to increase. Since June 2017, new EU-wide "roam like at home" regulations have come into law allowing consumers to use mobile phones abroad at same prices as at home. Total Roaming traffic increased by 27% in the year as a result of the new roaming regulations.

ComReg believes that enhanced connectivity is an essential part of the everyday lives of citizens. It is a key driver of social inclusion and economic success. As an economic regulator, our function is to ensure that communications markets operate in the interests of consumers and society. Through appropriate regulation, ComReg facilitates the development of a competitive electronic communications sector which attracts investment, fosters innovation and enables consumers to use communications services.

During this year, ComReg also took a number of important initiatives as a member of the Government's Mobile and Broadband Taskforce to improve the experience of mobile users. These included, providing information on handset sensitivity due to antenna performance and network coverage. This will allow consumers to make informed choices about the level of signal they can expect from different handsets.

ComReg tested the impact of building materials on mobile phone signals. ComReg also permitted the use of mobile phone repeaters as a solution to improve indoor mobile phone reception.



Broadband

By the end of June 2018 approximately 85.9% of all fixed broadband subscriptions were equal to or greater than 10Mbps up from 82.2% on 2017 and of all fixed broadband subscriptions 74.6% were equal to or greater than 30Mbps, up from 68.7% on the previous year.

During the year, estimated household broadband penetration stood at 87% compared to the EU average of 85%. By the end of June 2018, there were 1,703,040 broadband subscriptions in Ireland. VDSL accounted for 600,668 subscriptions, followed by 371,398 cable subscriptions, 325,683 DSL subscriptions, Fibre to the Premises (FTTP) broadband accounted for 60,754 subscriptions, Fixed Wireless Access (FWA) 49,832 and Satellite 4,761. The number of mobile broadband subscriptions was 289,944 at year end.



Mobile Market Developments

At the end of June 2018 there were over 6.1 million subscriptions to mobile communications services in Ireland, equating to a penetration rate of 126%. Over the entire year Machine-to-Machine (M2M) subscriptions increased by 25% rising from 746,803 to 930,806.

Text messaging continued to decline and fell by 10% over the year. This was due partly to the increasing use by consumers of instant messaging services. Average monthly voice call minutes per mobile subscriber in Ireland remained stable in June 2018 at 214 minutes per month, while average monthly traffic per mobile subscriber using voice and data services was 5.8GB in June 2018, compared to 4.1GB in June 2017.

During the year many consumers continued to avail of choice in the marketplace by switching to alternative networks as there were 400,138 mobile numbers ported between operators in the twelve months to June 2018, which equates to, on average, 33,345 mobile numbers ported every month.



Competition

ComReg has a mandate to promote competition and ensure the maximum benefit of choice, price and quality for consumers. We are also obliged to ensure that there is no distortion or restriction of competition in the electronic communications sector. During the year, ComReg continued its analysis of a number of wholesale markets including the market for High Quality Access, Wholesale Local Access & Wholesale Central Access and for Fixed and Mobile Voice Termination.



Spectrum

During the year ComReg continued to release radio spectrum to the market. ComReg held an award for the 26 GHz spectrum band during the year. This spectrum supports critical Point-to-Point radio links which are a backbone infrastructure for Ireland's mobile communications networks.



Consumers

For ComReg it is imperative that all consumers' rights are upheld by their service providers. If not, ComReg will take action where necessary. All consumers should have access to clear and adequate information that enables informed choices. This is a key strategic goal for ComReg. Redress of consumer complaints is of the utmost importance to ComReg. During the year ComReg received approximately 25,500 contacts from consumers. It is vital that consumers have access to a resolution process when they experience an issue with a service provider. ComReg introduced a new Complaints Handling Code of Practice during the year which enhances consumer rights.

Where necessary, ComReg will use the available regulations and its legal powers in order to conduct investigations and instigate legal cases through the Courts. ComReg has secured numerous consumer refunds.



International

ComReg is an active member of the Body of European Regulators of Electronic Communications (BEREC). In December 2017, I was appointed by the Board of Regulators of BEREC to the role of Vice-Chair of BEREC 2018. ComReg has participated in each of nine different Expert Working Groups (EWGs) set up by BEREC.

ComReg's participation in BEREC's Work Programmes is a requirement of the Common European Regulatory Framework for Electronic Communications Networks and Services and it also means that ComReg can shape the way electronic communications and digital sectors are regulated now and in the future.

Jeremy Godfrey

Commissioner

COMMUNICATIONS OVERVIEW



Number of operators

Under the authorisation process, operators notify ComReg of their intention to provide networks or services to third parties. By June 2018, 666 such notifications were registered of which 655 were fixed/wireless broadcasting and 11 were mobile.

Fixed Line Market Share

Based on operator data submitted via the Quarterly Report questionnaire, Other Authorised Operators (OAOs) accounted for 53% of the total fixed line market in terms of overall (retail and wholesale) revenue by June 2018, up from 51.5% in June 2017. Eircom Ltd (trading as eir). accounted for the remaining share of the market.

Fixed CPS, WLR and WLA

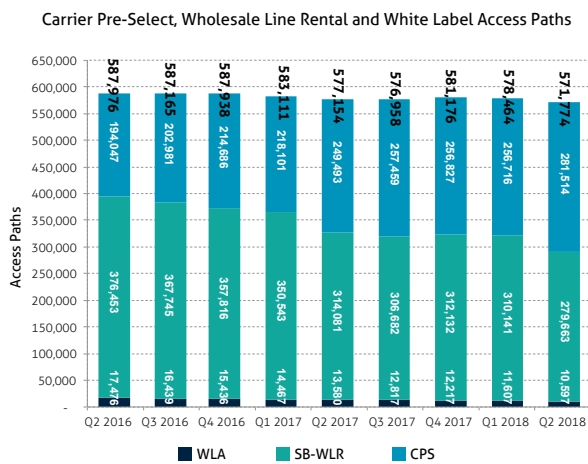
Indirect access to fixed line networks for call services can be provided through Carrier Pre-Selection (CPS), where the call services are provided by an operator using the incumbent operator's network, with the customer paying line rental to the incumbent.

Through Wholesale Line Rental (WLR) an operator can provide single billing to the consumer for both their fixed line rental and fixed call usage.

White Label Access-Voice Access (WLA-Voice)) is a switchless voice service which allows an operator to purchase end-to-end call services without the need to have its own interconnection infrastructure.

By the end of June 2018, WLR accounted for 48.9% of all lines provided via indirect access, (down from 54.4% at the end of June 2017), WLA accounted for 49.2% (up from 43.2% in June 2017) and CPS accounted for 1.9% of lines (down from 2.4% in June 2017). In total there were 571,774 indirect access paths at the end of Q2 2018, down by 0.9% since June 2017. This shows a decrease in CPS as there has been less demand for this service.

Figure 2: Narrowband Indirect Access Paths



Fixed telecom access paths and fixed voice traffic

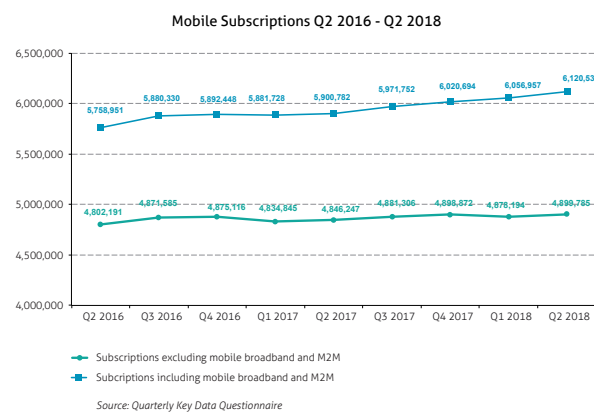
There were 1.35 million direct and indirect Public Switched Telephone Network (PSTN) and Integrated Switched Digital Networks (ISDN) access paths in the Irish market as of June 2018, a decline of 5.4% since June 2017. Indirect access using WLR or CPS accounts for 42.3% of all access paths in the fixed copper market. This reflects OAOs use of eir’s wholesale infrastructure.

Voice traffic originating on fixed networks continued to decline. In Q2 2018, the average residential subscriber originated 92 minutes of fixed voice calls compared to 108 minutes in Q2 2017.

Mobile communications services

At the end of June 2018 there were over 6.1 million subscriptions to mobile communications services (including mobile broadband and M2M) in Ireland, which equates to a penetration rate of 126%. In Q2 2017 total M2M subscriptions stood at 746,803 increasing to 930,806 in Q2 2018 representing a 24.6% annual growth.

Figure 3: Mobile Subscriptions



Due partly to the increasing use by consumers of instant messaging services, the volume of text messaging decreased by 9.7% in Q2 2018 compared to Q2 2017. In the three months to June 2018, the average Irish mobile subscriber sent an average of 75 messages per month, compared with an average of 84 per month in the quarter to June 2017.

Average monthly voice call minutes per mobile subscriber in Ireland remained stable in June 2018 at 214 minutes per month. Average monthly traffic per mobile subscriber using voice and data services was 5.8GB in June 2018 compared to 4.1GB in June 2017.

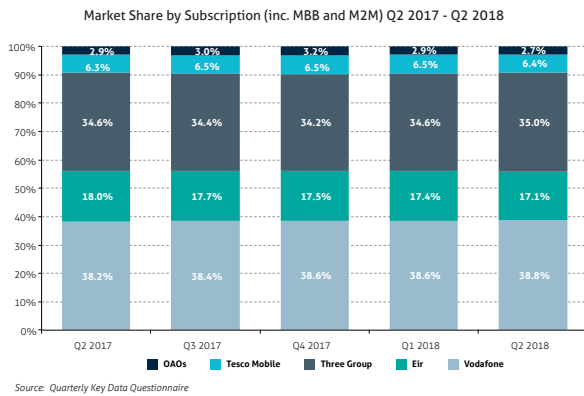
In Q2 2018 mobile Average Revenue Per User (ARPU) for prepaid mobile phone subscribers was €14.20 per month while mobile ARPU for post-paid mobile phone subscribers was €37.44 per month. Mobile ARPU for prepaid mobile broadband subscribers was €15.04 per month while mobile ARPU for post-paid mobile broadband subscribers was €19.71 per month.

There were 400,138 mobile numbers ported between operators in the twelve months to June 2018, which equates to, on average, 33,345 mobile numbers ported every month.

Vodafone retains the largest share of subscriptions (including mobile broadband and machine to machine subscriptions) and comparing Q2 2017 to Q2 2018, Vodafone slightly increased market share from 38.2% to 38.8%. At the end of Q2 2018, Three Group had 35% of subscribers up from 34.6% in Q2 2017.

Eircom Ltd's (trading as eir) mobile market share decreased by 0.9% since Q2 2017. Tesco Mobile's market share increased by 0.1% while other operators' market shares fell by 0.2% since Q2 2017.

Figure 4: Market Share – Number of Subscriptions (inc. mobile broadband and M2M)



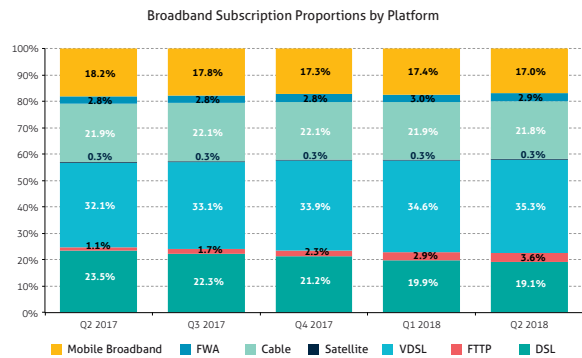
Broadband

By the end of June 2018, there were 1,703,040 broadband subscriptions. VDSL accounted for the bulk of these subscriptions at 600,668, followed by 371,398 cable subscriptions, 325,683 DSL Broadband subscriptions, Fibre to the Premises (FTTP) broadband accounted for 60,754 subscriptions, Fixed Wireless Access (FWA) at 49,832 and Satellite at 4,761. The number of mobile broadband subscriptions was 289,944 at the end of June 2018.

In Q2 2018, VDSL broadband subscriptions accounted for 35.3%, cable broadband 21.8%, DSL 19.1%, FWA 2.9%, FTTP 3.6% and satellite 0.3% of all broadband subscriptions. Mobile broadband accounted for 17% of all broadband

subscriptions. Since Q2 2017, the number of VDSL subscriptions have increased by 11%, in contrast to a fall in DSL, satellite and mobile broadband subscriptions.

Figure 5: Profile of Active Broadband Subscriptions by Type



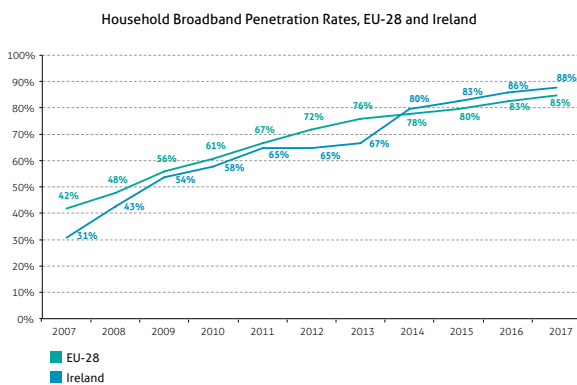
In addition to broadband subscriptions, there are an estimated 1,258 WiFi hotspots in Ireland providing nomadic broadband access nationwide, particularly to laptop and smartphone users. This figure increased by 9.6% comparing Q2 2017 to Q2 2018.

Figure 6: Broadband Subscriptions and Growth

Subscription Type	Q2 2018	Quarterly Growth Q1'17 – Q2'18	Year-on-Year Growth Q2'17 – Q2'18
DSL Broadband	325,683	-4.3%	-17.9%
VDSL Broadband	600,668	+1.5%	+10.8%
Cable Broadband	371,398	-0.5%	+0.5%
FTTP Broadband	60,754	+21.3%	+217.7%
Satellite Broadband	4,761	-2.1%	-6.5%
FWA Broadband	49,832	-1.6%	+7.0%
Total Fixed broadband	1,413,096	+0.2%	+2.5%
Mobile Broadband	289,944	-2.4%	-5.8%
Total Broadband	1,703,040	-0.3%	+1.0%

Figure 7 illustrates Ireland’s position compared to the EU28 average in terms of Household Broadband (Fixed and Mobile) penetration. Ireland at (88%) was above the EU28 average (85%) in 2017.

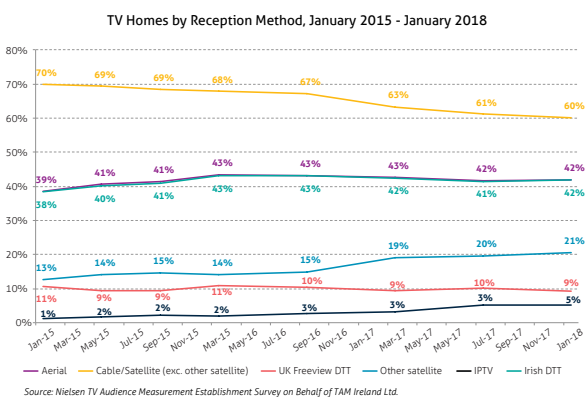
Figure 7: European household broadband penetration comparison, 2017



Broadcasting

By January 2018, of 1.58 million TV households in Ireland, 60% had a subscription cable or satellite service, 42% had an aerial service, 42% had Irish DTT service and 21% had a free to air satellite service.

Figure 8: Television Homes by Reception Method

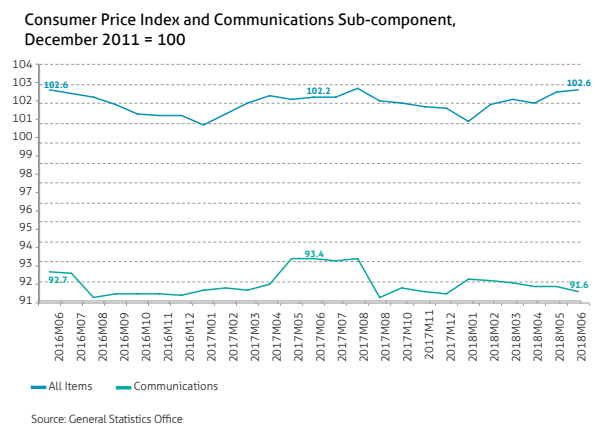


Price developments

In overall terms, figure 9 shows the change in the Consumer Price Index (CPI) and the communications sub-component. The CSO weights communications as 3.04% of the total CPI.

Using December 2011 as the base period, total CPI decreased by 0.4% in the year to June 2018 while communications costs increased by 1.8%.

Figure 9: Central Statistics Office Consumer Price Index



Source: General Statistics Office

CONSUMERS

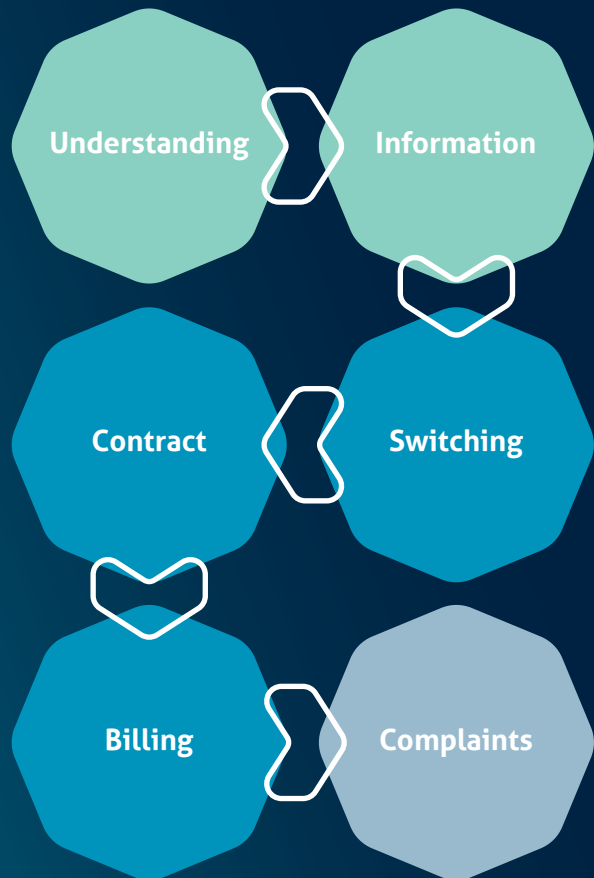


ComReg’s overall strategic approach to consumers is to protect and inform consumers so that they can choose and use communications services with confidence.

During the period, ComReg carried out a number of actions to deliver its associated consumer goals.

Figure 10: Consumer Journey

THE CONSUMER JOURNEY



Information – ComReg Compare and Service Checker

ComReg works with industry to ensure that relevant, accurate information is available to consumers regarding current market offers, to assist them with their purchasing decisions. ComReg offers a comparison tool, ComReg Compare, at www.comreg.ie/compare, where consumers can compare communications service providers' market offerings by handset, average monthly cost, total cost including handset costs, allowances and speed, based on the usage information entered by consumers.

To assist consumers who have questions about PRS charges that have been applied to their bill or deducted from their phone credit, ComReg also offers an online facility, Service Checker, at <http://servicechecker.comreg.ie> you 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 and they are presented with details of the customer service helpline number and email.

Information - Consumer Rights

ComReg seeks to empower consumers by ensuring the availability of appropriate and transparent information while also offering an effective complaints handling process. ComReg seeks to understand evolving consumer needs by liaising with various stakeholders using a variety of mechanisms such as our Consumer Care Team; our Consumer Engagement programme (including on-line presence); the ComReg Consumer Advisory Panel; the ComReg Workshop on Electronic Communications for People with Disabilities and by carrying out relevant surveys and by gaining inputs from consumer organisations.

Consumers are informed through timely, relevant, clear and accessible information.

ComReg recognises the need for consumers to be appropriately informed in order to make choices in respect of electronic communications and to assist them in their dealings with their service provider, even more so as competition intensifies. In this respect, ComReg has continued to update its consumer section of www.comreg.ie with relevant information and news on choosing and using communications services.

Information - Consumer Engagement Programme

ComReg continued to expand its consumer engagement reach during the period with a number of targeted campaigns to inform consumers of their rights and the information that ComReg makes available. Such initiatives include updating the ComReg website with new consumer information, outreach to senior citizens, trade show presence and social media campaigns to inform consumers about ComReg's Compare and Service Checker facilities. In addition, the distribution of ComReg's consumer guides continued throughout the year and leaflets were made available in a network of GP surgeries, health centres and hospitals nationwide.

Figure 11: ComReg Consumer Engagement staff attending events throughout Ireland and ComReg's consumer guide on complaints. The events attended were the 50 Plus Expo in City Hall, Cork, ComReg Conference in Dublin Castle and the Active Retirement Ireland Trade & Tourism Show in the RDS, Dublin.



Protection of Vulnerable Users

During the period, ComReg undertook a consultation (ComReg Document 17/71) following a review of existing obligations on Service Providers to ensure that measures continue to be relevant and to ensure equivalence in access and choice for disabled end-users.

In addition, ComReg held two meetings of its Disability Workshop on Electronic Communications for People with Disabilities. The composition of attendees at each Workshop event is compiled to ensure that those in attendance (including service providers and bodies representing people with disabilities) can contribute both experience and best practice and ensure that attendees have knowledge and responsibility in respect of the topic in focus. In Q3 2017, ComReg's Workshop theme was "*The new enhanced Text Relay Service*". In Q1 2018, the main Workshop topic was "*The content of Accessibility Statements*" and an overview of the Remote Interpretation Service was also presented.

To Ensure Consumers are treated fairly by ECS and Premium Rate Services (PRS) providers.

ComReg understands the importance of having effective redress mechanisms in place as one way to instil confidence in consumers. With this in mind, ComReg consulted on the introduction of formal dispute resolution procedures. A decision is planned to be issued later in 2018.

Consumer Contacts to ComReg

ComReg continues to provide a quality complaints handling service to consumers. During the year, 85% of all calls to ComReg's Consumer Line were answered within 20 seconds. Consumers may contact ComReg's Consumer Line through the following channels – telephone, email, online complaints form, letter and web chat.

In addition, consumers have the option to send an SMS² (text) with the words "ComReg" or "AskComReg" to 51500 to receive a call back or SMS text back from one of our agents. A call back service is also available to those callers who are holding on the phone for more than 20 seconds.

Publication of Consumer Statistics

ComReg continues to publish quarterly statistics in respect of issues raised by consumers who contacted our Consumer Line. During the period July 2017 to June 2018 there were approximately 25,500 issues about which consumers contacted us. These issues are split between Electronic Communications Service (ECS) issues, Premium Rate Service (PRS) issues and all other issue types. Approximately 14,500 of the total issues raised were in relation to electronic communications issues, with approximately a further 9,000 relating to premium rate service issues and the balance were mainly issues not for ComReg. Of all issues raised with ComReg during the period, 22% were complaints which were escalated on behalf of the consumers to the relevant Service Providers for both ECS and PRS services.

The majority of ECS issues raised in ComReg's remit were in relation to Billing, Disputed Charges (including data), Contractual Matters such as contract termination requests and a varied number of contract related subcategories, and Service Issues (Loss of Service and Mobile Coverage).

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

1,464 of the total issues were raised by business consumers and were mainly related to billing (including disputed charges), service issues (including loss of service and mobile coverage), contractual matters, switching and number portability.

Compliance and Enforcement

ComReg recognises it is important to ensure that a culture of compliance is engendered so that consumers' rights are upheld by their service provider. Effective compliance and enforcement is 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 Regulations³ and associated ComReg Decisions, The Roaming Regulations⁴, The Unfair Contract Terms Regulations⁵ and the Consumer Information and Cancellation Regulations⁶. ComReg has a co-operation agreement with the Competition and Consumer Protection Commission (CCPC).

ComReg Compliance Cases & Findings

In October 2017, ComReg reported that Vodafone Ireland Limited (Vodafone) paid ComReg a penalty of €250,000 after an investigation found that the manner in which Vodafone had signed up Pay As You Go (PAYG) customers to its "Red Roaming" package was in breach of Regulation 14(4) of the Universal Service Regulations⁷ and ComReg Decision

D13/12⁸ on Contract Change Notifications. Vodafone also confirmed that it credited over €2,500,000 to those customers who did not benefit financially from being opted into Red Roaming when they roamed. Vodafone also committed that (i) it will not use such automatic opt-ins to contract changes in future and will fully comply with its regulatory obligations under both the Universal Service Regulations and the requirements of ComReg Decision D13/12 on Contract Change Notifications; and (ii) it has placed information on its website and in its confirmation email to all new PAYG customers that Red Roaming is a default option for Roaming outside the EU.

On 9 October 2017, the Dublin District Court heard five cases taken by ComReg against Eircom Limited (trading as eir) in relation to nine counts of incorrect charging of customers for electronic communications services. The outcome of this case against eir was that: a) eir pleaded guilty to nine charges brought against it; b) Judge John Brennan imposed criminal convictions for each of the nine charges and ordered eir to pay a total of €11,000 in fines; c) eir stated that it had taken specific measures to prevent such issues arising in the future, including the appointment of a new "Head of Customer Advocacy", the publication of a Code of Practice which outlines eir's complaints process and the training and upskilling of relevant staff members. eir also said that it had implemented in June 2017 a new complaints escalations process and alerts system for customer follow-ups and call backs; d) eir expressed its regret at its breaches and committed to making a payment towards ComReg's costs.

On 1 December 2017, Vodafone Ireland Limited (Vodafone) was convicted of eight counts of incorrect charging of customers for electronic communications services before the Dublin

³ European Communities (Electronic Communications Networks and Services) Universal Service and User Rights' Regulations 2011

⁴ S.I. 228/2013 – Communications (Mobile Telephone Roaming) Regulations 2013
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.
S. I. No 240/2017 Communications (Mobile Telephone Roaming) Regulations 2013 (Amendment) Regulations 2017

⁵ S.I. 27/1995 – European Communities (Unfair Terms) in Consumer Contracts), Regulations 1995
S.I 336/2014 – European Communities (Unfair Terms in Consumer Contracts) (Amendment) Regulations 2014.
S.I. No. 160/2013 - European Communities (Unfair Terms in Consumer Contracts) (Amendment) Regulations 2013.

⁶ S.I. No. 484/2013 European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013
S.I No. 250/2014 European Union (Consumer Information, Cancellation and Other Rights)(Amendment) Regulations 2014

⁷ European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011

⁸ ComReg Document 12/129 (D13/12): "Contract Change Notifications – New Requirements"
www.comreg.ie/publications

District Court. The outcome of this case against Vodafone was that: a) Vodafone pleaded guilty to eight charges brought against it; b) Judge John Brennan imposed criminal convictions for each of the eight charges and ordered Vodafone to pay a total of €11,500 in fines; c) Vodafone advised that it had carried out an extensive internal review to prevent such issues arising in the future, and was carrying out improvements in relation to the general care process for repeat callers and customer escalations. Vodafone stated that further remediation measures due to be implemented in Quarter 1 of 2018, include a review of the process for ensuring that any customer requests, including cancellation requests, are actioned. Vodafone also committed to improved communications by email for customers, additional reporting to identify outstanding actions and the implementation of a new customer IT system; d) Vodafone expressed its regret at its breaches and committed to making a payment towards ComReg's costs.

On 11 December 2017, Yourtel Limited (Yourtel) was convicted of 88 charges of incorrect charging of customers for electronic communications services before the Dublin District Court. The outcome of this case against Yourtel was that: a) Yourtel pleaded guilty to 88 charges brought against it; b) Judge Flann Brennan imposed criminal convictions for each of the 88 charges and ordered Yourtel to pay a total of €66,000 in fines; c) The evidence of the Yourtel company director was that Yourtel had made full refunds to all affected customers in the projected amount of €124,526. It was also acknowledged that Yourtel did not deal with these customers appropriately.

On 19 December 2017, ComReg reported that Three Ireland (Hutchison) Limited (Three) had made a payment of €575,000 to ComReg following investigations into the manner in which Three implemented contract changes in March and April 2017 and into conditions and procedures put in place by Three in respect of proposed contract changes that had the effect

of dis-incentivising customers from changing service provider. Three's payment was made following ComReg having formed the Opinion that: i) There was a failure by Three to properly advise its customers of the nature of the contract changes proposed; and to adequately facilitate their right to exit their contracts without penalty, after being notified of the proposed contractual changes (the Regulation 14 Window) pursuant to obligations imposed on Three by Regulations 14(4) and 14(6) of the Universal Service Regulations and ComReg Decision D13/12; ii) There was a failure by Three to ensure that its conditions and procedures for contract termination did not act as a disincentive to consumers changing service provider in breach of Regulation 25(6)(b) of the Universal Service Regulations. Three committed to (i) refund any customer that was charged an early termination fee or any other penalty as a result of withdrawal from their contract within the Regulation 14 Window; (ii) to re-notify certain customers of their contract changes and advise the customers of their right to withdraw without penalty if they did not wish to accept the changes; to contact all customers that it could identify that tried and were unable to contact Three on the 1800 number and to remedy the situation to the customers' satisfaction.

On 1 February 2018, ComReg brought two prosecutions against Yourtel Limited (Yourtel) alleging that Yourtel had failed to comply with statutory requests for information issued to it by ComReg under Section 13D(1) of the Communications Regulation Act 2002 (as amended) ("the Act"). The outcome of this case was that: a) Yourtel pleaded guilty to charges of failing to comply with the statutory requests for information; b) Judge Michael Coghlan convicted Yourtel on both counts and imposed fines of €3,000 in respect of each of the counts, totalling €6,000; c) Yourtel made a payment towards ComReg's costs; d) The evidence of Yourtel company director Marijan Vukusic was that Yourtel was making refunds to customers affected by overcharging and it was

acknowledged that Yourtel had not dealt with these customers appropriately.

On 8 March 2018, ComReg reported that it had issued Opinions of Non-Compliance in each case to Vodafone Ireland Limited (Vodafone), Virgin Media Ireland (Virgin Media), Eircom Limited (trading as eir) and Sky Ireland (Sky). The cases related to certain Contract Change Notifications ("CCNs"), in which these undertakings had failed to comply with Regulation 14(4) of the Universal Service Regulations⁹ (the Regulations) and ComReg Decision D13/12¹⁰ In light of commitments given by the undertakings, ComReg closed these investigations and is not taking further action in respect of them.

On 15 March 2018, ComReg notified Tesco Mobile Limited (Tesco Mobile) of a finding of non-compliance with its obligations under Articles 6a and 6e of Regulation (EU) 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications networks within the Union, as amended by Regulation (EU) 2015/2120 (the Roaming Regulations) and supplemented by the Commission Implementing Regulation (EU) 2016/2286. ComReg found that Tesco Mobile failed, in certain instances, to correctly calculate and apply roaming charges/surcharges to roaming data consumption. This related to the period from 15 June 2017 to 24 January 2018, during which Tesco Mobile overcharged Pay-As-You-Go (PAYG) and bill pay customers for data roaming services where the roaming customer had exceeded their roaming data allowance (calculated in accordance with Regulation (EU) 2016/2286), but remained within their overall domestic data allowance.

Tesco Mobile was given an opportunity by ComReg to state its views and to remedy the Non-Compliance within a reasonable period.

Tesco Mobile responded to ComReg on 9 April 2018. Tesco Mobile took immediate measures to remedy the Non-Compliance, to identify affected customers and to initiate refunds. Tesco Mobile was fully engaged and cooperative with ComReg throughout the investigation. ComReg formed the Opinion that Tesco Mobile was Non-Compliant with its obligations under Articles 6a and 6e of the Roaming Regulations. ComReg took account of Tesco Mobile's response and its remedial measures and, subject to the completion of all commitments received, will be taking no further action in respect of this matter.

On 26 April 2018, ComReg notified Meteor Mobile Communications Limited¹¹ (Meteor) of a finding of non-compliance with its obligations under the European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011¹² (the Universal Service Regulations). The notification related to the manner in which tariffs and charges associated with out of bundle data usage were presented to customers by Meteor and notified Meteor of a finding that, in relation to contracts, it has failed to comply with Regulations 14(1) and 14(2)(d) of the Universal Service Regulations.

On 22 June 2018, ComReg notified Virgin Media Ireland Limited (Virgin Media) of a finding of non-compliance by Virgin Media with its obligations under the European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011 (the Universal Service Regulations). The notification related to the manner in which tariffs associated with certain extra charges were presented and subsequently charged by Virgin Media to portions of its customers and related, in particular, to the transparency and accessibility of contractual provisions.

⁹ European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011

¹⁰ ComReg Document 12/129 (D13/12): "Contract Change Notifications – New Requirements" www.comreg.ie/publications

¹¹ Trading as "eir"

¹² European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011

ROAMING REGULATION



In accordance with its statutory function, ComReg continues its work in monitoring the implementation of the Roaming Regulation by Irish mobile companies.

Since 15th June 2017

Customers are now charged the domestic retail price for using their mobile phone when travelling – this is referred to as Roam Like At Home (RLAH). If a mobile customer has purchased bundled services (price plans that have specific call, text, and data allowances) any roaming usage is now deducted from that home bundle. If all of the bundle allowance is used up, then the “Domestic Price” charged is the normal price that they pay at home for out of bundle usage. Before June, roaming service providers were allowed to impose an additional charge above the domestic price (a surcharge) for retail roaming usage. With the introduction of RLAH, service providers cannot charge more than what would be levied if the customer was consuming those services in the home country i.e. the domestic price. However, there are exceptions. These include the ability to apply a fair usage policy for data, anti-abuse measures and sustainability provisions. In addition, there are transparency measures in place which will help roaming customers to manage their consumption and costs.

Data

For voice calls and texts, consumers can use the full allowances that they have at home. However, in some cases, service providers can apply a fair usage policy to data usage which limits the amount of data that you can use from your domestic bundle whilst roaming. These limits, if implemented by roaming service providers, are determined by the type of contract (post-pay or prepay) and the data allowance that you have.

There is a formula for assessing if a fair usage policy (FUP) applies to your data allowance and this is available on the ComReg website. Each consumer should be aware of any data limits applicable when roaming as there are different scenarios which involve different calculations to determine the data limits. ComReg advises consumers to contact their operator directly for confirmation on what allowances and/or FUPs may apply in advance of travelling.

Transparency

Consumers who are roaming continue to get a personalised SMS Message upon entry into another EEA country. This message has details such as price (ex VAT) of making and receiving calls, sending an SMS, and any usage policy and charges in excess of limits and surcharges, the free of charge phone number for more information and the number for emergency services.

Consumers who are roaming receive an alert when the financial limit of €50 (ex VAT) has been reached. The financial or volume limit on data roaming consumption of €50 (ex VAT) is per monthly billing period. Consumers are then asked to confirm if they want to continue using data. In addition, consumers have the right to request and receive, free of charge, more detailed information from their roaming service provider from anywhere in the EEA.

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.

The service continued to perform to the quality specifications set by the Minister for Communications, Climate Action and Environment in the original 2009 contract with the service provider. In January 2017, ComReg determined, following the review of the costs incurred by the ECAS provider to maintain the maximum CHF of €3.24 per call for the period 12 February 2018 to 11 February 2019, or when the new Concession Agreement comes into effect, whichever is earlier. The consumer is not charged for calls to 999 or 112 as this cost is borne by the presenting telecommunications network.

On 13 December 2017, ComReg published an Information Notice¹³ entitled “Emergency Calls – Caller Location Information: Update on recent developments.” The Notice mentioned the publication by ComReg of a Preliminary Consultation¹⁴ seeking the views of Undertakings and other stakeholders on matters relevant to the setting of criteria for accuracy and reliability of emergency caller location information and the responses thereto¹⁵ which were most informative and helpful.

On 18 February 2016, ComReg, the ECAS and the Department of Communications Climate Action and Environment (DCCA) facilitated a number of meetings intended to; (i) explore the benefits of introducing Advanced Mobile Location (“AML”) in Ireland; (ii) assess the

¹³ ComReg Document 17/107: “Emergency Calls – Caller Location Information: Update on recent developments.” www.comreg.ie/publications

¹⁴ ComReg Document 14/110 “Emergency Calls - Caller Location Information: Setting criteria for accuracy and reliability” www.comreg.ie/publications

¹⁵ ComReg Document 14/110s “Emergency Calls - Caller Location Information: Setting criteria for accuracy and reliability - Submissions to Preliminary Consultation Document No. 14/110” www.comreg.ie/publications

technical requirements of so doing; and (iii) ascertain the support amongst stakeholders for such an initiative.

Eir, Vodafone and Three attended; as did representatives of the Emergency Services (An Garda Síochána, the National Ambulance Service, the Fire Services and the Irish Coast Guard). The apparent benefits of the solution were convincing and a proposal by the members of the ComReg ECAS Forum to initiate a trial on Irish mobile networks was supported by all three mobile networks.

On 21 February 2017, after completion of extensive solution testing on all networks, DCCAE approved a limited pilot of the solution to determine its impact, if any, on existing emergency communication infrastructure, as well as the accuracy and effectiveness of the solution in an Irish context. Incremental expansion of the solution followed on a phased basis with DCCAE approval at each phase. On 10 August 2017, DCCAE approved full deployment of the solution across all three mobile networks.

On 19 October 2017, the solution was launched¹⁶ by Minister for Communications, Climate Action and Environment, Denis Naughten TD, and Minister for Rural and Community Development, Michael Ring TD.

Universal Service for Electronic Communications

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

In July 2016, following a series of public consultations, Eircom Ltd. (trading as eir) was designated as the Universal Service Provider (USP), in accordance with the European Communities (Electronic Communications Networks and Services) (Universal Service and

Users' Rights) Regulations 2011, to provide Access at a Fixed Location for five years until 30 June 2021 (D05/16).¹⁷ D05/16 deferred a final decision on Quality of Service (QoS) pending further consideration.

In February 2017, ComReg introduced "service availability" targets which combine the two previous metrics of fault occurrence and fault repair. These targets are stated in terms of "maximum of working days outage per line" instead of as a "percentage" value (D03/17¹⁸) which are annual targets both national (maximum of 0.237 working days outage per line (99.935%)) and sub-national (maximum of 0.607 working days outage per line (99.834%)).

¹⁶ <https://www.dccae.gov.ie/en-ie/news-and-media/press-releases/Pages/Ministers-Naughten-and-Ring-launch-new-technology-that-will-reduce-delays-and-potentially-save-lives-in-emergencies.aspx>

¹⁷ ComReg Decision D05/16, Eircom Ltd. appealed to the High Court and on 8 March 2017, the proceedings were struck out with no order as to costs. www.comreg.ie/publications

¹⁸ ComReg Decision D03/17, Universal Service Requirements Provision of access at a fixed location (AFL) Quality of Service (QoS) www.comreg.ie/publications

UNIVERSAL SERVICES OBLIGATION



Universal Service Quality of Service Compliance

An Information Notice (ComReg Document 18/62) was published by ComReg showing Eircom Ltd (trading as eir) USO performance for each quarterly period of 2017 and the annual performance for 2017. ComReg also published an Information Notice (ComReg Document 18/71) showing eir USO performance for the first quarterly period of 2018.

Cost of the USO - USO Funding Applications 2010-2015

In 2011, ComReg issued a Decision (ComReg Document D04/11) about the principles and methodologies for establishing the net cost of providing the universal service. This decision provided the basis upon which the net cost of providing the universal service is calculated and will enable ComReg to determine if the net cost, if any, constitutes an unfair burden on the universal service provider.

ComReg commenced a process of consultation (in Q4 2017) on the assessment of eir's applications for funding for the periods 2010-2011, 2011-2012, 2012-2013, 2013-2014, and 2014-2015, which were resubmitted by eir between September 2014 and March 2017¹⁹.

ComReg has now published USO funding Consultations and Draft Decision documents in respect of eir's 2010/11 to 2014/15 funding applications for the provision of universal service, as set out below:

Table 1: USO funding consultations 2010-2015

USO Funding Consultation Year	Publication Date
2010-2011	5 September 2017
2011-2012	11 October 2017
2012-2013	22 November 2017
2013-2014	15 December 2017
2014-2015	30 April 2018

Once ComReg has analysed and considered the views of respondents in respect of eir's funding applications for the financial years 2010/11 to 2014/15, ComReg intends to individually publish its Response to Consultation and Decision documents in respect of each of these five applications.

¹⁹ ComReg Document 16/68: "Universal Service Obligation Funding Application" www.comreg.ie/publications

POSTAL REGULATION



ComReg's statutory functions are to ensure the provision of a universal postal service that meets the reasonable needs of postal service users and to monitor and ensure 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.

The Communications Regulation (Postal Services) Act 2011 designated An Post as the universal postal service provider (USP) until 2023, with the option for ComReg to consider a review in 2018. Specific functions of ComReg include monitoring compliance of the USP with directions issued by ComReg.

Postal Strategy Statement 2018 – 2020

ComReg set its postal strategy for the period 2018 – 2020 by setting three Strategic Intent:

1. There is a universal postal service that meets the reasonable needs of postal service users
2. Postal service users can choose and use postal services with confidence
3. Regulation facilitates the development of competition and innovation in the provision of postal services by using appropriate regulatory intervention within our remit.

In setting our postal strategy, ComReg identified four principal trends which are likely to shape the postal sector over the next five years. These are:

TRENDS

- 01 A continual decline in mail volumes.
- 02 A significant threat to letter volumes arising from electronic substitution.
- 03 Changing mix of mail and speed of delivery.
- 04 Continued competition and growth in the packets and parcels sector.

Given these trends, we identified five principal challenges for the postal sector. These are:

CHALLENGES

- 01 The financial and liquidity situation facing An Post, given its statutory designation as the sole universal postal service provider.
- 02 Limited scope for further significant price increases.
- 03 Urgent need to reduce costs in line with decline in mail volumes.
- 04 Need to reduce losses (by negotiating better Terminal Dues agreements) on International Inbound mail.
- 05 Responding to the changing demand dynamics of the postal sector.

Quality of Service

One of the fundamental objectives of the European Postal Directives is to secure improvements in quality of service for universal postal service and ComReg is obliged by law to set a quality of service target for the USP for its provision of universal postal service.

ComReg has directed the USP to achieve a next-day delivery standard of 94% for single piece priority mail delivered within the State. ComReg monitors An Post's performance against that 94% standard, in accordance with CEN, the European Committee for Standardisation, and international measurement standards, and ComReg publishes annual performance reports on its website. ComReg first introduced independent monitoring of the quality of the universal postal service in 2003 and at that time just 71% of single piece priority mail was being delivered on the next working day. The annual performance report for the calendar year 2017 included the following key findings:

- Over the full calendar year An Post delivered 90% of single piece priority mail on the next working day following the day of posting, which is a decline of one percentage point when compared to the 2016 result and is 4% below the 94% standard;
- An Post delivered 98.9% of single piece priority mail within three working days following the day of posting, slightly below the 2016 result and the 99.5% required standard;

In addition to the annual performance against the regulatory standards as set out above, the report also noted the following key findings:

- In the period January 2017 to November 2017 (excluding December), An Post delivered 92% of single piece priority mail on the next working day which was equal to the 2016 result for this period;
- In December 2017 next-day delivery performance fell significantly to 73%, a notable deterioration, which was mainly related to the performance of mail posted and delivered in Dublin County.

- Performance for 'Dublin County to Anywhere' and 'Dublin County to Dublin County' declined across all of the different measurement periods in 2017 as follows:
 - For the full 2017 calendar year, Dublin performance declined by 3% to 89% and 90% respectively for the above mail flows, compared to 2016;
 - For December 2017, Dublin performance declined by 13% to 63% for the 'Dublin County to Anywhere' category and by 13% to 67% for the 'Dublin County to Dublin County' category, compared to December 2016;
 - During December 2017 'Dublin County to Dublin County' mail's performance at 67% was 16% below all other 'County to County' mail's performance which achieved an 83% rate for that period.

Postal service users disputes – independent dispute resolution

Section 43(3) of the 2011 Act gives ComReg, or an appointee of ComReg, a discretionary power to resolve postal service users' disputes which remain unresolved after due completion of all the procedures of a postal service provider's code of practice. During the year ComReg received eleven requests from postal service users for independent dispute resolution.

RADIO SPECTRUM MANAGEMENT



The radio spectrum is an increasingly valuable and useful resource for the nation, contributing to the improvement of the overall welfare of many sectors of society by supporting an extensive range of desirable, useful and essential services.

Use of the radio spectrum resource helps deliver economic growth and supports numerous jobs in our modern economy and is essential to the provision of mobile communications and wireless reception of broadcast services.

In addition, the radio spectrum is fundamental to the safe operation of air and maritime transport, the day-to-day operation of the Defence Forces and emergency services, as well as being vital to many important scientific applications. Therefore, as a finite natural resource it must be prudently managed to ensure the efficient and effective use of the resource and this task is one of ComReg's primary objectives.

During the year in review, several key spectrum management projects were completed or commenced as detailed below.

The award of the 3.6 GHz band

The 3.6 GHz band is an important spectrum band which is of interest to both wireless internet service providers (WISPs) and mobile networks operators (MNOs). It has a variety of potential uses, which include addressing mobile capacity constraints and being a core band for providing and improving fixed wireless broadband services particularly in rural areas.

Additionally, the band has been identified by Europe's Radio Spectrum Policy Group (RSPG)²⁰ as a candidate band for the introduction of new 5G services.²¹

In summer 2017, ComReg published its Information Notice setting out the final frequency plan and results of its 3.6 GHz Band Spectrum Award Process (ComReg Document 17/46). This award, in which 594 lots spread over nine regions (four rural and five cities) were offered by way of auction, resulted in the assignment of all 350 MHz of available spectrum rights. The award resulted in five winning bidders:

- **Imagine Communications Ireland Ltd** the largest existing WISP which held over 80% of the previous licences in the band;
- **Airspan Spectrum Holdings Ltd** a new entrant to the Irish market;
- **Vodafone Ireland Ltd** an existing mobile network operator;
- **Three Ireland Hutchison Ltd** an existing mobile network operator; and
- **Meteor Mobile Communications Ltd** an existing mobile network operator.

The release of the 3.6 GHz band increased the amount of harmonised spectrum for mobile, nomadic and fixed wireless broadband services in Ireland by 86% and places Ireland as a forerunner in Europe, having released 350 MHz of the band in full accordance with the 3.6 GHz Band European Commission harmonisation decision.

20 The Radio Spectrum Policy Group (RSPG) is a high-level advisory group that assists the European Commission in the development of radio spectrum policy. It adopts opinions, position papers and reports, as well as issuing statements, which are aimed at assisting and advising the Commission at strategic level on radio spectrum policy issues, coordination of policy approaches and harmonised conditions, where appropriate, with regard to the availability and efficient use of radio spectrum necessary for the establishment and functioning of the internal market.

21 RSPG Opinion "Strategic roadmap towards 5G for Europe" 9 November 2016 "http://rspg-spectrum.eu/wp-content/uploads/2013/05/RPSG16-032-Opinion_5G.pdf"

Over the lifetime of the licences, winning bidders will pay in excess of €78 million, comprising €60.5m in upfront fees and circa €17.7m in spectrum usage fees to be paid over the 15 year duration of the licences.

Following the completion of the award process, in July 2017, ComReg issued 3.6 GHz Liberalised Use licences to the winning bidders, each with a licence commencement date of 1 August 2017.

Further, during this year, ComReg worked with relevant parties to ensure the orderly and timely transition by existing FWALA licensees in this band to enable services to be provided by the winning bidders in the award, in accordance with the transition rules of the award.

The award of the 26 GHz band

In June 2018, ComReg published an Information Notice (ComReg Document 18/53) setting out the results of the 26 GHz Band Spectrum Award. This resulted in the granting of 840 MHz of new spectrum rights of use in the 26 GHz band and a 25% increase in 26 GHz spectrum rights of use. The 26 GHz Band Spectrum Award consisted of a "sealed bid combinatorial auction" using a second price rule.

The three winning bidders were:

- **Meteor Mobile Communications Ltd** obtained five Lots of 2 × 28 MHz;
- **Three Ireland Hutchison Ltd** obtained five Lots of 2 × 28 MHz; and
- **Vodafone Ireland Ltd** obtained five Lots of 2 × 28 MHz.

All spectrum rights of use run for 10 years and will expire on 5 June 2028, by which time winning bidders will have paid approximately €5m, comprising €1.25m in upfront fees and €3.75m in spectrum usage fees which will be paid over the 10 year duration of the licences.

The newly awarded spectrum rights of use will support the requirement for Point-to-Point radio links, a critical piece of backbone infrastructure for Ireland's mobile communications networks.

Point-to-Point Licences in the 26 GHz band at present allow for over 3,000 Point-to-Point link sites.

Co-ordinated DTT spectrum plans in the UHF band below the 700 MHz band

Since completing in March 2017 the international coordination of Ireland's spectrum plans for Digital Terrestrial Television (DTT) in the 470 - 694 MHz band with the equivalent regulatory bodies in the UK and in France, ComReg with active participation and collaboration from the BAI and 2rn (on behalf of RTÉ), has continued to engage with the UK, France and the Western European Digital Dividend Implementation Platform (WEDDIP) to ensure the timely execution of the agreed DTT plans and facilitate the transition of current broadcasting services out of the 700 MHz band.

The 700 MHz Cost Recovery Mechanism

In 2016, the Department of Communications, Climate Action and Environment requested assistance from ComReg in assessing the efficiently incurred capital and operational costs likely to be incurred by 2rn (a subsidiary of RTÉ), in migrating its DTT network from the 700 MHz band. Those costs are ultimately borne by RTÉ and the State, though the Department of Communications, Climate Action and Environment (DCCA), has compensated RTÉ for such costs. ComReg engaged Frontier Economics to conduct that assessment.

In December 2016, the 2016 Frontier Economics report (ComReg document 16/114a) estimated that the incremental costs likely to be incurred by 2rn as a result of 700 MHz migration, could amount to €8.6 million. The report also recommended that such compensation be paid in three phases: phase 1 in early 2017, phase 2 in late 2017, and phase 3 in 2020. In February 2017, the phase 1 payment of €5.16m was paid to RTÉ.

In December 2017, ComReg published the 2017 Frontier Economics report (ComReg Document 17/111a). This report assessed the costs already incurred by 2rn and the costs that it is likely to incur in phase 1 and 2, and recommends a phase 2 compensation payment to RTÉ of €2,815,880.

ComReg will continue to work with DCCA, 2rn and Frontier Economics to monitor costs and verify expenditure to ensure that the schedule of the compensation phases are met.

Proposed award for spectrum for wireless broadband

In June 2018, ComReg issued a preliminary consultation (ComReg Document 18/60) consulting upon the spectrum bands to include in a proposed award of spectrum rights of use suitable for the provision of wireless broadband (both mobile and fixed broadband) services (WBB). In light of recent developments since the publication of ComReg Document 14/101 where this issue was previously discussed, ComReg is of the preliminary view that the following bands should be included in the proposed award: 700 MHz Duplex; Paired 2.1 GHz; 2.3 GHz; and 2.6 GHz.

Spectrum Leasing in the RSPP and 700 MHz bands

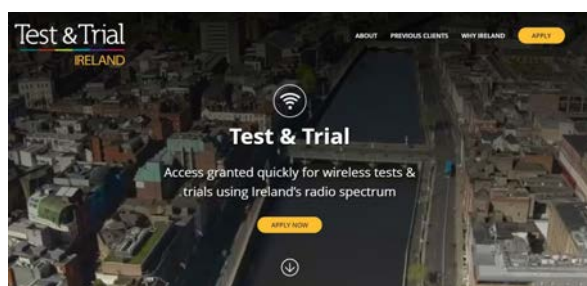
In October 2017, ComReg published its response to consultation and decision (ComReg Document 17/82) to put in place a framework for the ex-ante review of proposed spectrum leases in the EU Radio Spectrum Policy Programme (RSPP) and 700 MHz radio spectrum bands. This followed the careful consideration of submissions received in response to ComReg Document 17/47, and other relevant information.

In summary, ComReg Document 17/82 sets out ComReg's view that it is appropriate and justified to extend the existing procedures for reviewing notified spectrum transfers, as established under S.I. No. 34 of 2014, to include spectrum leases.

Test & Trial Ireland

Ireland's geographic position on the western edge of Europe and its low population density provides a key natural advantage, namely, a relative abundance of unused 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 24 Test & Trial licences. Further details are set out at Test & Trial Ireland www.testandtrial.ie.

Figure 12: www.testandtrial.ie



Licensing Operations

The possession and use of radio equipment in Ireland requires authorisation from ComReg. This authorisation may take the form of either a licence or a licence exemption. Licences may be issued in accordance with the following legislation:

- Wireless Telegraphy Act 1926 (as amended);
- Broadcasting Authority Act 1960, as amended (in the case of the RTE Authority);
- Radio and Television Act, 1988 (in the case of the Broadcasting Authority of Ireland); or the
- Broadcasting (Amendment) Act 2007 for Digital Broadcasting.

As of 30 June 2018, the total number of live radio licences on our database was 18,570.

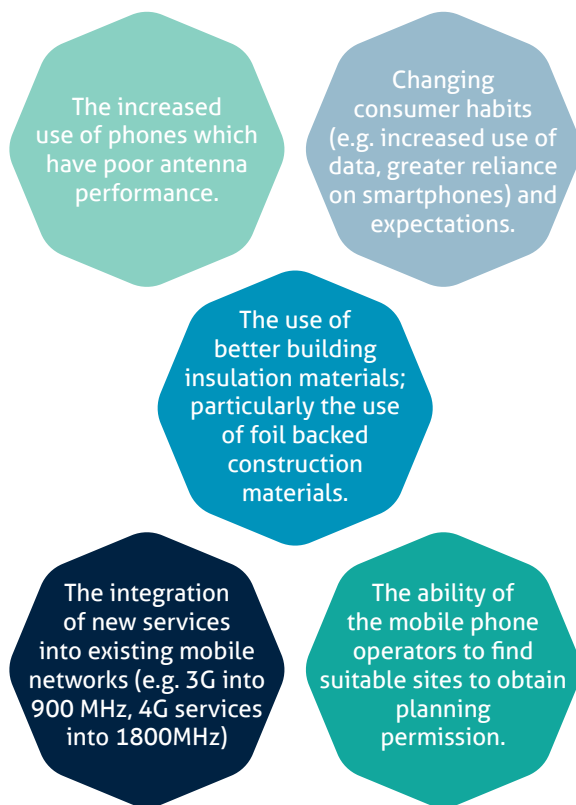
The total number of new licences issued in this reporting period was 3,674, a decrease of 8.6% on the previous year. This decrease arose as a result of:

- the closure of the 3.6 GHz FWALA licensing scheme in 2017 which resulted in a spike in applications prior to closure. Applications and amendment requests for FWALA licences declined from 110 in 2016/17 to just 14 in 2017/18;
- an almost 50% decrease in the number of broadcasting licences issued over the previous reporting period. In the 2016/17 reporting period 252 broadcasting licences were issued. This was as a consequence of the expiry of the Broadcasting Authority of Ireland's (BAI) long term licences and as a result new 10 year licences were issued by ComReg to the BAI. In the current reporting period 129 broadcasting licences were issued by ComReg;
- a 12% reduction in the number of point to point link licence applications.

Mobile User Experience

Mobile user experience is an increasingly topical issue in Ireland. The general public perception appears to be that despite the improvements in mobile networks with the rollout of improved 3G and new 4G mobile services, mobile user experience has deteriorated. The matter of mobile user experience can often give rise to confusion, accentuated by a relative dearth of research and reliable information. There are a number of factors (in particular, see figure 13) that will affect the quality of mobile service that a user will experience at any given location.

Figure 13: Main Factors affecting mobile user experience



In its Radio Spectrum Management Statement 2016 – 2018 (ComReg Document 16/50²²), ComReg identified mobile user experience as an area of importance and stated that it would endeavour to provide clarity to the debate by producing reliable facts and data and making this information readily available in order to help inform and protect consumers. This coincides with the findings and recommendations of the Government’s Mobile and Broadband Taskforce report²³. During the 2017 – 2018 period ComReg commenced work in the following areas:

- Mobile Handset Performance Testing;
- Building Materials Testing;

- Developing a Coverage Checker website; and,
- Developing a consultation on the use of mobile phone repeaters.

In Feb 2018, ComReg published a technical report (ComReg Document 18/05) on the performance of mobile handsets for voice which suggests variation in performance of up to 14 dB between handsets. ComReg is currently conducting measurements on the performance of the same mobile handsets for data and intends to publish these measurements on completion.

In relation to Building Materials Testing, ComReg is testing the effects of some modern building materials on indoor mobile performance and will publish its findings in the form of a technical report in the next reporting period.

In order to address mobile consumer experience for indoor mobile reception, in December 2017 ComReg published a consultation (ComReg Document 17/103²⁴) on permitting the general use of Mobile Phone Repeaters by way of an exemption order. Following the consultation process, in June 2018, ComReg licence exempted the use of certain Mobile Phone Repeaters and published its response to consultation and final decision (ComReg Document 18/58²⁵). Another solution that ComReg has identified to address indoor mobile reception is to encourage Mobile Network Operators to roll out native Wi-Fi calling on their respective networks and eir is the first mobile network operator to have done so.

Spectrum Intelligence and Investigations

ComReg’s Spectrum Intelligence and Investigations unit is responsible for ensuring compliance with wireless telegraphy legislation

22 ComReg Document 16/50: “Radio Spectrum Management 2016 – 2020” www.comreg.ie/publications

23 <http://www.dcae.gov.ie/en-ie/communications/publications/Pages/Report-of-the-Mobile-Phone-and-Broadband-Taskforce.aspx>

24 ComReg Document 17/103 “Mobile Phone Repeaters – Consultation” www.comreg.ie/publications

25 ComReg Document 18/58 “Mobile Phone Repeaters – Response to Consultation and final decision” www.comreg.ie/publications

and the Electromagnetic Compatibility (EMC)²⁶ and Radio Equipment (RE)²⁷ Directives in the State and enforcing same as required.

During the period 174 consumer devices were detained and inspected by ComReg through the course of its market surveillance activities in relation to the EMC and RE Directives and approximately 70% of those were found to be non-compliant²⁸.

As part of its market surveillance activities ComReg enjoys a very co-operative relationship with the Customs and Excise Authorities to help ensure that non-compliant electronic equipment does not enter the State. Such prohibited devices have been found to cause harmful interference to a range of services including mobile phone networks and aeronautical services.

In the period from July 2017 to June 2018 ComReg received 123 reports of harmful interference to radio services. More than half of all complaints received are reports of interference to mobile network operators. Interference involving fixed line services and non-radio devices also represent a significant proportion of the work in this area. Such cases are often interlinked with the market surveillance activities under the EMC Directive.

Programme of Measurement of Non-Ionising Radiation (NIR)

The Department of Communications, Climate Action and Environment is responsible for the health effects of NIR, while ComReg requires, as a condition of wireless transmission licences, that operators of transmitting stations must

ensure that their installations comply with the NIR emission limits specified in the latest guidelines published by the International Commission on Non-Ionizing Radiation Protection (ICNIRP).

ComReg carries out annual audits of compliance by operators with licence conditions which includes the ICNIRP emission limits. Each annual audit involves surveying a sample number of sites and transmitter types (broadcast, mobile telephony, wireless broadband etc.) countrywide.

Results of all the site surveys conducted during this reporting period were summarised and published in four quarterly reports which are available on www.comreg.ie. Copies of the individual site survey reports were made available on the ComReg website as well as via www.siteviewer.ie²⁹.

ComReg is pleased to report that at all of the sites surveyed during this reporting period, measurements of NIR emissions were found to be significantly below the ICNIRP guideline limits.

Mobile Network Operator Licence Compliance – Drive Testing

ComReg undertakes a drive test regime that is designed to assess compliance with the coverage obligations set down in the 3G and Liberalised Use Licences. The route taken covers in excess of 5,000km taking in all primary and secondary roads in the State; this is the most rigorous schedule undertaken by any National Regulatory Authority (NRA) in the EU.

During the review period ComReg published two summary reports of its national drive tests and continues to make the raw data that underlies the drive tests available for download on its website www.comreg.ie. The results found that all mobile network operators are in compliance with their licence conditions.

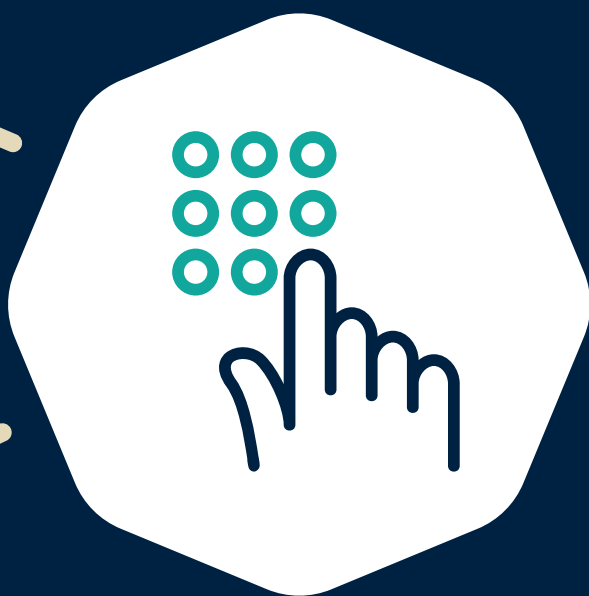
26 The Electromagnetic Compatibility Directive 2014/30/EU as transposed into Irish law by S.I. No. 69 of 2017 – European Communities (Electromagnetic Compatibility) Regulations 2017.

27 The Radio Equipment Directive 2014/53/EU as transposed into Irish law by S.I. No. 248 of 2017 – European Communities (Radio Equipment) Regulations 2017.

28 It is important to note that this is not representative of the rate of non-compliance of products on the market, rather it is a function of the targeted approach to market surveillance adopted by the organisation

29 Site viewer is an on-line facility provided by ComReg, which allows the public to view details of GSM, 3G and LTE mobile telephony base stations throughout Ireland

NUMBERING



Managing the National Numbering Scheme

ComReg's numbering unit performs ongoing operational and strategic management of the National Numbering Scheme, which comprises all geographic numbers, mobile numbers, non-geographic numbers, premium rate service numbers, short codes, and network codes.

Telephone numbers and codes are essential to the provision of electronic communications services. They enable effective routing of national and international communications and support the proper functioning of fixed and mobile billing and settlement regimes. They also provide information to the caller on the service called, the price of the call, and the location of the called party.

Numbers are managed in accordance with International Recommendations and subject to specific national and EU legislation. ComReg also sets conditions (i.e. rules) for operators' use of numbers and defines who is eligible to hold numbers. These conditions and eligibility criteria are designed to protect consumers and to provide operators with equal access to Irish numbering resources in order to promote competition. The numbering conditions are updated as required to take account of market developments, legislative changes and any other requirements. The most recent update was completed in June 2018³⁰, following a public consultation.

³⁰ ComReg Document 15/136R1 "Numbering Conditions of Use and Application Process" www.comreg.ie/publications

Review of Non-Geographic Numbers

ComReg is currently reviewing the functioning of five different types of non-geographic numbers (NGNs) - 1800, 1850, 1890, 0818 and 076. These NGNs are used to provide a wide range of telephone services to consumers, such as charity helplines, telephone banking and customer services. Although NGNs provide a useful platform for the delivery of services, ComReg has concerns about the retail tariffs for some NGNs and the level of transparency of NGN costs for consumers.

A review is being conducted with the assistance of external consultants, DotEcon and Behaviour & Attitudes (B&A). In August 2017, ComReg published the consultants' research and a consultation paper³¹ which set out ComReg's preliminary view that certain issues with the NGN platform, as currently structured, are resulting in consumer harm.

The research demonstrated that retail tariffs for NGN calls can be high, particularly for NGN calls made from mobile phones, and because most NGN calls are not included in consumers' "bundles" of call minutes. In addition, retail tariffs for NGN calls are not sufficiently transparent and consumers often do not know, or are unable to estimate, the likely cost of a call to an NGN. Finally, many consumers do not understand the differences between the five types of NGNs.

As a consequence, it appears that a significant number of consumers are deterred from calling NGNs, or else they call them reluctantly and only where necessary (i.e. where they have no other option). ComReg is of the view that this is to the detriment of consumers generally and, in particular, to those who may be financially and/or socially vulnerable. There also appears to be a negative impact on the many organisations which use NGNs to provide services.

ComReg's Response to Consultation (ComReg Document 18/65³²) sets out ComReg's assessment of the submissions received to date, its current position, and how ComReg intends to advance its review of NGNs. ComReg remains of the preliminary view that the proposed regulatory measures are needed to address to the observed consumer harm and are justified and proportionate. These proposed measures include the introduction of new retail tariff condition for 1850, 1890, 0818 and 076 NGNs and a reduction in the number of NGN types from five (1800, 1850, 1890, 0818 and 076) to two (1800 and 0818).

ComReg has also provided further information as to how it proposes to address any harm identified at the wholesale level that may be affecting organisations' use of NGNs for providing services to consumers. This is of particular concern for 1800 Freephone, where ComReg's research has shown that many organisations consider the cost of its use prohibitive.

31 ComReg Document 17/70 "Review of Non-Geographic Numbers" www.comreg.ie/publications

32 ComReg document 18/65 "Response to Consultation - Review of Non-Geographic Numbers" www.comreg.ie/publications

Review of Mobile Numbering Resources

In 2017, ComReg conducted a review of mobile numbering resources. This was prompted by forecasts for exponential growth of Machine to Machine (M2M) connections on mobile networks and a clear trend for the 'extraterritorial' use of national numbers across the EU and internationally by M2M Service Providers. Key areas currently benefiting from M2M or Internet of Things (IoT) connectivity include automotive, ehealth services, smart metering/smart grids, smart homes, smart cities and agriculture. In particular, Analysys Mason forecasts there will be 719 million connected cars worldwide by 2025. The introduction of eCall automated emergency calling in all newly manufactured cars intended for sale in the EU from April 2018 is also a specific requirement that requires numbering resources.

As part of its review, ComReg held discussions with Irish and international mobile operators as well as specialist M2M service providers. The discussions informed ComReg's development of proposals for a long-term numbering scheme for all mobile services, which was published for consultation³³ in January 2018.

Although mobile networks are evolving to all-IP networks, respondents broadly agreed with ComReg that many M2M connections will continue to need numbers for a variety of technical and operational reasons. A detailed response from AT&T indicated that numbers will likely be required for at least the next 30 years.

Respondents also broadly agreed that while numbers need to be made available for new M2M services, this must not entail any number changes for existing Irish mobile users.

Respondents indicated that mobile number conservation measures agreed with industry in 2016 are being implemented and will greatly assist in ensuring sufficient supply of mobile numbers for anticipated growth of mobile services.

Based on respondents' views on ComReg's forecasts of demand for M2M numbers, it is clear that the use of existing mobile number ranges for M2M services cannot cater for the anticipated growth. ComReg has therefore decided³⁴ to adopt its preferred proposals for M2M numbers with 10 subscriber digits, using the 088 prefix. This is a maximum number length of 15 digits allowed in international format (i.e. +353 88 + 10 digits) and is in line with a CEPT Recommendation to have M2M numbers as long as possible. Respondents broadly agreed with this proposal and ComReg also noted that several other Member States have similarly introduced 15 digit M2M ranges. This should remove pressure on the existing mobile ranges and create a sufficient supply of numbers to cater for projected growth in the M2M sector over the long term.

33 ComReg Document 18/03 "Review of Mobile Numbering - Promoting Innovation and Facilitating New Services" www.comreg.ie/publications

34 ComReg Document 18/46 "Review of Mobile Numbering - Response to Consultation & Decision" www.comreg.ie/publications

MARKET ANALYSIS



In Ireland the scope and nature of telecommunications regulation is determined by a process set out in European law known as market analysis. As part of the process ComReg must firstly define what markets are potentially within the scope of regulation having regard to a list of recommended markets published by the European Commission in 2014.

Having defined the relevant market, ComReg must assess whether any company or companies is individually or jointly dominant within that market. If it is concluded that a dominant operator does exist it must impose at least one remedy (or obligation) to ameliorate the likely effect of this dominance in terms of its impact on competition and consumers.

For example, ComReg may require a dominant operator to open up access to its network to competitors at the wholesale level, with such access subject to price controls. ComReg is required by European law to notify the European Commission of its draft decisions with respect to its market analysis.

In practice, most telecommunications regulation is targeted at the wholesale level; at the end of June 2018 only one retail market (with three sub-segments) was subject to regulation - the market for retail access to the public telephone network at a fixed location (line rental). However, regulation within these retail markets has been gradually reduced over time.

During the year, ComReg continued and/or commenced its analysis of a number of other wholesale markets including the wholesale markets for:

1. High Quality Access (HQA): essentially wholesale high speed symmetric broadband services used as inputs in the provision of downstream/retail broadband services to medium and large businesses, as well as being used by service providers to extend the boundaries of their networks. ComReg issued a further consultation³⁵ on its analysis of the wholesale HQA market in February 2018, with the review ongoing.
2. Wholesale Local Access (WLA) and Wholesale Central Access (WCA): being two wholesale markets which are used as inputs in the provision of downstream/retail broadband and telephony services (among others). Following on from a 2016 Consultation, in June 2018 ComReg notified the European Commission³⁶ of its draft decision with respect to its analysis of the WLA and WCA markets. Work is also continuing on price control and bundling remedies in the WLA and WCA markets, following on from previous consultations issued in April and June 2017.
3. Fixed Voice Call Termination (FVCT) and Mobile Voice Call Termination (MVCT):

³⁵ ComReg Document 18/08 "Market Review: Wholesale High Quality Access, Further Consultation"
www.comreg.ie/publications

³⁶ European Commission Cases IE/2018/2089 and IE/2018/2089.

being two wholesale markets involving the completion of calls on the networks of called parties. Preparatory work on the FVCT and MVCT analyses is ongoing. ComReg issued a consultation on its analysis of the FVCT and MVCT markets in November 2017³⁷. This was followed by a separate, but related, consultation in March 2018³⁸ on price control obligations relating to the charges for FVCT and MVCT services. Work is ongoing with respect to these market analysis and pricing work streams.

ComReg has been engaged in the gathering of information from service providers using its statutory information gathering powers.

Market Commentary

As of June 2018, approximately 1.8m premises were passed by Eircom Ltd (trading as eir) NGA networks including FTTC (Fibre to the Cabinet) and FTTP (Fibre to the Premises) based technologies³⁹. In total, 635k subscribers were using these services. Of these 48.3% were supplied by eir Retail while 51.7% were supplied by other operators using eir's wholesale NGA product set.

Virgin Media also continued to be a significant player in the market, advertising download speeds in excess of 300Mbps. According to public filings⁴⁰ Virgin Media's network addressed 903,500 premises and had 371,100 broadband subscribers as at end June 2018.

SIRO, a joint venture between ESB and Vodafone, has also been rolling out FTTP to households and businesses in a number of selected towns across the country. As of May 2018, SIRO had passed 150,000 premises⁴¹.

Average fixed broadband speeds continued to increase. At end June 2018, approximately 86% of all fixed broadband subscriptions were equal to or greater than 10Mbps up from 82% in June 2017. While at the end of this review period 74.6% of all fixed broadband subscriptions were equal to or greater than 30Mbps, up from 68.7% in Q2 2017.

Total fixed retail broadband subscriptions increased from 1.38m in June 2017 to 1.41m in June 2018. Of these approximately 31.8% were provided by eir Retail, 26.3% by Virgin Media, 18.4% by Vodafone, 13.4% by Sky and 10.0% by remaining operators. The retail broadband services provided by Vodafone, Sky and operators (other than eir and Virgin Media) are enabled by such operators using wholesale products such as Bitstream and Virtual Unbundled Access (VUA) products.

Compliance

This section covers investigations into breaches of regulatory obligations by telecoms operators, incidents associated with misuse of Irish numbers and reports of significant network incidents.

When dealing with investigations into compliance with regulatory obligations the conclusion of the case may result in:

- a formal opinion of non-compliance being issued to an operator,
- an administrative payment by an operator,
- court proceedings or
- the closure of a case where no issue is identified or closure following remediation by an operator where ComReg considers further action is not warranted.

During the period, ComReg's telecoms compliance activities included:

Regulatory compliance:

- 16 cases opened
- 33 cases closed
- 57 active cases

37 ComReg Document 17/90r "Market Review - Fixed Voice Call Termination and Mobile Voice Call Termination"
www.comreg.ie/publications

38 ComReg Document 18/19 "Price Consultation Further Specification of Proposed Price Control Obligations for Fixed and Mobile Call Termination Rates"
www.comreg.ie/publications

39 <https://www.eir.ie/pressroom/eir-announce-3rd-quarter-results-to-31-March-2018/>

40 <https://www.libertyglobal.com/wp-content/uploads/2018/08/VM-Fixed-Income-Q2-2018-Release.pdf>

41 <https://siro.ie/clonmel-roll-out/>

Misuse of Irish numbers:

- 86 cases opened
- 96 cases closed

Network incident reports:

- 15 incidents reported

Associated with the regulatory compliance cases, ComReg carried out 18 active compliance investigations into the incumbent fixed line operator and 15 active compliance investigations into mobile operators.

In June 2017, following two extensive investigations, ComReg formed the opinion that eir had breached its Access, Transparency and Non-discrimination obligations in a number of regulated markets. ComReg applied to the High Court for declarations of non-compliance and for orders that eir pay five separate financial penalties in respect of these breaches⁴².

Eir subsequently commenced separate High Court proceedings against the Minister for Communications, Climate Action and Environment, Ireland and the Attorney General and later ComReg, in which eir challenged the validity of sections of the Access Regulations relating to ComReg's ability to seek High Court orders for financial penalties. ComReg's applications for declarations of non-compliance and financial penalties were stayed pending the hearing of eir's case against the State and ComReg which was due to commence on 14 June 2018.

Immediately prior to 14 June 2018, ComReg and eir held discussions on a possible agreed resolution of the litigation referred to above, the scope of which also included discussions on significantly enhanced regulatory governance arrangements in eir.⁴³

In these circumstances, ComReg, jointly with eir and the State, approached the High Court and requested that the hearing date be vacated, to allow time for further discussions to continue. The High Court consented to this request. Discussions between eir and ComReg on eir's regulatory governance arrangements are ongoing and separately ComReg continues to prepare a consultation on regulatory measures relating to the eir's regulatory governance.

Regulatory Governance

In 2016 ComReg engaged Advisors, Cartesian and KPMG, to carry out a review of the effectiveness of eir's governance arrangements. The overall objective was to establish whether eir's governance arrangements were sufficiently robust to the extent that they demonstrate and ensure ongoing compliance with regulatory obligations. The outcome of the review would assist ComReg in identifying whether any further actions were required by eir and/or ComReg. The review was completed over two phases and the Advisors' reports were published in July 2017.

The contents of the Advisors reports raised serious concerns about the quality of eir's regulatory governance. Based on ComReg's review of the Advisors' reports it was apparent that eir's regulatory governance arrangements, including its Regulatory Governance Model (RGM), were not likely to enable eir to ensure compliance with its regulatory obligations.

In 2018 ComReg initiated a project to identify whether any regulatory measures would be appropriate, having regard to its objectives and functions, including those under the Access Regulations, in particular under Regulations 8 to 15. ComReg plans to consult on proposals in this regard in the second half of 2018.

⁴² ComReg Document 17/98 "ComReg Wholesale Compliance Cases 481 and 568" www.comreg.ie/publications

⁴³ ComReg Document 18/48. "Update on litigation in respect of Wholesale Compliance cases between ComReg and Eircom" www.comreg.ie/publications

ECONOMICS, POLICY AND RESEARCH



National Conference

ComReg hosted a national conference on the 24th of October in Dublin Castle. The event, entitled “Telecommunications - Society and Sector in Transition”, focused on the changing role played by telecommunications in Ireland and the key innovations that are likely to take place in the coming years. The conference was opened by the Minister of State for Community Development, Natural Resources and Digital Development, Seán Kyne TD.

The conference was broken into two sessions. The first of these, “A Time of Transition – the Telecoms Landscape”, was addressed by Erzsébet Fitori, Director General of the Fibre to the Home Council of Europe, Sébastien Soriano, Chair of ARCEP and Chair of BEREC, and Torlach Denihan, Director of the Telecommunications and Internet Federation (TIF) at IBEC.

The second session, “A Connected Future”, was addressed by William Webb, CEO of Weightless SIG, the standards body developing a new global machine to machine technology. Mr. Webb discussed future mobile network rollout, data consumption and 5G. Karlin Lillington, Irish Times journalist and columnist, Martin Cave, regulatory economist and David Minton, Director of the Northern and Western Regional Assembly responded to Mr Webb’s speech.

The conference was attended by 140 stakeholders from across industry and civil society groups.

Figure 14: Left-Right: ComReg Chairperson Gerry Fahy, Commissioner Jeremy Godfrey, Minister of State Seán Kyne TD and Commissioner Kevin O’Brien at ComReg Conference on the 24th of October 2017



BEREC Report on Post-Merger Market Developments

ComReg participated in a BEREC project investigating the price implications of recent mobile mergers in Ireland, Germany and Austria, and undertook analysis of the acquisition of Telefónica Ireland Ltd (O2) by Hutchison 3G UK Holdings Ltd⁴⁴. Across the three countries under investigation, the study found evidence that mobile tariffs would have been lower in the absence of the merger.

Mobile Consumer Experience Survey

The experiences of Irish mobile phone users were elicited through a market research survey carried out in the summer of 2017. In order to ensure that the perceptions of those in rural areas were captured, the survey sampled a high percentage of those living in less densely populated parts of the country. This survey was published as the Mobile Consumer Experience Survey (ComReg Document 17/100a)⁴⁵ and relates to the work of the Mobile Phone and Broadband Taskforce, led by the Department of Communications, Climate Action and Environment.

The key results arising from this study included the following:

- Three quarters of people use data on their mobile phones. However, the take-up of data services is lower in rural areas.
- Most consumers across the country indicated satisfaction with their current mobile service. However, 29% of respondents experience service issues for calls or SMS throughout their home. This number rises to 43% in the most rural areas. Specific issues include the quality of service deteriorating when indoors, a deterioration in the quality of reception

during a call, the inability to make calls and calls being dropped.

- Consumers are generally slow to change operator. However, many of those who do switch report coverage improvements. This is particularly the case in rural areas.

The price of calls, texts and data is identified as the most important issue when choosing a mobile phone provider in urban areas. However, in the more rural areas, network coverage is the most important consideration.

Ireland Communicates Survey 2017

In the winter of 2017, ComReg carried out the Ireland Communicates Survey⁴⁶ and asked over 1,500 Irish consumers and 500 SMEs about their use and experiences of telecommunications in Ireland. The results below reflect the growing importance of telecommunications in everyday lives:

- There are significant differences in ICT usage across urban and rural areas. This is particularly evident for broadband; 73% of urban respondents have fixed broadband, compared to 58% of those from rural areas.
- Instant messaging apps have reduced the use of SMS services, but have not replaced them; 31% of those using these apps say that they have not reduced the number of text messages they send.
- Consumers expect their usage of "smart" technologies to increase over the coming few years.
- Most consumers are aware that EU roaming charges have ended, and consequently 78% are now more likely to roam in another EU country.
- While the vast majority of SMEs have an online presence (95%), less than half use this presence to trade online.

⁴⁴ This report is published as "BEREC Report on Post-Merger Market Developments - Price Effects of Mobile Mergers in Austria, Ireland and Germany", BoR (18) 119

⁴⁵ ComReg 17/100a "Mobile Consumer Experience Survey" www.comreg.ie/publications

⁴⁶ ComReg Document 18/23a "Consumer Survey" and ComReg Document 18/23b "SME Survey" www.comreg.ie/publications

CORPORATE SERVICES DIVISION



Governance

It is the objective of the Commission to ensure compliance, at all times, with best practice in Corporate Governance.

This financial period commenced on 1 July 2017 i.e. after the effective date of 1 September 2016 of the new 2016 Code of Practice for the Governance of State Bodies. Hence we have applied the new version of the Code of Practice for the Governance of State Bodies in relation to the 2018 Financial Statements.

It is ComReg's policy to comply with the Code of Practice for the Governance of State Bodies and reports on its compliance with the Code on an annual basis to the Minister for Communications, Climate Action and Environment.

ComReg has an extensive audit programme in place, overseen by the Audit Committee which met 4 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 difficult 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 the 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 equipment and outsourced services.

We have followed European Procurement Directives for larger contracts including publishing tenders in respect of Multi-Supplier Framework Agreement for Legal Services and other Professional Services. 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 2018 84% of payments has been made within the requisite time period.

Human Resources and Operational Excellence

We are privileged to have a skilled workforce dedicated to fulfilling ComReg's remit. The quality of our people is a key part of the organisation's ability to achieve our role in promoting competition, protecting customers and encouraging innovation. ComReg endeavours to provide an environment where people are given the supports to empower them to do their best work thereby enabling the organisation to make an impactful contribution to society.

Attracting candidates with the niche skills required can be difficult in the current jobs market. In an effort to ensure we reach a diverse range of contenders, we expanded the recruitment section of our website to give a stronger sense of ComReg's culture. We did this by including staff testimonials, together with our bespoke competency framework, and a question and answer document. Our hiring managers were trained and supported in using the framework in the recruitment process. We realise that recruitment is only the first step in the employment relationship and that a positive on-boarding and induction must follow.

With this in mind, we designed a structured on-boarding process and refreshed our induction programme with the objective of helping the new starter to acclimatise and contribute quickly.

Attrition during the year resulted in loss of intellectual capital, requiring an investment of substantial time to upskill new hires to a level where they match the contribution of the previous incumbent. As a high proportion of our roles require specialised skills – Engineers, Economists, Accountants, Lawyers and Analysts – it can be challenging to quickly fill our vacancies with the talent required. This year we made some changes to our organisational structure to better equip us in responding to our expanding remit.

We completed a review of the performance management process, and following collaboration, introduced a new Performance and Development Dialogue (PDD). The PDD links the Competency Framework to performance and thereby expands the focus to include both what is achieved and how it is achieved. The emphasis is on setting goals linked to strategy and business plans and having frequent, scheduled conversations between reviewer and reviewee.

We continue to strengthen our foundations by updating internal communication and policies. Our Code of Conduct was revised in line with the Code of Practice for the Governance of State Bodies. We ran briefing sessions on the content of the new code to ensure that all staff are aware of their obligations. During the communication sessions, we re-emphasise our values of Integrity, Impartiality, Transparency, Excellence and Effectiveness and continue to use every opportunity to ensure the behaviours associated with these values are woven into all our interactions and decisions. We are committed to ensuring that all colleagues in our diverse workforce are treated fairly and with respect and are aware of what is not acceptable behaviour.

We are a knowledge based organisation committed to equipping the people who work here with the skills to keep abreast of the dynamic telecoms environment. We invest in enabling people to develop their technical and professional skills through on the job training, peer to peer learning, internal courses and formal education. Last year, our calendar of organisational programmes included management development, professional, technical and regulatory programmes as well as lunchtime sessions designed to encourage collaboration and information sharing.

In keeping with our ethos of lifelong learning, we continue to sponsor education and ComReg staff have achieved excellent results as they augment their knowledge and ability. Our mentoring programme continues to provide opportunities to share insights, expertise and knowledge at all levels throughout the organisation.

Our new office in One Dockland Central facilitates this cross-flow of ideas. The office space is open plan with a variety of meeting spaces and common areas to encourage innovation and collaboration. We have an active wellness agenda, the objective of which is to emphasise the importance of taking care of physical and mental health.

The achievements of ComReg are built on the quality, commitment and professional standards of the people who work here. We look forward to continuing to build on this through the future introduction of new and refreshed initiatives.

ComReg has responsibilities in relation to sustainability issues. To meet these responsibilities, ComReg has undertaken a number of green initiatives such as promoting the use of public transport by staff under the tax-saver scheme, encouraging staff access to the cycle-to-work scheme, using recycling bins and energy efficient measures including the installation of sensory-activated lights in offices and other locations, and timers on water heaters.

ComReg will continue to put in place necessary measures, where possible, in order to reduce our Carbon Footprint.

ComReg is also 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 accessible to people with disabilities. ComReg has appointed an access officer who can be contacted at access@comreg.ie

Communications and Engagement

In keeping with ComReg's strategy, a key goal for ComReg is interacting 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 believe that open engagement with all stakeholders assists ComReg in its work.

During the year under review we issued 208 publications and we conducted Regulatory Impact Assessments (RIAs) where appropriate, to ensure excessive regulatory burdens were mitigated.

Information Technology

In line with current eGovernment policy, ComReg continues to enhance its Information Technology services. ComReg continued to develop its web services and its bespoke systems to improve processes both internally and in relation to licensing and consumer engagement. During this period there has also been continual improvements in terms of ComReg's security environment to mitigate against the increase in cyber security threats and to improve our operational managed IT services.

INTERNATIONAL AFFAIRS



Body of European Regulators for Electronic Communications (BEREC)

ComReg is an active member of BEREC⁴⁷, whose membership includes each of the national regulatory authorities (NRAs) from 28 Member States of the European Union and the 4 European Free Trade Association (“EFTA”) states (Iceland, Liechtenstein, Norway, and Switzerland).

In December 2017, ComReg Commissioner, Jeremy Godfrey, was appointed by the Board of Regulators of BEREC (BOR) to the role of Vice-Chair of BEREC 2018, and Incoming-Chair of BEREC 2019. Mr. Godfrey’s appointment⁴⁸ commenced on 1 January 2018 and paved the way for BEREC, to take measures in the period aimed at strengthening the role of BEREC as an enabler of the EU’s Digital Single Market strategy. This has been an ongoing objective for BEREC in recent years, as proved by the adoption of its Guidelines on Net Neutrality in 2016 and the work of BEREC to help make Roam-Like-At-Home become a reality in Europe. For its part, and in the present period given ComReg’s new stewardship role in BEREC, ComReg has taken leadership roles on the following tasks:

⁴⁷ Established pursuant to Regulation (EC) No 1211/2009 of the European Parliament and of the Council of 25 November 2009 establishing the Body of European Regulators for Electronic Communications (BEREC) and the BEREC Office.

⁴⁸ In addition to being appointed to the role of Vice-chair 2018 and Incoming-Chair 2019, the Vice-chair 2018 assumes the capacity as the appointing authority for BEREC Office Staff. In the period 1 January 2018 to 30 June, the Vice-Chair adopted 24 decisions relating directly to operational and human resources matters at the BEREC Office.

- managing processes to create, consult with stakeholders, and deliver BEREC's Annual Work Programme for 2019, noting the significant influence of the European Commission proposals for a European Electronic Communications Code (the "Code") on this work; and
- creating content and an agenda for the 6th BEREC Stakeholder Forum to be held in Brussels on 17 October 2018, an event where BEREC will showcase to its Stakeholders its progress towards finalising and adopting the Work Programme 2019.

In parallel to the above, ComReg has continued to participate in delivering the current Work Programme in force (adopted in December 2017), which consisted of circa 30 individual projects (running from January to December 2018). For example in the period, ComReg has participated in each of nine different Expert Working Groups (EWGs) set up by BEREC to achieve its stated commitments in the Work Programme. In addition, ComReg continued to provide national experts to Co-chair the Benchmarking, End Users, and the ad hoc Communications EWGs as well as commencing relevant activities for when, in its capacity as Incoming-Chair 2019, ComReg will also Co-chair the BEREC Contact Network (the preparatory meeting held by BEREC in advance of its Plenary meetings) during that year.

ComReg's participation in BEREC's Work Programmes is not only a requirement of the Common European Regulatory Framework for Electronic Communications Networks and Services⁴⁹ but also is a means to shape the way electronic communications and digital sectors are regulated now and in the future.

⁴⁹ The Common Regulatory Framework for Electronic Communications Networks and Services is set out in the Framework, Access, Authorisation and Universal Service Directives, as amended, as transposed into Irish law by the corresponding Statutory Instruments of 2011 – No.333 Framework, No. 334 Authorisation, No. 335 Access and No. 337 Universal Service and End Users' Rights Regulations see here <https://www.dcae.gov.ie/en-ie/communications/legislation/Pages/default.aspx>

In addition to its annual Work Programme, BEREC provides Opinions and other technical advice to the European legislative institutions (the European Commission, the Council and the Parliament) on an ad hoc basis. Furthermore, to protect the interests of European citizens and to promote competition generally, BEREC co-operates with other advisory bodies, such as the Radio Spectrum Policy Group ("RSPG")⁵⁰ and European Union Agency for Network and Information Security ("ENISA")⁵¹.

BEREC Plenary Meetings

The BOR meets four times per year and in this period a number of key documents were adopted and approved for publication, covering topics including, among others:

- Safeguarding an open internet (including commencing a public tender for a quality of service measurement tool which could enable end users to measure/validate the performance of internet services contracted by them);
- Enhancing connectivity in Europe (including publishing a draft Common Position on monitoring mobile coverage in Europe); and
- Improving dialogue with stakeholders (including developing and launching an online tool hosted at the BEREC website to manage consultation submissions received on BEREC's draft Annual Work Programme 2019).

Consistency in Regulation across Europe

In order to achieve a greater consistency in regulatory processes, the European Commission has oversight powers in respect of measures which NRAs may take regarding the competitive state of markets at national level (referred to as "Article 7 cases" after the provisions of Article 7 and 7a of the Framework Directive (Directive 2002/21/EC, as amended)).

⁵⁰ Radio Spectrum Policy Group; <http://rspg-spectrum.eu/>

⁵¹ European Network and Information Security Agency; <http://www.enisa.europa.eu/>

When the Commission expresses serious doubts about an NRA's analysis of the market and remedies to address competitive failures, it opens a so-called "Phase II investigation" and must take the utmost account of BEREC Opinions before exercising its powers. In such instances, BEREC has a procedure to establish an EWG responsible for drafting an Opinion.

ComReg provided a national expert to the permanent pool of rapporteurs who are available to BEREC to participate in such EWGs. Across the period 6 cases were opened (3 of which were discontinued before a BEREC Opinion was approved, following the withdrawals of the relevant notification by the NRA concerned. In particular, ComReg was Rapporteur and/or assisted drafting BEREC Opinions on the following cases:

- Case DE/2017/1997 – Germany (Market for wholesale call termination on individual public telephone networks provided at a fixed location)(market 1)
- Case SK/2017/2010 – Slovakia (Market for wholesale voice call termination on individual mobile markets)(market 2)
- Case AT/2017/2020 – Austria (wholesale markets for broadcasting transmission services) (market 18 of the 2007 Recommendation)

All BEREC Opinions adopted by the Board of Regulators are published on the BEREC website.

The Independent Regulators Group (the IRG)

ComReg is also an active participant in the Independent Regulators Group (IRG), which was established in 1997 by a group of European NRAs, to assist in sharing experiences and points of view among its members on important issues relating to the regulation and development of the European telecommunications market.

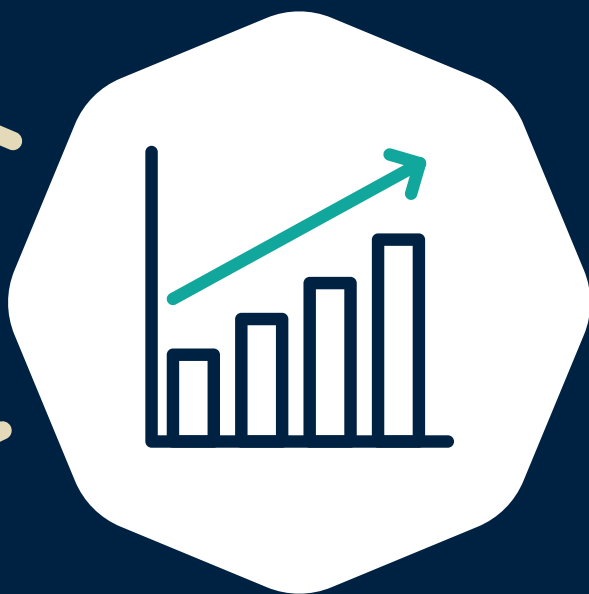
The IRG works in close cooperation with BEREC (Body of European Regulators for Electronic Communications) and all members of the IRG are also members or observers in BEREC.

In the period ComReg created 4 questionnaires, analysed 70 submissions received on its questionnaires and circulated them to IRG Members, and issued 22 individual responses to questionnaires created by other IRG Members. Allied to its work in BEREC, ComReg's ongoing participation in IRG is an important activity, as it helps to promote information sharing and peer learning between NRAs which can help improve harmonisation of regulation across Europe.

The Communications Committee (CoCom)

CoCom was established in 2002 under the Framework Directive (Directive 2002/21/EC, as amended) as an advisory committee to the European Commission. CoCom is composed of Member State representatives and its main role is to provide opinions on draft measures that the Commission intends to adopt. Along with representatives of the Department of Communications, Climate Action and Environment, ComReg participates as part of the Irish delegation.

FINANCIAL STATEMENTS



COMMISSION MEMBERS AND OTHER INFORMATION

FOR THE YEAR ENDED 30 JUNE 2018

Commission

As at 30 June 2018 the Commission comprised of 3 Commissioners

- Gerry Fahy - Chairperson
- Jeremy Godfrey - Commissioner
- Kevin O'Brien - 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 2018

Governance

The Commission for Communications Regulation (ComReg) was established on 1 December 2002. 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. The Commission is funded wholly by income received from the electronic communications, postal and premium rate services industries.

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 1 and not more than 3 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.

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 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 Communications, Climate Action and Environment, with the consent of the Minister for Public Expenditure and Reform, 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;

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 July 2018.

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 2018.

Commission Structure

Section 14 of the Communications Regulation Act, 2002 states that the Commission shall consist of at least 1 and not more than 3 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 3 years and not more than 5 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 2018 The Commission comprised three Commissioners all of whom were appointed by the Minister for Communications, Climate Action and Environment. The table below details the members of the Commission and their appointment, or re-appointment dates (Commission members cannot serve more than 2 terms of office as a Commissioner). The Commission meets regularly to discuss regulatory and operational issues.

Commission Member	Date Appointed or Re-appointed
Gerry Fahy – Chairperson*	2 September 2013
Jeremy Godfrey	2 September 2013
Kevin O’Brien	1 November 2015

*Chairperson from 1 March 2017 to 31 August 2018

Gerry Fahy and Kevin O’Brien left in August 2018. The Department of Communications, Climate Action and Environment, announced in November 2018 the appointment of Mr. Garrett Blaney and Mr. Robert Mourik as Commissioners following an open competition run by the Public Appointments Service.

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 five people:

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

Commissioners Jeremy Godfrey and Kevin O'Brien were members of the ARC in the year ended 30 June 2018. The external members of the Audit and Risk Committee are: Martin Higgins (Chairperson), Patricia Byron and Marie Collins. There were 4 meetings of the ARC in the year ended 30 June 2018.

Schedule of Attendance, Fees and Expenses

A schedule of attendance at the Audit Committee meetings for 2018 is set out below including the fees received by each member. There were no expenses paid in 2018.

Audit Committee Members

Name	Role	Number of Meetings Attended	Fees 2018 €
Martin Higgins - Chairperson	External Member	4	8,000
Patricia Byron	External Member	2	2,400
Marie Collins	External Member	4	4,800
Jeremy Godfrey	Commissioner	2	N/a
Kevin O'Brien	Commissioner	4	N/a

Key Personnel Changes

Commissioners Gerry Fahy and Kevin O'Brien left in August 2018. In accordance with the 2002 Communications Regulation Act the Minister appointed two new Commissioners.

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 and Reform in August 2016. The following disclosures are required by the Code.

Employee Short-Term Benefits Breakdown

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

	30 June 2018 Number	30 June 2017 Number
60 - 70	8	8
70 - 80	17	18
80 - 90	13	8
90 - 100	3	12
100 - 110	14	4
110 - 120	4	6
120 - 130	7	3
130 - 140	1	0
140 - 150	2	3
150 - 160	0	0
160 - 170	1	0
170 - 180	0	1
180 - 190	1	0
190 - 200	0	0
200 - 210	1	2
210 - 220	1	0

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.

Technical Advice Costs

Technical Advice costs include the cost of external advice to management and includes outsourced 'business-as-usual' functions.

	2018 €'000	2017 €'000
Professional & Technical Advice	6,824	7,485
Contact Management	502	682
Market Research	222	198
Quality of Service Monitoring	532	505
Staff Training and Professional Development	409	343
	8,489	9,213

Legal Costs

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

	2018 €'000	2017 €'000
Legal Advice	911	1,215
Legal Costs relating to Legal Proceedings	917	1,022
	1,828	2,237

Legal expenses are stated net of costs recovered from third parties.

Travel and Subsistence Expenditure

Travel and subsistence expenditure is categorised as follows:

	2018 €'000	2017 €'000
Domestic Travel	29	25
International Travel	227	195
	256	220

Hospitality Expenditure

The Income and Expenditure Account includes the following hospitality expenditure:

	2018 €'000	2017 €'000
Staff Hospitality Costs	15	12
Contribution to Sports and Social Club	5	5
	20	17

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.

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 (2009) published by the Department of Public Expenditure and Reform is the foundation on which our corporate governance policies are based. 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 was adopted in these Financial Statements.

Section 33 of the Communications Regulation Act, 2002, requires the Commission to adopt, with the approval of the Minister for Communications, Climate Action and Environment and the Minister for Public Expenditure and Reform, 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 (2009) published by the Department of Public Expenditure and Reform) has been approved by the Minister for Communications, Climate Action and Environment and the Minister for Public Expenditure and Reform. The code is published on our website, and it is our intention to update the Code to reflect the requirements of the 2016 Code. It is the policy of the Commission to ensure compliance with the Code.

On behalf of the Commission

Jeremy Godfrey
Commissioner

Date: 25 March 2019

STATEMENT ON INTERNAL CONTROL

FOR THE YEAR ENDED 30 JUNE 2018

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 and Reform has been in place in ComReg for the year ended 30 June 2018 and up to the date of approval of the financial statements.

Capacity to Handle Risk

ComReg has an Audit and Risk Committee (ARC) comprising two members of the Commission and three external members, with financial and audit expertise, one of whom is the Chair. The ARC met four times in the year ended 30 June 2018.

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.

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.

Procurement

ComReg has developed a Corporate Procurement Plan which was approved by the Commission. 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 2018 expenditure of €403,000 (2017: €491,000) was incurred in respect of 2 (2017: 2) contracts for IT services where our operational needs deemed it necessary to roll over the 2 existing contracts pending conclusion of a competitive tender process. A new contract (following a competitive tender process was put in place in March 2018) for the majority of the

spend related to these two contracts. There was also a contract for professional advice where it was also deemed appropriate to roll over the existing contract pending conclusion (scheduled for late 2018) of a competitive tender process. The spend on this contract was €156,000 in 2018 (2017: €197,000).

There was one contract for a value of €235,000 for specialist consultancy advice where due to the urgent and unforeseen circumstance it was deemed appropriate not to go to tender. We are satisfied that no alternative supplier would have been in a position to meet our requirements. There were also two contracts, one for €90,000 and one for €58,000 which involved the purchase of specialist software for which there was only one supplier.

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 2018.

Internal Control Issues

No weaknesses in internal control were identified in relation to 2018 that require disclosure in the financial statements.

On behalf of the Commission

Jeremy Godfrey
Commissioner

Date: 25 March 2019



Ard Reachtaire Cuntas agus Ciste **Comptroller and Auditor General**

Report for presentation to the Houses of the Oireachtas

Commission for Communications Regulation

Opinion on financial statements

I have audited the financial statements of the Commission for Communications Regulation for the year ending 30 June 2018 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 2018 and of its income and expenditure for that year 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.

Seamus McCarthy
Comptroller and Auditor General

29 March 2019

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 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.

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 there are 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 there is 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.

I also 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.

Statement of Income and Expenditure and Appropriation Account for the year ended 30 June 2018

						Year to 30 June	Year to 30 June
		2018	2018	2018	2018	2018	2017
	Notes	Electronic Communications		Post	Premium Rate Services		
		Levy €'000	Other €'000	Levy €'000	Levy €'000	Total €'000	Total €'000
Income							
Levy		6,946		1,900	509	9,355	9,456
Licensing Fees	2		44,217			44,217	45,413
Spectrum Income	2		32,150			32,150	76,050
Other Income	2		858			858	4,917
Gross Income		6,946	77,225	1,900	509	86,580	135,836
Transfer (to) Capital Reserve	12		585			585	(5,771)
Net Income		6,946	77,810	1,900	509	87,165	130,065
Expenditure							
Staff Costs	3	6,588	3,807	589	277	11,261	10,380
Retirement Benefit Costs	17(b)	2,202	1,246	156	73	3,677	2,803
Technical Advice	4	4,204	2,950	1,082	253	8,489	9,213
Legal Expenses	5	1,062	725	25	16	1,828	2,237
Advertising		77				77	36
Administrative Expenses	6	1,044	1,075	91	70	2,280	2,275
Auditors' Remuneration		9	6	1	1	17	21
Premises and Related Expenses		1,260	980	99	99	2,438	2,552
Depreciation	7	1,448	996	113	113	2,670	1,719
Loss on Disposal of Assets						-	74
Subscriptions to International Organisations	15	691				691	768
		18,585	11,785	2,156	902	33,428	32,078
Surplus / (Deficit) before Appropriations		(11,639)	66,025	(256)	(393)	53,737	97,987
Less: Appropriations							
Payable to Central Fund	13					(54,969)	(99,368)
Pension Reserve adjustment	13					1,232	1,381
Surplus after Appropriations						0	0

The Statement of Cash Flows and Notes 1 to 22 form part of these financial statements.

On behalf of the Commission

Jeremy Godfrey

Commissioner

Date: 25 March 2019

Statement of Comprehensive Income for the year ended 30 June 2018

		Year to 30 June	Year to 30 June
		2018	2017
	Notes	Total	Total
Surplus after Appropriations		0	0
Actual return less expected return on scheme assets	17(f)	2,311	1,661
Experience gains on retirement benefit obligations	17(f)	533	823
Changes in assumptions underlying the present value of Retirement benefit obligations		1,181	2,559
Transfers in for prior service	17(g)	-	-
Total actuarial gain in the year		4,025	5,043

Movement in Retirement Benefit Reserve			
Balance at 1 July		(10,098)	(13,760)
Total Recognised Gains in the year		4,025	5,043
Pension Reserve adjustment	13	(1,232)	(1,381)
Balance at 30 June		(7,305)	(10,098)

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 22 form part of these financial statements.

On behalf of the Commission

Jeremy Godfrey
Commissioner

Date: 25 March 2019

Statement of Financial Position as at 30 June 2018

		30 June	30 June
		2018	2017
	Notes	€'000	€'000
Fixed Assets			
Property, Plant & Equipment	7	8,666	9,251
Current Assets			
Receivables	8	4,450	9,657
Short-Term Investments	9	78,500	125,587
Cash and Cash Equivalents		8,898	11,114
		91,848	146,358
Current Liabilities (Amounts falling due within one year)			
Payables	11	(91,848)	(146,358)
Net Current Assets		0	0
Total Assets less Current Liabilities		8,666	9,251
Total Net Assets excluding Retirement Benefits (Liability)		8,666	9,251
Retirement Benefits			
Deferred Funding Asset for Pensions	17(i)	1,540	-
Net Defined Benefit (Liability)	17(ci)	(8,845)	(10,098)
Total Net Assets / (Liabilities) including Retirement Benefits (Liability)		1,361	(847)
Representing			
Capital Reserves	12	8,666	9,251
Retirement Benefit Reserve		(7,305)	(10,098)
		1,361	(847)

The Statement of Cash Flows and Notes 1 to 22 form part of these financial statements.

On behalf of the Commission

Jeremy Godfrey
Commissioner

Date: 25 March 2019

Statement of Cash Flows for the year ended 30 June 2018

		Year to 30 June	Year to 30 June
		2018	2017
	Notes	€'000	€'000
Net Cash Flows from Operating Activities			
Excess Income over Expenditure (before Appropriations)		53,737	97,987
Difference between pension charge and contributions		1,232	1,381
Depreciation	7	2,670	1,719
Loss on Disposal of Assets		-	74
Bank interest	2	-	(41)
Capital reserve transfer	12	(585)	5,771
Decrease in Receivables		5,207	43
(Decrease)/ Increase in Payables (excluding Central Fund)		(10,431)	9,633
Net Cash Inflow from Operating Activities		51,830	116,567
Cash Flows from Investing Activities			
Payments to acquire Property, Plant & Equipment	7	(2,085)	(7,568)
Cash Flows from Financing Activities			
Bank and Other Interest received	2	-	41
Receipt from sale of Asset		-	4
Payment to Central Fund		(99,048)	(160,339)
Net (Decrease) Cash and Cash Equivalents		(49,303)	(51,295)

Notes to the Financial Statements for the year ended 30 June 2018

1.	Accounting Policies
	<p>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</p>
	<p>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.</p> <p>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.</p> <p>The Commission is a Public Benefit Entity (PBE).</p>
	<p>b) Statement of Compliance The financial statements of the Commission for the year ended 30 June 2018 have been prepared in accordance with FRS102, the financial reporting standard applicable in the UK and Ireland issued by the Financial Reporting Council (FRC), as promulgated by Chartered Accountants Ireland.</p> <p>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.</p>
	<p>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 Communications, Climate Action and Environment with the consent of the Minister for Public Expenditure and Reform 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.</p>
	<p>1.1 Income Recognition The Commission receives income from a number of sources</p> <ul style="list-style-type: none"> • Levies on certain providers to fund the costs of regulation. The relevant levies are as follows: <ol style="list-style-type: none"> 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.
	<p>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 Communications, Climate Action and Environment (See Note 13).</p>

<p>1.3 Fixed Assets and Depreciation 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:</p> <table border="0"> <tr> <td>Technical equipment</td> <td>–15% per annum</td> </tr> <tr> <td>Computer equipment</td> <td>–33 1/3% per annum</td> </tr> <tr> <td>Fixtures & fittings</td> <td>–9% per annum</td> </tr> <tr> <td>Office Furniture & office equipment</td> <td>–15% per annum</td> </tr> <tr> <td>Motor vehicles</td> <td>–20% per annum</td> </tr> </table> <p>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 €1,000.</p> <p>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.</p>	Technical equipment	–15% per annum	Computer equipment	–33 1/3% per annum	Fixtures & fittings	–9% per annum	Office Furniture & office equipment	–15% per annum	Motor vehicles	–20% per annum
Technical equipment	–15% per annum									
Computer equipment	–33 1/3% per annum									
Fixtures & fittings	–9% per annum									
Office Furniture & office equipment	–15% per annum									
Motor vehicles	–20% per annum									
<p>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.</p>										
<p>1.5 Capital Reserve The capital reserve represents the unamortised amount of income used to purchase fixed assets.</p>										
<p>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.</p> <p>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.</p>										
<p>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.</p>										
<p>1.8 Retirement Benefits 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 is funded by contributions from Commissioners, employees and the Commission, which are transferred to a separate trustee administered fund. 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 and Reform (DPER). In addition, the Commission is liable to pay an employer contribution to DPER in accordance with DPER Circular 28/2016.</p> <p>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 Commission has accounted for its costs and liabilities under the single public services pension scheme from 2018 onwards. The costs and liabilities under the single public services pension scheme are not accounted for in the 2017 figures as the Commission was of the view that the figure was not material.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>										
<p>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.</p>										

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 fixed asset classes, and in particular, the useful economic life and residual values of fixtures and fittings, 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.

		Year to 30 June	Year to 30 June
		2018	2017
	Notes	€'000	€'000
2.	Non Levy Income		
	Electronic Communications Licensing Fee		
	2G & 3G Radio Licensing Fees	7,936	7,936
	Liberalised Use Licensing Fees	22,478	23,068
	Other Radio Licensing Fees	13,803	14,409
		44,217	45,413
	Electronic Communications Spectrum Income		
	3G Spectrum Income	30,900	27,900
	3.6GHz Spectrum Income	11	48,150
	26GHz Spectrum Income	1,250	0
		32,150	76,050
	3G Spectrum Income of €30.9m (2017: €27.9m) was earned in 2018 in respect of 3G licences issued in 2002 and 2007.		
	A 3.6GHz Multi Band Spectrum Auction was conducted during 2016/17. The auction result was announced in May 2017. Final upfront fees received (contingent on any licence fee refunds due) amounted to €61.6m. Of the €61.6m, €48.1m was recognised as income in 2017. The Commission set aside in 2017 amounts totalling €13.5 in refunds (see Note 11) due to delayed commencement of Lots of the new 3.6 GHz Band Liberalised Use licences. All refunds payable by the Commission will be calculated in accordance with the methodology outlined in the Information Memorandum (Commission Document 16/71).		
	In addition annual 3.6GHz Spectrum Usage fees (before indexation) for these licences will amount to a total of €17.7m over the life of the licences.		
	A 26GHz Multi Band Spectrum Auction was conducted during 2018 and the auction result was announced in June 2018. Final upfront fees received amounted to €1.25m and was recognised as Income in 2018.		
	Other Income		
	Bank Interest	-	41
	Sundry*	858	4,876
		858	4,917
	* Sundry Non Levy Income in 2018 includes:		
	(a) A payment of €250,000 in July 2017 by Vodafone Ireland Limited ("Vodafone") after an investigation found that the manner in which Vodafone had signed up Pay As You Go ("PAYG") customers to its "Red Roaming" package was in breach of Regulation 14(4) of the Universal Service Regulations and ComReg Decision D13/12 on Contract Change Notifications.		
	(b) A payment of €575,000 in October 2017 by Three Ireland (Hutchison) Limited ("Three") to ComReg following investigations into the manner in which Three implemented contract changes in March and April 2017, and into conditions and procedures put in place by Three in respect of proposed contract changes that had the effect of disincentivising customers from changing service provider.		
	* Sundry Non Levy Income in 2017 includes:		
	(a) A payment of €255,000 in September 2016 by Virgin arising from its failure to provide 26,046 of its customers with a contract in a durable form. This is in contravention of the Consumer Information Regulations 2013.		
	(b) A payment of €3,094,000 in December 2016 by Eircom arising from its failure to achieve certain performance targets in relation to Eircom's quality of service performance with respect to aspects of its Universal Service Obligation for the period 2014/2015.		
	(c) A payment of €1,525,000 in April 2017 by Eircom arising from its failure to achieve certain performance targets in relation to Eircom's quality of service performance with respect to aspects of its Universal Service Obligation for the period 2015/2016.		
	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.		

						Year to 30 June	Year to 30 June
						2018	2017
		Electronic Communications		Post	PRS		
		Levy €'000	Other €'000	Levy €'000	Levy €'000	Total €'000	Total €'000
3.	Staff Costs						
	Employee Short-term benefits	6,010	3,473	537	253	10,273	9,470
	Employer's contribution to social welfare	578	334	52	24	988	910
		6,588	3,807	589	277	11,261	10,380
	The average number of staff employed by the Commission during the year, analysed by category, was as follows:	64	44	5	5	118	115
	Employee Short term benefits						
	Basic Pay					9,360	8,635
	Performance related pay#					898	820
	Allowances					15	15
						10,273	9,470
	<p>#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, €898,000 (or 9%) 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 (2017: €820,000 (8%)). Employee Short-term benefits in 2017 include a termination payment of €13,000 in relation to an employee related settlement.</p>						
	<p>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.</p>						
		Salary		Other Remuneration		Total	
		€'000		€'000		€'000	
	Gerry Fahy* – Chairperson	168		2		170	
	Jeremy Godfrey – Commissioner	153		2		155	
	Kevin O' Brien – Commissioner	151		-		151	
	*Chairperson from 1 March 2017 to 31 August 2018						

		30 June	30 June			
		2018	2017			
		€'000	€'000			
4.	Technical Advice					
	Professional./Technical Advice and other Advice/Services	8,080	8,870			
	Staff Training and Professional Development	409	343			
		8,489	9,213			
5.	Legal Expenses	1,828	2,237			
	Legal expenses are stated net of costs recovered from third parties					
6.	Administrative Expenses					
	Equipment and IT Maintenance	770	725			
	Subscriptions to Databases/Research Reports	330	374			
	Travel and Subsistence	256	220			
	Conferences/Meetings	187	239			
	Postal and Telecommunications	105	124			
	Stationery	35	65			
	Publishing and Promotion	102	107			
	Recruitment	63	57			
	Light, Heat and Cleaning	121	73			
	Insurance	48	39			
	Other Administrative Costs	263	252			
		2,280	2,275			
	Other Administrative Costs for 2017 included the sum of €40,000 deposit paid for the fit out of a commercial vehicle. The supplier went into receivership and the deposit is irrecoverable.					
7.	Property, Plant and Equipment					
		Technical Equipment	Computer Equipment	Fixtures, Fittings & Office Equipment	Motor Vehicles	Total
		€'000	€'000	€'000	€'000	€'000
	Cost					
	At 30 June 2017	2,678	6,574	4,308	179	13,739
	Additions	259	1,685	51	90	2,085
	Disposals	-	-	-	-	-
	At 30 June 2018	2,937	8,259	4,359	269	15,824
	Accumulated Depreciation					
	At 30 June 2017	1,189	3,080	173	46	4,488
	Disposals	-	-	-	-	-
	Charge for period	384	1,825	424	37	2,670
	At 30 June 2018	1,573	4,905	597	83	7,158
	Net Book Value					
	30 June 2018	1,364	3,354	3,762	186	8,666
	30 June 2017	1,489	3,494	4,135	133	9,251
	Computer Equipment Additions in 2018 includes €1.332m of IT Development Costs (2017: €1.440m).					

	30 June	30 June
	2018	2017
	€'000	€'000
8. Receivables		
Due within one year:		
Electronic Communications administration levy	354	49
Radio Licence Income	2,906	7,849
Accrued Income	41	445
Pre-payments & Recoverable expenses	1,149	1,314
	4,450	9,657
9. Short Term Investments		
Short Term Investments	78,500	125,587
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 11) and monies held in trust in relation to commitments made by third parties to the Commission and potential refunds in respect of the delayed commencement of certain licences (also disclosed in Note 11).		
10. Reconciliation of Net Increase in Cash and Cash Equivalents to Movement in Net Funds		
(Decrease) in Cash and Cash Equivalents in the period	(2,216)	(85,175)
Increase / (Decrease) in Short Term Investments	(47,087)	33,880
Change in Cash and Cash Equivalents	(49,303)	(51,295)
Opening Cash and Cash Equivalents	136,701	187,996
Closing Cash and Cash Equivalents	87,398	136,701
11. Payables		
Amounts falling due within one year		
Trade Creditors	1,502	3,598
Other Creditors	9,207	14,329
Value-added tax	170	35
Accruals	1,767	1,081
Deferred income (see analysis below)	24,646	29,723
Payroll	1,086	984
DPER SPSPS Employer Contributions	941	-
Payable to Central Fund (see Note 13)	52,529	96,608
	91,848	146,358
Other Creditors includes potential refunds of €9.1m (2017: €13.5m) in respect of delayed commencement of 3.6GHz Band Liberalised Use licences. The corresponding amounts are included in the Commission's year end Short Term Investments balance. The 2017 figure also includes Cash Deposits in the sum of €0.6m held in trust relating to certain commitments made to the Commission concerning its regulatory functions.		
Analysis of Deferred Income		
Radio Licence Income	24,179	29,443
Other	467	280
	24,646	29,723
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.		

	30 June	30 June
	2018	2017
	€'000	€'000
12. Capital Reserves		
Opening Balance	9,251	3,480
Transfer (to) / from Income and Expenditure Account:		
Additions to fixed assets	2,085	7,568
Amortisation in line with fixed asset depreciation	(2,670)	(1,719)
Amount released on disposal of Fixed Assets	-	(78)
Net Amount from Income and Expenditure Account	(585)	5,771
Closing Balance	8,666	9,251

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 and Reform 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 year ending 30 June 2018.			
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.			
	Gross Amount Due	Pension Adjustment(b)	Net Amount Due
	€'000	€'000	€'000
Balance due to Exchequer at 30 June 2017	99,368	(2,760)	96,608
Surplus for 2018	53,737		53,737
Paid in 2018	(99,048)		(99,048)
Pension reserve adjustment (a)	1,232		1,232
Pension fund payment clawback (b)	(320)	320	-
Balance at 30 June 2018	54,969	(2,440)	52,529
The comparative figures in respect of the amount owed to the Exchequer as at 30 June 2017 are shown below.			
Balance due to Exchequer at 30 June 2016	161,299	(3,720)	157,579
Surplus for 2017	97,987		97,987
Paid in 2017	(160,339)		(160,339)
Pension reserve adjustment (a)	1,381		1,381
Pension fund payment clawback (b)	(960)	960	-
Balance at 30 June 2017	99,368	(2,760)	96,608
(a) The pension reserve adjustment represents the difference between the pension amount charged to the Income and Expenditure Account in 2018 of €3,677,000 (2017: €2,803,000) and the employer contributions in the period of €2,445,000 (2017: €1,422,000).			
(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 2018 one year of payments was made resulting in a clawback of €320,000 (2017: €960,000 which equated to three years of payments).			

14. Premises and Accommodation			
<p>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.</p> <p>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:</p>			
		30 June	30 June
		2018	2017
		€'000	€'000
Payable:			
Within one year		1,649	1,636
Between one and five years		6,596	6,580
More than five years		8,157	6,700
		16,402	14,916
15. Membership of International Telecommunications Organisations			
<p>Certain payments to International Telecommunications Organisations are met by the Department of Communications, Climate Action and Environment (DCCA) out of the proceeds of the Electronic Communication Administrative Levy. The charge to the Income and Expenditure Account includes €691,000 (2017: €768,000) for that purpose. Such charges are invoiced to DCCA who are subsequently reimbursed by ComReg.</p>			
16. Commissioners, Staff and Advisors/Consultants – Disclosure of Interests			
<p>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.</p>			
17. Retirement Benefits			
a.	Description of Scheme		
	<p>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.</p> <p>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.</p> <p>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 and Reform (DPER). In addition, the Commission is liable to pay an employer contribution to DPER in accordance with DPER Circular 28/2016. The Commission has accounted for its costs and liabilities under the single public services pension scheme (since 1 July 2017) on an incurred basis. Employer contributions due to DPER since 2013 have been accrued for in the 2018 figures.</p> <p>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 2018.</p>		

17. Retirement Benefits (Continued)			
		30 June	30 June
		2018	2017
		€'000	€'000
b.	Retirement Benefit Costs		
	Made up of:		
	Defined Benefit Scheme		
	Current service cost	2,886	2,903
	Interest cost	1,368	1,111
	Expected return on Scheme Assets	(1,146)	(860)
	Less: Employees' Contributions	(372)	(351)
		2,736	2,803
	Single Public Service Pension Scheme (SPSPS)		
	Employer Contribution	941	-
	Current Service Cost*	499	-
	Interest Cost	27	-
	Adjustment to deferred Exchequer Pension funding	(526)	-
		941	-
	Total Retirement Benefit Costs	3,677	2,803
	*Employee contributions of €117,000 remitted to DPER, have been included in the calculation of the current service cost.		
ci.	Net Retirement Benefit Liability (Defined Benefit Scheme)		
	Made up of:		
	Fair value of Scheme Assets	51,695	47,350
	Present Value of Retirement benefit obligations	(59,000)	(57,448)
	Net (Liability)	(7,305)	(10,098)
	Note: The Balance Sheet Liability in respect of Single Scheme Retirement Benefits in 2018 comprises a Deferred Funding Asset in respect of the Single Scheme of €1.54m to match the Single Scheme Liability of €1.54m giving a nil Net Liability in respect of the Single Scheme.		
cii.	Present Value of Retirement Benefit Obligations at beginning of year (Defined Benefit Scheme)	57,448	57,101
	Current Service Cost	2,886	2,903
	Interest Cost	1,368	1,111
	Actuarial (Gain)	(1,714)	(3,382)
	Benefits Paid	(932)	(246)
	Premiums Paid	(56)	(39)
	Present Value of Retirement Benefit Obligations at end of year (Defined Benefit Scheme)	59,000	57,448

17. Retirement Benefits (Continued)			
		30 June	30 June
		2018	2017
		€'000	€'000
ciii. Change in Scheme Assets (Defined Benefit Scheme)			
Fair Value of Scheme Assets at beginning of year		47,350	43,341
Expected return on Scheme Assets		1,146	860
Actuarial Gain		2,311	1,661
Employer Contributions		1,504	1,422
Members' Contributions		372	351
Benefits Paid		(932)	(246)
Premiums Paid		(56)	(39)
Fair Value of Scheme Assets at end of year		51,695	47,350
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.			
civ. Retirement Benefits Liability (SPSPS)			
Present Value as at 1 July 2017		1,105	-
Current Service Cost		499	-
Interest Cost		27	-
Actuarial (Gain)		(74)	-
Benefits Paid		17	-
Present Value as at 30 June 2018		1,540	-
d. Scheme Asset Composition (Defined Benefit Scheme)			
The scheme assets at the year end were composed of:			
Equities		26,544	25,258
Bonds		21,059	18,110
Property		623	594
Cash and Other liquid assets		3,469	3,388
		51,695	47,350
The scheme assets at the year end expressed in % terms comprised			
Equities		51.3%	53.3%
Bonds		40.7%	38.3%
Property		1.2%	1.2%
Cash and Other assets*		6.8%	7.2%
		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		2.40%	2.40%
Rate of compensation increase		3.40%	3.30%
Weighted average assumptions used to determine pension expense (Defined Benefit Scheme)			
Discount Rate		2.40%	1.95%
Expected long-term return on scheme assets		2.40%	1.95%

17. Retirement Benefits (Continued)			
		30 June	30 June
		2018	2017
		€'000	€'000
e.	Principal Actuarial, Financial & Demographic Assumptions (Defined Benefit Scheme)		
	The financial assumptions used were as follows:		
	Discount rate	2.40%	2.40%
	Salary increases	3.40%	3.30%
	Pension increases	2.90%	2.80%
	Inflation increases	1.90%	1.80%
	The Demographic assumptions used were as follows		
		2018	2017
	Mortality Pre-Retirement & Post-Retirement	S2PMA with CMI 2016 (1.5%) improvements for all members	S2PMA with CMI 2013 (1.5%) improvements for all members
	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
	<p>* The mortality assumptions chosen are based on standard tables reflecting typical pensioner mortality and they allow for increasing life expectancy over time.</p> <p>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.</p> <p>The assumptions can be affected by:</p> <p>a. the discount rate, changes in the rate of return on high-quality corporate bonds</p> <p>b. future compensation levels, future labour market conditions</p>		

17. Retirement Benefits (Continued)						
		30 June	30 June	30 June	30 June	30 June
		2018	2017	2016	2015	2014
		€'000	€'000	€'000	€'000	€'000
f.	History of defined benefit obligations, assets and experience gains and losses					
	Defined benefit obligations	59,000	57,448	57,101	45,053	43,480
	Fair value of Scheme Assets	(51,695)	(47,350)	(43,341)	(40,979)	(35,758)
	Deficit / (Surplus) for funded Scheme	(7,305)	(10,098)	(13,760)	4,074	7,722
	Experience Adjustment on Scheme Assets	2,311	1,661	(93)	1,821	2,675
	percentage of scheme assets	4.5%	3.5%	0.2%	4.4%	7.5%
	Experience gains / (losses) on Scheme Liabilities					
	amount	533	823	1,226	1,828	(1,549)
	percentage of Scheme Liabilities	0.9%	1.4%	2.1%	4.1%	(3.6%)
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 2018, the total value of such payments received in the year to 30 June 2018 was Nil (2017: Nil). Payments in respect of transferred in service (when received) are shown as a separate item in the Statement of Comprehensive Income.					
h.	Funding of retirements benefits A triennial actuarial valuation of the scheme was carried out as at 1 January 2016 and the recommended contribution rate was subsequently agreed. The next triennial actuarial valuation is due to be carried out as at 1 January 2019.					
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 2018. 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.	Pension Related Deduction An amount of €630,000 (2017: €568,000) deducted from salaries in respect of the Pension Related Deduction was paid to the Department of Communications, Climate Action and Environment in the year ended 30 June 2018.					
21.	Post Balance Sheet Events There were no events after the year end which could have a material impact on any information in these financial statements.					
22.	Approval Of Financial Statements These financial statements were approved by Jeremy Godfrey, Commissioner, for the Commission, on the 25th March 2019.					



An Coimisiún um
Rialáil Cumarsáide

Commission for
Communications Regulation

TUARASCÁIL BHLIANTÚIL

2017 – 2018



An Coimisiún um Rialáil Cumarsáide
TUARASCÁIL BHLIANTÚIL DON TRÉIMHSE
1 Iúil 2017 – 30 Meitheamh 2018

Arna cur faoi bhráid an Aire Cumarsáide, Gníomhú ar son na hAeráide agus Comhshaoil i gcomhréir le hAlt 32 den Acht um Rialáil Cumarsáide, 2002.

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EOLAS FAOI COMREG



Is é ComReg an comhlacht reachtúil atá freagrach as cumarsáid leictreonach (teileachumarsáid, cumarsáid raidió agus líonraí craolacháin), seirbhísí poist agus seirbhísí ardráta a rialáil. Is é ComReg an t-údarás rialála náisiúnta do na hearnálacha seo, de réir dhlí an AE agus dhlí na hÉireann. Ina theannta sin, déanaimid bainistiú ar an speictream minicíochta raidió agus ar an acmhainn uimhrithe náisiúnta, i measc freagrachtaí eile.

COIMISINÉIRÍ

amhail 30 Meitheamh 2018



Gerry Fahy
Cathaoirleach

Chuaigh ar scór mí Lúnasa 2018



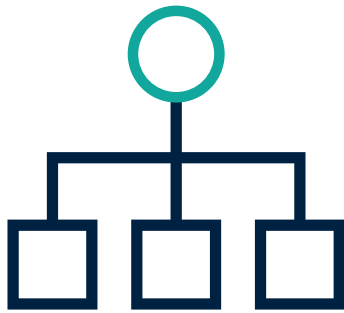
Jeremy Godfrey
Coimisinéir



Kevin O'Brien
Coimisinéir

D'éirigh as mí Lúnasa 2018

STRUCHTÚR EAGRÚCHÁIN



Bunaíodh an Coimisiún um Rialáil Cumarsáide (ComReg) ar an 1 Nollaig 2002 leis an Acht um Rialáil Cumarsáide 2002 agus tá sé faoi cheannas ag Coimisiún ina bhfuil suas le triúr Coimisinéirí. Ag deireadh na tréimhse tuairiscithe seo bhí triúr Coimisinéirí ag an gCoimisiún: Gerry Fahy (Cathaoirleach), Jeremy Godfrey, agus Kevin O'Brien.

Tá an Coimisiún, leis an bhFoireann Ceannaireachta, freagrach as bainistíocht straitéiseach agus oibríochtúil na heagraíochta. Braitheann ComReg ar iarrachtaí ár bhfoirne go léir (lena n-áirítear dlíodóirí, eacnamaíthe, innealtóirí, cuntasóirí, anailísithe gnó agus speisialtóirí riaracháin) chun seachadadh ar ár misean agus ár gcuspóirí rialála a chomhlíonadh.

Tá ceithre Rannóg in ComReg, a fhaigheann tacaíocht ó Ard-Abhcóide agus Comhairleoir Sínearach - Eacnamaíocht, Beartas agus Taighde. Tá an struchtúr bunaithe ar fhoirne trasfheidhmeacha a oibríonn i dtimpeallacht ildisciplíneach.

FOIREANN CHEANNAIREACHTA



John Evans
Comhairleoir Sinsearach
Eacnamaíocht, Beartas agus
Taighde



Caroline Dee-Brown
Ard-Abhcóide



Joe Heavey
Stiúrthóir
Rannóg na Seirbhísí
Corparáide



Donal Leavy
Stiúrthóir
Rannóg Mórdhíola



Barbara Delaney
Stiúrthóir
Rannóg Miondíola agus
Seirbhísí do Thomhaltóirí



George Merrigan
Stiúrthóir
Rannóg an Chreata Mhargaidh

FEIDHMEANNA



Tá ComReg freagrach as iomaíocht a chur chun cinn, tomhaltóirí a chosaint agus a spreagadh. Déileálaimid le ceisteanna casta dlí, eacnamaíochta, cuntasáíochta, rialála agus teicneolaíochta.

Tá ár gcuuspóirí leagtha amach i gcomhréir le reachtaíocht phríomhúil agus reachtaíocht thánaisteach, agus leantar leis an éabhlóid den chreat reachtaíochta seo ó cuireadh an tAcht Cumarsáide (Rialáil) 2007 i bhfeidhm. In 2007, cuireadh le freagrachtaí agus cumhachtaí ComReg, chomh maith le bearta forfheidhmithe a bhí ar fáil, leis an tAcht um Rialáil Cumarsáide (Leasú) 2007. Go sonrach, tugadh cumhachtaí an Achta Iomaíochta do ComReg maidir le cumarsáid agus seirbhísí leictreonacha. Leis an Acht um Rialáil Cumarsáide (Seirbhísí Ardráta & Bonneagar Cumarsáide Leictreonaí) 2010, aistríodh chuig ComReg an fhreagracht as seirbhísí ardráta a rialáil agus chuir ComReg tús le rialáil an réimse seo i mí Iúil 2010. Leagtar amach san Acht Poist 2011 freagrachtaí rialála ComReg maidir le cúrsaí poist.

Fíor 1: Creat Straitéiseach ComReg¹



1 Doiciméad ComReg 17/31 "Electronic Communications Strategy Statement 2017 – 2019" www.comreg.ie/publications

Faoi na hAchtanna um Rialáil Cumarsáide 2002 go 2017, tá raon feidhmeanna agus cuspóirí ag ComReg maidir le líonraí cumarsáide leictreonaí, seirbhísí cumarsáide leictreonaí agus poist a sholáthar.

Áirítear leo siúd:

- Comhlíonadh ag oibreoirí le hoibleagáidí a áirithiú
- Iomaíocht a chur chun cinn
- Cur le forbairt an mhargaidh inmheánaigh
- Leasanna úsáideoirí laistigh den Chomhphobal Eorpach a chur chun cinn
- A chinntiú go mbainistítear go héifeachtach agus go mbaintear úsáid éifeachtach as an speictream minicíochta raidió agus as an scéim uimhrithe náisiúnta
- Forbairt na hearnála poist a chur chun cinn agus, go háirithe, infhaighteacht de sheirbhís uilíoch a chur chun cinn
- Leasanna úsáideoirí deiridh na seirbhísí ardráta a chosaint

Clúdaíonn an Tuarascáil Bhliantúil seo ár bpríomhghníomhaíochtaí ón 1 Iúil 2017 go dtí an 30 Meitheamh 2018.

ATHBHREITHNIÚ AN CHOIMISINÉARA



Le linn na tréimhse seo, leanadh le hearnáil chumarsáide leictreonaí na hÉireann a bheith ag forbairt agus ag athrú mar fhreagra ar riachtanais athraitheacha tomhaltóirí agus gnólachtaí. Faoi dheireadh mhí an Mheithimh 2018, bhí milliún áitreabh ar fud na tíre ag baint leasa as Rochtain don Chéad Ghlúin Eile nó as Leathanbhanda ardluais.

Leanadh le méadú ar mheánluasanna leathanbhanda fosaithe. Ó mhí an Mheithimh 2017, tá dlíthe nua “roam like at home” ar fud an AE tar éis a theacht sa dlí, rud a cheadaíonn do thomhaltóirí fóin phóca a úsáid thar lear ag na praghsanna atá i bhfeidhm sa bhaile. Tháinig méadú 27% ar an trácht iomlán fánaíochta sa bhliain mar thoradh ar na rialacháin fánaíochta nua.

Creideann ComReg go bhfuil nascacht fheabhsaithe mar chuid riachtanach de shaol laethúil na saoránach. Is príomhthiománaí é maidir le cuimsiú sóisialta agus rath eacnamaíoch. Mar rialtóir eacnamaíoch, is í an fheidhm atá againn a áirithiú go bhfeidhmíonn margaí cumarsáide ar mhaithe le tomhaltóirí agus leis an tsochaí. Trí rialáil chúí, éascaíonn ComReg forbairt ar an earnáil cumarsáide leictreonaí iomaíoch, rud a mheallann infheistíocht, a chothaíonn nuálaíocht agus a chuireann ar chumas tomhaltóirí seirbhísí cumarsáide a úsáid.

I rith na bliana seo, ghlac ComReg roinnt tionscnamh tábhachtach mar bhall de Thascfhórsa Móibíleach agus Leathanbhanda an Rialtais chun taithí úsáideoirí móibíleacha a fheabhsú. Áiríodh orthu sin, faisnéis a sholáthar maidir le híogaireacht na bhfón póca mar gheall ar fheidhmíocht aeróige agus clúdach líonra.

Ligfidh sé seo do thomhaltóirí roghanna eolasacha a dhéanamh maidir leis an leibhéal comhartha ar féidir leo a bheith ag súil leis ó fhóin póca éagsúla.

Rinne ComReg tástáil ar ábhar tógála ar chomharthaí fón póca. Cheadaigh ComReg freisin úsáid a bhaint as athsheoltóirí fón póca mar réiteach chun fáiltiú fón póca laistigh a fheabhsú.



Leathanbanda

Faoi dheireadh mhí an Mheithimh 2018 bhí thart ar 85.9% de na síntiúis leathanbanda fosaithe go léir cothrom le nó níos mó ná 10Mbps, ar méadú é ó 82.2% in 2017 agus de na síntiúis leathanbanda fosaithe go léir, bhí 74.6% cothrom le nó níos mó ná 30Mbps, ar mhéadú é suas ó 68.7% ar an mbliain roimhe sin bliain.

Le linn na bliana, measadh go raibh dul i bhfód leathanbanda teaghlaigh ag 87% i gcomparáid le meán an AE de 85%. Faoi dheireadh mhí an Mheithimh 2018, bhí 1,703,040 síntiús leathanbanda in Éirinn. B'ionann VDSL agus 600,668 síntiús, agus 371,398 síntiús cábla, 325,683 síntiús DSL, leathanbanda Chábla Snáthoptaice go hÁitreach (FTTP), agus 60,754 síntiús, Rochtain Fosaithe Gan Sreang (FWA) 49,832 agus Satailít 4,761. Ba é líon na síntiús leathanbanda móibíleacha ná 289,944 ag deireadh na bliana.



Forbairtí sa Mhargadh Móibíleach

Ag deireadh mhí an Mheithimh 2018 bhí níos mó ná 6.1 milliún síntiús le haghaidh seirbhísí cumarsáide móibíleacha in Éirinn, ag teacht le ráta dul i bhfód 126%. Le linn na bliana ar fad méadaíodh líon na síntiús Meaisín-le-Meaisín (M2M) le 25% ag ardú ó 746,803 go 930,806 síntiús.

Leanadh leis an meath ar chur teachtaireachtaí téacs agus tháinig laghdú 10% air sin i rith na bliana.

Tharla sé seo go páirteach mar gheall ar an úsáid mhéadaithe ag tomhaltóirí de sheirbhísí cur teachtaireachtaí meandracha. D'fhan meánmhéid na nglanna míosúla in aghaidh gach síntiúsóir móibíleach in Éirinn seasmhach i mí an Mheithimh 2018 ag 214 nóiméad in aghaidh na míosa, agus ba é 5.8GB an meántrácht míosúil in aghaidh an tsíntiúsóra móibíligh a bhí ag úsáid seirbhísí gutha agus sonraí i Meitheamh 2018, i gcomparáid le 4.1GB i Meitheamh 2017.

I rith na bliana, lean go leor tomhaltóirí le leas a bhaint as rogha sa mhargadh trí aistriú chuig líonraí malartacha, mar go ndearnadh 400,138 uimhir fhón póca a aistriú idir oibreoirí sa dá mhí dhéag go dtí mí an Mheithimh 2018, arb ionann é, ar an meán, agus 33,345 uimhir fhón póca a bhí aistrithe gach mí.



Iomaíocht

Tá sainordú ag ComReg iomaíocht a chur chun cinn agus an leas is fearr is féidir a bhaint as rogha, praghas agus cáilíocht do thomhaltóirí. Tá sé de dhualgas orainn a chinntiú freisin nach bhfuil aon saobhadh ná srian ar iomaíocht in earnáil na cumarsáide leictreonaí. I rith na bliana, lean ComReg lena anailís ar roinnt margaí mórdhíola lena n-áirítear an margadh um Rochtain Ardchaighdeáin, Rochtain Áitiúil Mórdhíola & Rochtain Lárnach Mórdhíola agus an margadh um Fhoirceannadh Gutha Fosaithe agus Móibíleach.



Speictream

Le linn na bliana lean ComReg le speictream raidió a scaoileadh ar an margadh. Bhí gradam ag ComReg don bhanda speictrim 26 GHz i rith na bliana. Tacaíonn an speictream seo le naisc ríthábhachtacha raidió Pointe-go-Pointe atá ina mbonneagair cnáimhe droma do líonraí cumarsáide móibíleacha na hÉireann.



Tomhaltóirí

Tá sé ríthábhachtach do ComReg go gcloíonn soláthraithe seirbhíse le cearta gach tomhaltóra. Mura ndéanann siad amhlaidh, glacfaidh ComReg gníomh nuair is gá. Ba cheart go mbeadh rochtain ag gach tomhaltóir ar fhaisnéis shoiléir leordhóthanach a chuireann ar a gcumas roghanna eolasacha a dhéanamh. Is príomhspríoc straitéiseach é seo do ComReg. Tá sásamh gearán na dtomhaltóirí ríthábhachtach do ComReg. I rith na bliana fuair ComReg thart ar 25,500 teagmháil ó thomhaltóirí. Tá sé ríthábhachtach go mbíonn rochtain ag tomhaltóirí ar phróiseas réitigh nuair a bhíonn fadhb acu le soláthraí seirbhíse. Thug ComReg Cód Cleachtais nua isteach maidir le Láimhseáil Gearán i rith na bliana, rud a chuireann feabhas ar chearta tomhaltóirí.

Nuair is gá, bainfidh ComReg úsáid as na rialacháin atá ar fáil agus a chumhachtaí dlíthiúla chun imscrúduithe a dhéanamh agus cásanna dlí a thionscnamh trí na Cúirteanna. Tá go leor aisíocaíochtaí tomhaltóirí faighte ag ComReg.



Idirnáisiúnta

Is ball gníomhach é ComReg de Chomhlacht na Rialtóirí Eorpacha um Chumarsáid Leictreonach (BEREC). I mí na Nollag 2017, cheap Bord Rialtóirí BEREC mé sa ról de Leas-Chathaoirleach BEREC 2018. Ghlac ComReg páirt i ngach ceann de na naoi Sainghrúpa Oibre éagsúla ar bhunaigh BEREC iad.

Tá rannpháirtíocht ComReg i gCláir Oibre BEREC ina riachtanas de chuid Chomhchreat Rialála Eorpaigh do Líonraí agus Seirbhísí Cumarsáide Leictreonaí agus ciallaíonn sé freisin gur féidir le ComReg an bealach ina rialaítear na hearnálacha cumarsáide leictreonaí agus digiteacha a mhúnlú anois agus amach anseo.

Jeremy Godfrey
Coimisinéir

ACHOIMRE CHUMARSÁIDE



Líon na nOibritheoirí

Faoin bpróiseas údaraithe, cuireann oibreoírí in iúl do ComReg go bhfuil sé ar intinn acu líonraí nó seirbhísí a sholáthar do thríú páirtithe. Faoi Mheitheamh 2018, cláraíodh 666 fógra den sórt sin agus bhain 655 díobh sin le craolachán fosaithe/gan sreang agus bhain 11 díobh le cúrsaí móibíleacha.

Scair an Mhargaidh Línte Fosaithe

Bunaithe ar shonraí ó oibreoírí a cuireadh isteach trí cheistneoir na Tuarascála Ráithiúla, b'ionann Oibreoírí Údaraithe Eile (OAOanna) agus 53% den mhargadh iomlán líne fosaithe i dtaca le hioncam foriomlán (miondíol agus mórdhíol) faoi Mheitheamh 2018, méid a ardaíodh ó 51.5% i Meitheamh 2017. Bhí Eircom Teo (ag trádáil mar eir) taobh thiar den chuid eile den mhargadh.

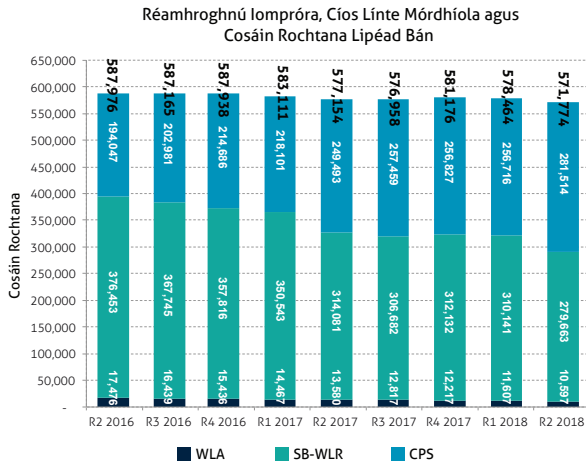
CPSanna fosaithe, WLR agus WLA

D'fhéadfaí rochtain indíreach ar líonraí líne fosaithe le haghaidh seirbhísí glaonna a sholáthar trí Réamhroghnú Iompróra (CPS), agus na seirbhísí glaonna á soláthar ag oibreoír a úsáideann an líonra an oibreora reatha, agus íocann an custaiméir cíos líne leis an sealbhóir.

Trí Chíos Líne Mórdhíola (WLR) is féidir le hoibreoír bille singil a sholáthar don tomhaltóir i dtaca lena gcíos líne fosaithe agus a n-úsáid ghlaonna fosaithe araon.

Is seirbhís ghutha gan lasc í Rochtain an Lipéid Bháin/Rochtain Ghutha (WLA- (Voice)) a ligeann d'oibreoír seirbhísí glaonna ó cheann go ceann a cheannach gan aon riachtanas a bhonneagar idirnasctha féin a bheith aige.

Fíor 2: Cosáin Rochtana Neamhdhíreacha Chaolbhanda



Cosáin rochtana fosaithe teileachumarsáide agus trácht gutha fosaithe

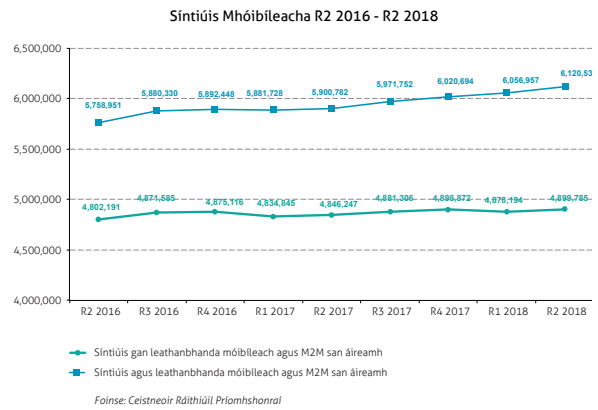
Bhí 1.35 milliún cosán rochtana Líonra Teileafón Lasctha Poiblí (PSTN) agus Líonraí Digiteacha Lasctha Comhtháite (ISDN) i margadh na hÉireann amhail mí an Mheithimh 2018, ar laghdú 5.4% é ó mhí an Mheithimh 2017. Is ionann Rochtain indíreach ag úsáid cuntas WLR nó CPS agus 42.3% de na cosáin rochtana go léir sa mhargadh copair fosaithe. Léiríonn sé seo úsáid OAOanna de bhonneagar mórdhíola eir.

Leanadh le meath sa trácht gutha a thagann as líonraí fosaithe. In R2 2018, thionscain an meán-síntiúsóir cónaithe 92 nóiméad de ghlaonna gutha fosaithe i gcomparáid le 108 nóiméad in R2 2017.

Seirbhísí cumarsáide móibíleacha

Ag deireadh mhí an Mheithimh 2018, bhí os cionn 6.1 milliún síntiús le seirbhísí cumarsáide móibíleacha (lena n-áirítear leathanbhanda móibíleach agus M2M) in Éirinn, arb ionann é agus ráta fódaithe 126%. In R2 2017, bhí iomlán na síntiús M2M ag 746,803, ag méadú go 930,806 in R2 2018, rud a léiríonn fás bliantúil 24.6%.

Fíor 3: Síntiús Mhóibíleacha



Mar gheall go páirteach ar an úsáid mhéadaithe a rinne tomhaltóirí as seirbhísí cur teachtaireachtaí meandracha, tháinig laghdú 9.7% ar líon na dteachtaireachtaí téacs in R2 2018, i gcomparáid le R2 2017. Sna trí mhí go Meitheamh 2018, chuir meánshíntiúsóir móibíleach na hÉireann 75 teachtaireacht ar an meán in aghaidh na míosa, i gcomparáid le meán de 84 in aghaidh na míosa sa ráithe go dtí Meitheamh 2017.

D'fhan meánmhéideanna guthghlaonna míosúla in aghaidh an tsíntiúsóra móibíleach in Éirinn seasmhach i mí an Mheithimh 2018 ag 214 nóiméad in aghaidh na míosa. Ba é 5.8GB an meántrácht míosúil in aghaidh na síntiúsóra a bhí ag úsáid seirbhísí gutha agus sonraí i Meitheamh 2018, i gcomparáid le 4.1GB i Meitheamh 2017.

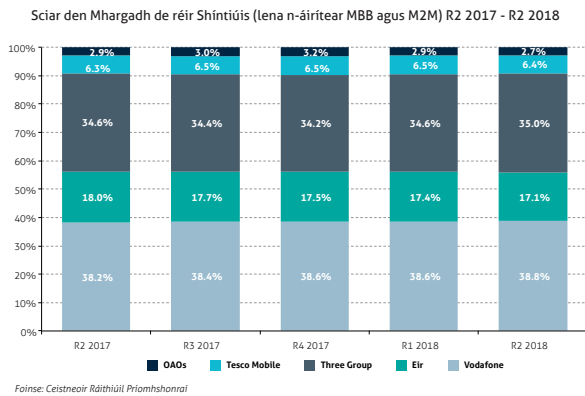
In R2 2018, ba é €14.20 in aghaidh na míosa an Meánioncam Inmheánach in aghaidh an Úsáideora (ARPU) do shíntiúsóirí réamhíochta fón póca agus ba é €37.44 in aghaidh na míosa ag ARPU móibíleach do shíntiúsóirí fón póca iar-íochta. B'ionann ARPU Móibíleach do shíntiúsóirí leathanbhanda móibíleacha réamhíochta agus €15.04 in aghaidh na míosa agus ba é €19.71 in aghaidh na míosa ARPU móibíleach do shíntiúsóirí leathanbhanda iar-íochta.

Rinneadh 400,138 líon fón póca a aistriú idir oibreoirí sa dá mhí dhéag go dtí Meitheamh 2018, arb ionann é agus 33,345 uimhir fón póca ar an meán a aistríodh gach mí.

Coinníonn Vodafone an chuid is mó de shíntiúis (lena n-áirítear síntiúis leathanbhanda móibíleach agus síntiúis mheaisín go meaisín) agus nuair a chuirtear R2 2017 agus R2 2018 i gcomparáid, mhéadaigh Vodafone sciar an mhargaidh beagán ó 38.2% go 38.8%. Ag deireadh R2 2018, bhí 35% de shíntiúsóirí ag Grúpa Three, ar laghdú é sin ó 34.6% in R2 2017.

Tháinig laghdú 0.9% ar sciar an mhargaidh mhóibíleach de chuid Eircom Ltd (ag trádáil mar eir) ó R2 2017. Mhéadaigh sciar an mhargaidh de chuid Tesco Mobile le 0.1% agus thit scaireanna margaidh oibreoirí eile le 0.2% ó R2 2017.

Fíor 4: Sciar den Mhargadh - Líon na Síntiúis (lena n-áirítear leathanbhanda móibíleach agus M2M)



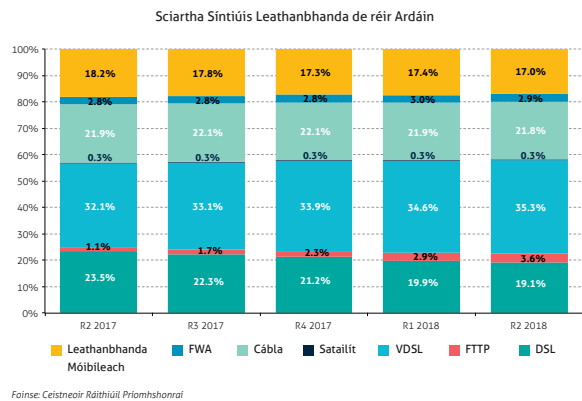
Leathanbhanda

Faoi dheireadh mhí an Mheithimh 2018, bhí 1,703,040 síntiúis leathanbhanda ann. B’ionann VDSL agus an chuid is mó de na síntiúis sin ag 600,668, agus ina dhiaidh sin bhí 371,398 síntiúis cábla, 325,683 síntiúis Leathanbhanda DSL, b’ionann leathanbhanda Fiber to the Premises (FTTP) agus 60,754 síntiúis, Rochtain Fosaithe Gan Sreang (FWA) ag 49,832 agus Satailít ag 4,761.

Ba é líon na síntiúis leathanbhanda móibíleach ná 289,944 ag deireadh mhí an Mheithimh 2018.

In R2 2018, b’ionann síntiúis leathanbhanda VDSL agus 35.3%, leathanbhanda cábla 21.8%, DSL 19.1%, FWA 2.9%, FTTP 3.6% agus satailít 0.3% de gach síntiúis leathanbhanda. B’ionann leathanbhanda móibíleach agus 17% de na síntiúis leathanbhanda go léir. Ó R2 2017, tháinig méadú 11% ar líon na síntiúis VDSL, i gcodarsnacht le laghdú i síntiúis leathanbhanda DSL, satailíte agus móibíleacha.

Fíor 5: Próifíl na Síntiúis Gníomhach Leathanbhanda de réir Cineáil



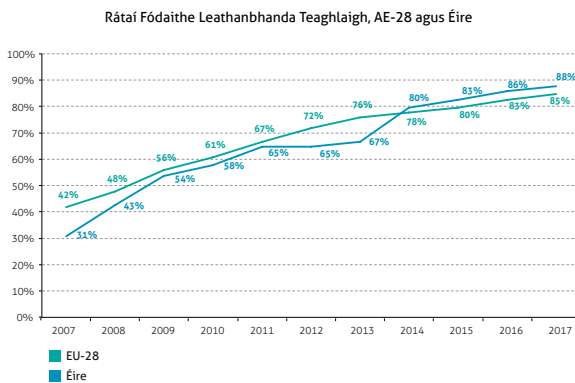
Chomh maith le síntiúis leathanbhanda, meastar go bhfuil 1,258 ball te WiFi in Éirinn a sholáthraíonn rochtain leathanbhanda fánaíochta ar fud na tíre, go háirithe d’úsáideoirí ríomhairí glúine agus fóin chliste. Méadaíodh an figiúr seo le 9.6% i gcomparáid le R2 2017 go R2 2018.

Fíor 6: Síntiúis Leathanbhanda agus Fás

Cineál Síntiúis	R2 2018	Fás Ráithiúil R1'17 – R2'18	Fás Bliain ar Bhliain R2'17 – R2'18
Leathanbhanda DSL	325,683	-4.3%	-17.9%
Leathanbhanda VDSL	600,668	+1.5%	+10.8%
Leathanbhanda Cábla	371,398	-0.5%	+0.5%
Leathanbhanda FTTP	60,754	+21.3%	+217.7%
Leathanbhanda Satalíte	4,761	-2.1%	-6.5%
Leathanbhanda FWA	49,832	-1.6%	+7.0%
Iomlán leathanbhanda fosaithe	1,413,096	+0.2%	+2.5%
Leathanbhanda Móibíleach	289,944	-2.4%	-5.8%
Iomlán Leathanbhanda	1,703,040	-0.3%	+1.0%

Léirítear i bhFíor 7 staid na hÉireann i gcomparáid le meán an AE28 maidir le dul i bhfód Leathanbhanda Teaghlaigh (Fosaithe agus Móibíleach). Bhí Éire ag (88%) os cionn mheán an AE28 (85%) in 2017.

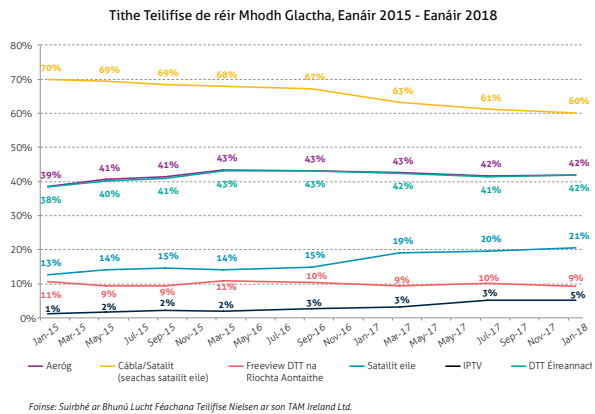
Fíor 7: Comparáid sa dul i bhfód leathanbhanda teaghlaigh san Eoraip, 2017



Craoltóireacht

Faoi Eanáir 2018, i measc na 1.58 milliún teaghlach teilifíse in Éirinn, bhí cábla síntiúis nó nó seirbhís satailíte ag 60% díobh, bhí seirbhís aeróige ag 42% díobh, bhí seirbhís DTT Éireannach ag 42% díobh agus bhí seirbhís satailíte shaorchraolta ag 21% díobh.

Fíor 8: Tithe Teilifíse de réir Mhodh Glactha

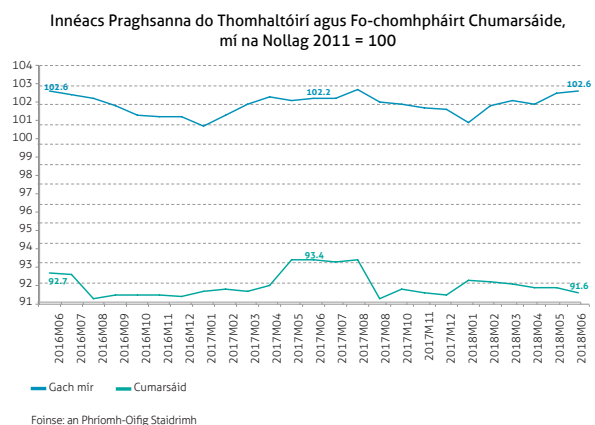


Forbairtí praghsanna

Tríd is tríd, léirítear i bhfíor 9 an t-athrú ar an Innéacs Praghsanna do Thomhaltóirí (CPI) agus an fho-chomhpháirt chumarsáide. Déanann an Phríomh-Oifig Staidrimh na cumarsáidí a ualú mar 3.04% den CPI iomlán.

Rí úsáid a bhaint as mí na Nollag 2011 mar bhonn-tréimhse, tháinig laghdú 0.4% ar an CPI iomlán sa bhliain go dtí mí an Mheithimh 2018 agus tháinig méadú 1.8% ar chostais chumarsáide.

Fíor 9: Innéacs Praghsanna do Thomhaltóirí na Príomh-Oifige Staidrimh



OMHALTÓIRÍ

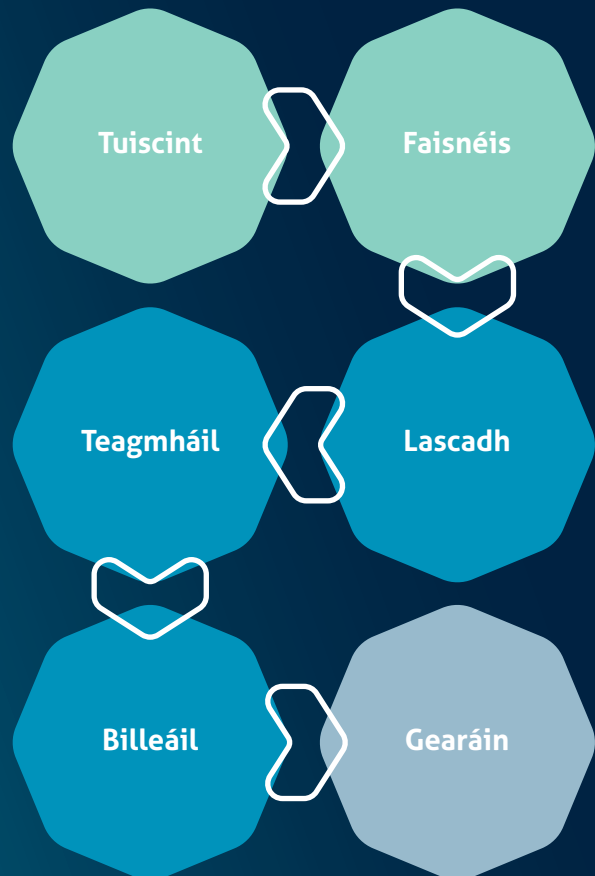


Is é cur chuige straitéiseach foriomlán ComReg do thomhaltóirí na tomhaltóirí a chosaint agus a chur ar an eolas ionas gur féidir leo seirbhísí cumarsáide a roghnú agus a úsáid le muinín.

Le linn na tréimhse, rinne ComReg roinnt gníomhartha chun a spriocanna gaolmhara tomhaltóirí a sheachadadh.

Fíor 10: Turas Tomhaltóirí

TURAS TOMHALTÓIRÍ



Faisnéis – Compare agus Service Checker de chuid ComReg

Oibríonn ComReg leis an tionscal chun áirithiú go bhfuil faisnéis ábhartha agus chruinn ar fáil do thomhaltóirí maidir le tairiscintí margaidh reatha, chun cabhrú leo lena gcinntí ceannaigh. Cuireann ComReg uirlis chomparáide ar fáil, ComReg Compare, ag www.comreg.ie/compare, áit ar féidir le tomhaltóirí tairiscintí margaidh na soláthraithe seirbhíse cumarsáide a chur i gcomparáid de réir gléasanna láimhe, meánchostas míosúil, costas iomlán lena n-áirítear costais láimhe, liúntais agus luas, bunaithe ar an bhfaisnéis úsáide curtha isteach ag tomhaltóirí.

Chun cabhrú le tomhaltóirí a bhfuil ceisteanna acu faoi tháillí PRS a cuireadh i bhfeidhm ar a mbille nó a baineadh as a gcreidmheas fóin, cuireann ComReg áis ar líne ar fáil freisin, Service Checker, ag <http://servicechecker.comreg.ie>, áit ar féidir na sonraí teagmhála agus sonraí eile do gach seirbhís ardráta a sheiceáil. Is féidir le tomhaltóirí ainm na seirbhíse nó uimhir chúig dhigit na seirbhíse ar gearradh táille orthu a chur isteach agus tugtar sonraí dóibh maidir le huimhir líne cabhraí agus ríomhphost na seirbhísí do chustaiméirí.

Faisnéis - Cearta Tomhaltóirí

Féachann ComReg le tomhaltóirí a chumhachtú trí áirithiú go bhfuil faisnéis chuí thrédhearcach ar fáil agus próiseas éifeachtach um láimhseáil gearán á thairiscint freisin. Féachann ComReg le riachtanais athraitheacha na dtomhaltóirí a thuiscint trí theagmháil a dhéanamh le páirtithe leasmhara éagsúla ag baint úsáide as meicníochtaí éagsúla amhail ár bhFoireann um Chúram Tomhaltóirí; ár gclár Rannpháirtíochta Tomhaltóirí (lena n-áirítear láithreach ar líne); Painéal Comhairleach ComReg do Thomhaltóirí; Ceardlann ComReg ar Chumarsáid Leictreonach do Dhaoine faoi Mhíchumas agus trí shuirbhéanna ábhartha a dhéanamh agus trí ionchuir a fháil ó eagraíochtaí tomhaltóirí.

Cuirtear tomhaltóirí ar an eolas trí fhaisnéis thráthúil, ábhartha, shoiléir agus inrochtana.

Aithníonn ComReg an gá atá ann go mbíonn tomhaltóirí ar an eolas go cuí chun roghanna a dhéanamh maidir le cumarsáid leictreonach agus chun cabhrú leo agus iad ag déileáil lena soláthraí seirbhíse, níos mó fós de réir mar a mar a threisítear an iomaíocht. Maidir leis seo, lean ComReg lena chuid do thomhaltóirí a nuashonrú de www.comreg.ie le faisnéis agus nuacht ábhartha maidir le seirbhísí cumarsáide a roghnú agus a úsáid.

Faisnéis - Clár Rannpháirtíochta Tomhaltóirí

Lean ComReg ar aghaidh lena fhreastal rannpháirtíochta tomhaltóirí a leathnú le linn na tréimhse le roinnt feachtas spriocdhírthe chun tomhaltóirí a chur ar an eolas faoina gcearta agus faoin bhfaisnéis a chuireann ComReg ar fáil. I measc na dtionscnamh sin tá nuashonrú a dhéanamh ar shuíomh gréasáin ComReg le faisnéis nua do thomhaltóirí, for-rochtain do dhaoine aosta, láithreach ag seónna trádála agus feachtais sna meáin shóisialta chun tomhaltóirí a chur ar an eolas faoi áiseanna Compare agus Service Checker de chuid ComReg. Ina theannta sin, leanadh le treoracha tomhaltóirí ComReg a dháileadh i rith na bliana agus cuireadh bileoga ar fáil i líonra de lialanna dochtóirí teaghlaigh, ionaid sláinte agus ospidéal ar fud na tíre.

Fíor 11: Foireann Rannpháirtíochta Tomhaltóirí ComReg ag freastal ar imeachtaí ar fud na hÉireann agus treoir tomhaltóirí ComReg ar ghearáin. Ba iad na himeachtaí ar ar freastalaíodh ná an 50 Plus Expo i Halla na Cathrach, Corcaigh, Comhdháil ComReg i gCaisleán Bhaile Átha Cliath agus Seó Trádála & Turasóireachta Scoir Ghníomhaigh na hÉireann san RDS, Baile Átha Cliath.



Cosaint Úsáideoirí Leochaileacha

Le linn na tréimhse, thug ComReg faoi chomhairliúchán (Doiciméad ComReg 17/71) tar éis athbhreithniú a dhéanamh ar oibleagáidí reatha ar Sholáthraithe Seirbhíse chun a áirithiú go mbíonn bearta ábhartha fós agus chun cothromaíocht a áirithiú i dtaca le rochtain agus rogha d'úsáideoirí deiridh faoi mhíchumas.

Ina theannta sin, reáchtáil ComReg dhá chruinniú dá Cheardlann Míchumais ar Chumarsáid Leictreonach do Dhaoine faoi Mhíchumas. Tiomsaítear comhdhéanamh na ndaoine a bhí i láthair ag gach imeacht Ceardlainne lena chinntiú gur féidir leo siúd atá i láthair (lena n-áirítear soláthraithe seirbhíse agus comhlachtaí a dhéanann ionadaíocht ar dhaoine faoi mhíchumas) taithe agus deachleachtas araon a chur ar fáil agus a chinntiú go bhfuil eolas agus freagracht ag an lucht freastail maidir leis an ábhar i bhfócas. In R3 2017, ba é téama Ceardlainne ComReg "The new enhanced Text Relay Service". In R1 2018, ba é príomhábhar na Ceardlainne "The content of Accessibility Statements" agus cuireadh forbhreathnú ar an tSeirbhís Ateangaireachta Cianda i láthair freisin.

Lena Áirithiú go gcaitheann soláthraithe ECS agus Seirbhísí Ardráta (PRS) go cothrom le Tomhaltóirí.

Tuigeann ComReg an tábhacht a bhaineann le sásraí sásúla éifeachtacha a bheith i bhfeidhm mar bhealach amháin chun muinín a spreagadh i dtomhaltóirí. Chuige sin, chuaigh ComReg i gcomhairle maidir le nósanna imeachta foirmiúla um réiteach díospóidí a thabhairt isteach. Tá sé beartaithe cinneadh a eisiúint níos déanaí in 2018.

Teagmhálacha Tomhaltóirí le ComReg

Leanann ComReg le seirbhís ardchaighdeán a sholáthar do thomhaltóirí maidir le gearáin a láimhseáil. I rith na bliana, freagraíodh 85% de na glaonna ar Líne Thomhaltóirí ComReg laistigh de 20 soicind. Is féidir le tomhaltóirí dul i dteagmháil le Líne Thomhaltóirí ComReg trí na bealaí seo a leanas - teileafón, ríomhphost, foirm ghearáin ar líne, litir agus comhrá gréasáin.

Ina theannta sin, tá an rogha ag tomhaltóirí SMS² (téacs) a sheoladh leis na focail "ComReg" nó "AskComReg" go 51500 chun glaoch ar ais nó téacs SMS a fháil ar ais ó dhuine dár ngníomhairí. Tá seirbhís glaoch ar ais ar fáil freisin do na glaoiteoirí sin atá ag fanacht ar an bhfón ar feadh níos mó ná 20 soicind.

Staitisticí Tomhaltóirí a fhoilsiú

Leanann ComReg le staitisticí ráithiúla a fhoilsiú maidir le saincheisteanna a ardaíonn tomhaltóirí a chuaigh i dteagmháil lenár Líne Thomhaltóirí. Le linn na tréimhse Iúil 2017 go Meitheamh 2018, bhí thart ar 25,500 saincheist ann a ndearna tomhaltóirí teagmháil linn ina leith. Roinntear na saincheisteanna seo idir saincheisteanna Seirbhíse Cumarsáide Leictreonaí (ECS), saincheisteanna Seirbhíse Ardráta (PRS) agus gach cineál saincheiste eile. Bhain thart ar 14,500 de na saincheisteanna iomlána a ardaíodh le saincheisteanna cumarsáide leictreonaí, agus bhain thart ar 9,000 breise le saincheisteanna seirbhíse ardráta agus níor bhain an chuid eile le ComReg den chuid is mó. I measc na saincheisteanna go léir a ardaíodh le ComReg le linn na tréimhse, b'ionann 22% agus gearáin a cuireadh chun cinn thar ceann na dtomhaltóirí chuig na Soláthraithe Seirbhíse ábhartha i ndáil le seirbhísí ECS agus PRS araon.

Bhain formhór na saincheisteanna ECS a ardaíodh i sainchúram ComReg le Billeáil, Muirir faoi Dhíospóid (lena n-áirítear sonraí), Cúrsaí Conarthacha amhail iarratais ar fhoirceannadh conartha agus líon éagsúil fochatagóirí a bhaineann le conarthaí, agus Saincheisteanna Seirbhíse (Cailteanas Seirbhíse agus Clúdach Móibíleach).

Bhain tromlach na saincheisteanna PRS a ardaíodh le cásanna ina ndiúltaíonn tomhaltóirí go raibh siad i dteagmháil leis an PRS nó i gcás ina ndéanann an tomhaltóir díospóid faoin muirear PRS atá i gceist.

D'ardaigh tomhaltóirí gnó 1,464 de na saincheisteanna iomlána agus bhain siad go príomha le billeáil (lena n-áirítear muirir faoi dhíospóid), saincheisteanna seirbhíse (lena n-áirítear cailteanas seirbhíse agus clúdach móibíleach), ábhair chonarthacha, lascadh agus iniomparthacht uimhreacha.

Comhlíonadh agus Forfheidhmiú

Aithníonn ComReg go bhfuil sé tábhachtach a chinntiú go spreagtar cultúr comhlíontachta ionas go seasann a soláthraí seirbhíse le cearta na dtomhaltóirí. Tá comhlíonadh agus forfheidhmiú éifeachtach tábhachtach chun é seo a bhaint amach.

Maidir le cearta tomhaltóirí, déanann ComReg monatóireacht ar chomhlíonadh soláthraithe PRS agus ECS le hoibleagáidí ábhartha lena n-áirítear Cód Cleachtais PRS, na Rialacháin um Sheirbhís Uilíoch³ agus Cinntí ComReg gaolmhara, na Rialacháin Fánaíochta⁴,

na Rialacháin um Théarmaí Conartha Éagóracha⁵ agus na Rialacháin um Fhaisnéis agus Cealú Tomhaltóirí⁶. Tá comhaontú comhoibrithe ag ComReg leis an gCoimisiún um Iomaíocht agus Cosaint Tomhaltóirí (CCPC).

Cásanna Comhlíonta agus Torthaí ComReg

I nDeireadh Fómhair 2017, thuairisc ComReg gur íoc Vodafone Ireland Limited (Vodafone) pionós €250,000 le ComReg tar éis imscrúdaithe a fuair amach go raibh an tslí inar shínigh Vodafone custaiméirí Íoc Mar a Úsáidtear (PAYG) lena phacáiste "Fánaíocht Dearg" ina sárú ar Rialachán 14(4) de na Rialacháin um Sheirbhís Uilíoch⁷ agus Cinneadh D13/12 ComReg⁸ maidir le Fógraí um Athrú ar Chonarthaí. Dhearbhaigh Vodafone freisin gur chuir sé breis is €2,500,000 chun sochair do na custaiméirí sin nár bhain leas airgeadais astu nuair a rinneadh iad a roghnú i bhFánaíocht Dearg nuair a bhí siad ag fánaíocht. Gheall Vodafone freisin (i) nach n-úsáidfidh sé a leithéid de rogha uathoibríoch chun athruithe a dhéanamh sa todhcháil agus go gcomhlíonfaidh sé go hiomlán a oibleagáidí rialála faoi na Rialacháin um Sheirbhís Uilíoch agus faoi cheanglais Chinneadh D13/12 ComReg maidir le Fógraí um Athrú Conartha; agus (ii) go bhfuil faisnéis curtha aige ar a láithreán gréasáin agus ina r-phost deimhnithe do gach custaiméir nua PAYG gur rogha réamhshocraithe é Fánaíocht Dearg maidir le Fánaíocht lasmuigh den AE.

3 Rialacháin um Sheirbhís Uilíoch agus Cearta Úsáideoirí na gComhphobal Eorpach 2011 (Líonraí agus Seirbhísí Cumarsáide Leictreonáí)

4 I.R. 228/2013 – Rialacháin Cumarsáide (Fánaíocht Teileafón Móibíleach) 2013
RIALACHÁN (AE) Uimh 531/2012 Ó PHARLAIMINT NA HEORPA AGUS ÓN GCOMHAIRLE an 13 Meitheamh 2012 maidir le fánaíocht ar líonraí cumarsáide móibíleacha poiblí san Aontas.
I. R. Uimh 240/2017 Rialacháin Cumarsáide (Fánaíocht Teileafón Móibíleach) 2013 (Leasú) 2017

5 I.R. 27/1995 – Rialacháin na gComhphobal Eorpach (Téarmaí Míchothroma i gConarthaí Tomhaltóirí) 1995
I.R. 336/2014 – Rialacháin na gComhphobal Eorpach (Téarmaí Míchothroma i gConarthaí Tomhaltóirí) (Leasú) 2014.
I.R. Uimh. 160/2013 - Rialacháin na gComhphobal Eorpach (Téarmaí Míchothroma i gConarthaí Tomhaltóirí) (Leasú) 2013.

6 S.I. No. 484/2013 Rialacháin an Aontais Eorpaigh (Faisnéis Thomhaltóirí, Cealú agus Cearta Eile) 2013
S.I. No. 250/2014 Rialacháin an Aontais Eorpaigh (Faisnéis Thomhaltóirí, Cealú agus Cearta Eile)(Leasú) 2014

7 European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011

8 Doiciméad ComReg 12/129 (D13/12): "Contract Change Notifications – New Requirements"
www.comreg.ie/publications

Ar 9 Deireadh Fómhair 2017, chuala Cúirt Dúiche Bhaile Átha Cliath cúig chás a ghlac ComReg i gcoinne Eircom Limited (ag trádáil mar eir) i ndáil le naoi gcinn de mhúirearú mícheart custaiméirí ar sheirbhísí cumarsáide leictreonaí. Ba é toradh an cháis seo i gcoinne eir ná: a) phléadáil eir ciontach i naoi gcúiseamh a tugadh ina choinne; b) Ghearr an Breitheamh John Brennan ciontuithe coiriúla i leith gach ceann de na naoi gcúiseamh agus d'ordaigh sé d'eir €11,000 san iomlán i bhfíneálacha a íoc; c) Luaigh eir go raibh bearta sonracha glactha aici chun saincheistanna den sórt sin a chosc sa todhcháí, lena n-áirítear "Ceann Abhcóideachta Custaiméara" nua a cheapadh, Cód Cleachtais a fhoilsiú a leagann amach próiseas gearán eir agus oiliúint agus uasoiliúint ball foirne ábhartha. Dúirt eir freisin gur chuir sé próiseas nua um ardú gearán agus córas foláirimh i bhfeidhm i mí an Mheithimh 2017 i ndáil le hobair leantach agus glaonna ar ais ar chustaiméirí; d) chuir eir aiféala in iúl maidir lena sárúithe agus gheall sí go ndéanfadh sí íocaíocht i leith costas ComReg.

Ar 1 Nollaig 2017, ciontaíodh Vodafone Ireland Limited (Vodafone) as ocht gcinn de mhúirearú mícheart ar chustaiméirí as seirbhísí cumarsáide leictreonaí os comhair Chúirt Dúiche Bhaile Átha Cliath. Ba é toradh an cháis seo i gcoinne Vodafone ná: a) Phléadáil Vodafone ciontach in ocht gcúiseamh a tugadh ina choinne; b) Chuir an Breitheamh John Brennan ciontuithe coiriúla i bhfeidhm maidir le gach ceann de na hocht múirear agus d'ordaigh sé do Vodafone €11,500 san iomlán i bhfíneálacha a íoc; c) Chuir Vodafone in iúl go ndearna sé athbhreithniú inmheánach fairsing chun saincheistanna den sórt sin a chosc sa todhcháí, agus bhí sé ag déanamh feabhsuithe i ndáil leis an bpróiseas cúraim ghinearálta d'athghlaoiteoirí agus do ghéaraithe custaiméirí. Luaigh Vodafone go raibh athbhreithniú ar an bpróiseas lena chinntiú go gcuirtear i bhfeidhm aon iarratais ó chustaiméirí, lena n-áirítear iarratais ar chealú, i measc na mbeart feabhais breise atá le cur i bhfeidhm i Ráithe 1 de 2018.

Gheall Vodafone freisin cumarsáid feabhsaithe trí ríomhphost do chustaiméirí, tuairisciú breise chun gníomhartha atá fós le déanamh a aithint agus córas nua TF do chustaiméirí a chur i bhfeidhm; d) Chuir Vodafone in iúl go raibh aiféala air faoina shárúithe agus gheall sé go ndéanfadh sé íocaíocht i leith costas ComReg.

Ar 11 Nollaig 2017, ciontaíodh Yourtel Limited (Yourtel) i ndáil le 88 cúiseamh maidir le custaiméirí a mhúirearú go mícheart as seirbhísí cumarsáide leictreonaí, os comhair Chúirt Dúiche Bhaile Átha Cliath. Ba é toradh an cháis seo in aghaidh Yourtel ná: a) Phléadáil Yourtel ciontach i 88 cúiseamh a tugadh ina choinne; b) Ghearr an Breitheamh Flann Brennan ciontuithe coiriúla i leith gach ceann de na 88 múirear agus d'ordaigh sé do Yourtel €66,000 san iomlán i bhfíneálacha a íoc; c) Ba é fianaise ó stiúrthóir na cuideachta Yourtel go ndearna Yourtel aisíocaíochtaí iomlána do na custaiméirí go léir a bhí i gceist sa mhéid réamh-mheasta €124,526. Admhaíodh freisin nár dhéileáil Yourtel go cúí leis na custaiméirí seo.

Ar 19 Nollaig 2017, thuairisc ComReg go ndearna Three Ireland (Hutchison) Limited (Three) íocaíocht de €575,000 le ComReg tar éis imscrúduithe a dhéanamh ar an tslí inar chuir Three athruithe conartha i bhfeidhm i Márta agus Aibreán 2017 agus ar choinníollacha agus nósanna imeachta a chuir Three i bhfeidhm maidir le hathruithe beartaithe ar chonarthaí a raibh sé mar aidhm acu custaiméirí a spreagadh gan soláthraí seirbhíse a athrú. Rinneadh íocaíocht Three tar éis do ComReg an tátal a bhaint as: i) Go raibh loiceadh ag Three comhairle chuí a thabhairt dá chustaiméirí faoi chineál na n-athruithe conartha a moladh; agus a gceart a éascú go leordhóthanach chun a gconarthaí a fhágáil gan phionós, tar éis fógra a thabhairt dóibh faoi na hathruithe conarthacha beartaithe (Fuinneog Rialacháin 14) de bhun oibleagáidí a fhorchuirtear ar Three le Rialacháin 14(4) agus 14(6) de na Rialacháin um Sheirbhís Uilíoch agus Cinneadh D13/12 ComReg; ii) Go raibh loiceadh ag Three a áirithiú nach raibh

a choinníollacha agus a nósanna imeachta maidir le foirceannadh conartha mar bhac ar thomhaltóirí soláthraí seirbhíse a athrú de shárú ar Rialachán 25(6)(b) de na Rialacháin um Sheirbhís Uilíoch. Gheall Three (i) aisíocaíocht a dhéanamh d'aon chustaiméir a ngearradh táille luathfhoirceanta orthu nó aon phionós eile mar thoradh ar aistarraingt óna gconradh laistigh den Fhuinneog Rialacháin 14; (ii) fógra a thabhairt athuair do chustaiméirí áirithe faoina n-athruithe conartha agus comhairle a chur ar fáil do chustaiméirí i ndáil lena gceart chun tarraingt siar gan phionós mura mian leo glacadh leis na hathruithe; dul i dteagmháil leis na custaiméirí go léir arbh fhéidir lesi a aithint a rinne iarracht teagmháil a dhéanamh le Three ar an uimhir 1800 ach nach raibh in ann teagmháil a dhéanamh le Three, agus an scéal a réiteach le sástacht na gcustaiméirí.

Ar 1 Feabhra 2018, thug ComReg dhá ionchúiseamh in aghaidh Yourtel Limited (Yourtel) ag líomhain gur theip ar Yourtel cloí le hiarratais reachtúla ar fhaisnéis a d'eisigh ComReg dó faoi Alt 13D(1) den Acht um Rialáil Cumarsáide 2002 (arna leasú) ("an tAcht"). Ba é toradh an cháis seo ná: a) Phléadáil Yourtel ciontach sna cúiseanna gur theip air cloí leis na hiarrataí reachtúla ar fhaisnéis; b) Chiontaigh an Breitheamh Michael Coghlan Yourtel maidir leis an dá chúiseamh agus ghearr fíneálacha de €3,000 i leith an dá chúiseamh, €6,000 san iomlán; c) Rinne Yourtel íocaíocht i leith chostas ComReg; d) Ba í an fhianaise ó stiúthóir cuideachta Yourtel, Marijan Vukusic, ná go raibh Yourtel ag déanamh aisíocaíochtaí le custaiméirí a raibh rómhuirearú orthu agus admhaíodh nár chaith Yourtel go cuí leis na custaiméirí seo.

Ar 8 Márta 2018, thuairisc ComReg gur eisigh sé Tuairimí Neamhchomhlíonta i ngach cás do Vodafone Ireland Limited (Vodafone), Virgin Media Ireland (Virgin Media), Eircom Limited (ag trádáil mar eir) agus Sky Ireland (Sky). Bhain na cásanna le Fógraí Athraithe Conartha áirithe ("CCNanna"), inar theip ar na gnóthais sin cloí le Rialachán 14(4) de na Rialacháin

um Sheirbhís Uilíoch⁹ (na Rialacháin) agus le Cinneadh D13/12 ComReg¹⁰. I bhfianaise na ngealltanais a thug na gnóthais, dhún ComReg na himscrúduithe seo gan aon bheart eile a dhéanamh ina leith.

Ar 15 Márta 2018, chuir ComReg in iúl do Tesco Mobile Limited (Tesco Mobile) go bhfuarthas Neamhchomhlíonadh dá chuid oibleagáidí faoi Airteagail 6a agus 6e de Rialachán (AE) 531/2012 ó Pharlaimint na hEorpa agus ón gComhairle an 13 Meitheamh 2012 maidir le fánaíocht ar líonraí poiblí cumarsáide móibíleacha laistigh den Aontas, arna leasú le Rialachán (AE) 2015/2120 (na Rialacháin Fánaíochta) agus arna bhforlíonadh ag Rialachán Cur Chun Feidhme (AE) 2016/2286 ón gCoimisiún. Fuair ComReg gur theip ar Tesco Mobile, i gcásanna áirithe, muirir fhánaíochta/ formhuirir a ríomh agus a chur i bhfeidhm i gceart ar úsáid sonraí fánaíochta. Bhain sé seo leis an tréimhse ón 15 Meitheamh 2017 go dtí an 24 Eanáir 2018, inar ghearr Tesco Mobile praghas ró-ard ar chustaiméirí Íoc Mar a Úsáidtear (PAYG) agus íochta billí as seirbhísí fánaíochta sonraí i gcásanna inar sháraigh an custaiméir fánaíochta a liúntas sonraí fánaíochta (a ríomhadh de réir Rialachán (AE) 2016/2286), ach inar fhan siad laistigh dá liúntas sonraí baile foriomlán.

Thug ComReg deis do Tesco Mobile a thuairimí a chur in iúl agus an Neamhchomhlíonadh a réiteach laistigh de thréimhse réasúnta. D'fhreagair Tesco Mobile ar ComReg an 9 Aibreán 2018. Ghlac Tesco Mobile bearta láithreacha chun an Neamhchomhlíonadh a réiteach, chun custaiméirí a raibh tionchar orthu a shainathint agus chun aisíocaíochtaí a dhéanamh.

9 Rialachán na gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonáí) (Seirbhís Uilíoch agus Cearta Úsáideoirí) 2011

10 Doiciméad ComReg 12/129 (D13/12): "Contract Change Notifications – New Requirements"
www.comreg.ie/publications

Bhí Tesco Mobile i dteagmháil iomlán agus ag comhoibriú go hiomlán le ComReg le linn an imscrúdaithe. Bhí ComReg den tuairim nach raibh Tesco Mobile ag comhlíonadh a chuid oibleagáidí faoi Airteagail 6a agus 6e de na Rialacháin Fánaíochta. Chuir ComReg freagra Tesco Mobile agus a bhearta réitigh san áireamh agus, faoi réir na ngealltanais go léir a fuarthas a bheith críochnaithe, ní ghlacfaidh sé aon ghníomh breise i leith an ábhair seo.

Ar 26 Aibreán 2018, chuir ComReg in iúl do Meteor Mobile Communications Limited¹¹ (Meteor) go bhfuarthas neamhchomhlíonadh a oibleagáidí faoi Rialacháin na gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Seirbhís Uilíoch agus Cearta Úsáideoirí) 2011¹² (na Rialacháin Seirbhíse Uilíche). Bhain an fógra leis an tslí inar chuir Meteor taraifí agus muirir a bhaineann le húsáid sonraí as cuach in iúl do chustaiméirí agus chuir sé in iúl do Meteor gur theip air, maidir le conarthaí, Rialacháin 14(1) agus 14(2) (d) de na Rialacháin um Sheirbhís Uilíoch a chomhlíonadh.

Ar 22 Meitheamh 2018, chuir ComReg in iúl do Virgin Media Ireland Limited (Virgin Media) go bhfuarthas neamhchomhlíonadh ag Virgin Media a oibleagáidí faoi Rialacháin na gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Seirbhís Uilíoch agus Cearta Úsáideoirí) 2011 (na Rialacháin um Sheirbhís Uilíoch). Bhain an fógra leis an tslí inar chuir Virgin Media taraifí a bhaineann le muirir bhreise áirithe in iúl do chodanna dá chustaiméirí agus inar ghearr sé na muirir ina dhiaidh sin agus gur bhain sé, go háirithe, le trédhearcacht agus inrochtaineacht forálacha conarthacha.

11 Ag trádáil mar "eir"

12 Rialacháin na gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Seirbhís Uilíoch agus Cearta Úsáideoirí) 2011

RIALACHÁN FÁNAÍOCHTA



I gcomhréir lena fheidhm reachtúil, leanann ComReg lena chuid oibre chun monatóireacht a dhéanamh ar chur i bhfeidhm an Rialacháin Fánaíochta ag cuideachtaí móibíleacha Éireannacha.

Ó 15 Bealtaine 2017

Gearrtar an praghas miondíola baile ar chustaiméirí anois as a bhfón póca a úsáid agus iad ag taisteal - tugtar 'Roam Like At Home' (RLAH) air seo. Más rud é gur cheannaigh custaiméir móibíleach seirbhísí cuaiche (pleananna praghais a bhfuil liúntais shonracha glaonna, téacsanna agus sonraí acu), asbhaintear aon úsáid fánaíochta anois ón gcuach bhaile sin. Más rud é go raibh an liúntas cuaiche go léir caite, is é an "Praghas Teaghlaigh" a ghearrtar an gnáthphraghas a íocann siad sa bhaile as úsáid sa an gcuach. Roimh mhí an Mheithimh, ceadaíodh do sholáthraithe seirbhísí fánaíochta muirear breise a ghearradh os cionn an phraghais tí (formhuirear) le haghaidh úsáid fánaíochta miondíola. Le tabhairt isteach RLAH, ní féidir le soláthraithe seirbhíse níos mó a ghearradh ná an méid a ghearrfaí dá mba rud é go raibh an custaiméir ag úsáid na seirbhísí sin sa tír dhúchais, i.e. an praghas baile. Mar sin féin, tá eisceachtaí ann. Áirítear orthu sin an cumas beartas úsáide cothrom a chur i bhfeidhm maidir le sonraí, bearta frith-mhí-úsáide agus forálacha inbhuanaitheachta. Ina theannta sin, tá bearta trédhearcachta i bhfeidhm a chabhróidh le custaiméirí fánaíochta a n-úsáid agus a gcostais a bhainistiú.

Sonraí

I gcás glaonna gutha agus téacsanna, is féidir le tomhaltóirí na liúntais iomlána atá acu sa bhaile a úsáid. Mar sin féin, i gcásanna áirithe, is féidir le soláthraithe seirbhíse beartas cóirúsáide a chur i bhfeidhm maidir le húsáid sonraí, rud a chuireann teorainn ar mhéid na sonraí is féidir leat a úsáid ó do chuach bhaile agus tú ag fánaíocht. Socraítear na teorainneacha seo, má chuireann soláthraithe seirbhíse fánaíochta i bhfeidhm iad, de réir an chineáil chonartha (iar-íocaíocht nó réamhíocaíocht) agus an liúntais sonraí atá agat.

Tá foirmle ann chun measúnú a dhéanamh ar cibé an mbaineann beartas cóirúsáide (FUP) le do liúntas sonraí agus tá sé seo ar fáil ar shuíomh gréasáin ComReg. Ba cheart go mbeadh gach tomhaltóir ar an eolas faoi aon teorainneacha sonraí is infheidhme nuair a bhíonn fánaíocht ann toisc go bhfuil cásanna difriúla i gceist lena mbaineann ríomhanna difriúla chun na teorainneacha sonraí a chinneadh. Molann ComReg do thomhaltóirí dul i dteagmháil go díreach lena n-oibreoir chun dearbhú a fháil maidir leis na liúntais agus/nó na FUPanna a d'fhéadfadh a bheith i bhfeidhm sula dtaistealaíonn siad.

Trédhearcacht

Faigheann tomhaltóirí atá ag fánaíocht Teachtaireacht SMS pearsanta fós nuair a théann siad isteach i dtír eile den LEE. Tá sonraí sa teachtaireacht seo ar nós an praghais (seachas CBL) chun glaonna a chur agus a fháil, SMS a sheoladh, agus aon bheartas agus muirir úsáide os cionn teorainneacha agus formhuirear, an uimhir ghutháin saor in aisce le tuilleadh faisnéise a fháil agus an uimhir do sheirbhíse éigeandála.

Faigheann tomhaltóirí atá ag fánaíocht foláireamh nuair a shroictear an teorainn airgeadais de €50 (seachas CBL). Is é an teorainn airgeadais nó toirte ar úsáid fánaíochta sonraí de €50 (seachas CBL) in aghaidh na tréimhse billeála míosúla. Iarrtar ar thomhaltóirí ina dhiaidh sin a dhearbhu an dteastaíonn uathu leanúint ar aghaidh ag úsáid sonraí. Ina theannta sin, tá sé de cheart ag tomhaltóirí faisnéis níos mionsonraithe a iarraidh agus a fháil óna soláthraí seirbhíse fánaíochta ó áit ar bith sa LEE.

SEIRBHÍS FREAGARtha GLAONNA ÉIGEANDÁLA



Tá ComReg freagrach go reachtúil as monatóireacht a dhéanamh ar chaighdeán seirbhíse sholáthraí na Seirbhíse Freagartha Éigeandála (ECAS) agus as athbhreithniú a dhéanamh ar an Táille Láimhseála Glaonna (CHF) a d'fhéadfadh an soláthraí ECAS a ghearradh.

Leanadh le feidhmiú na seirbhíse de réir na sonraíochtaí cáilíochta a leag an tAire Cumarsáide, Gníomhú ar son na hAeráide agus Comhshaoil amach sa chonradh bunaidh 2009 leis an soláthraí seirbhíse. I mí Eanáir 2017, chinn ComReg, tar éis athbhreithniú a dhéanamh ar na costais a thabhaigh an soláthraí ECAS, chun uasmhéid CHF de €3.24 an ghlaio a choinneáil don tréimhse 12 Feabhra 2018 go 11 Feabhra 2019, nó nuair a thiocfaidh an Comhaontú nua Lamháltais i bhfeidhm, cibé acu atá níos luaithe. Ní ghearrtar táille ar an tomhaltóir as glaonna chuig 999 nó 112 mar go n-íocann an líonra teileachumarsáide seachadta an costas seo.

Ar 13 Nollaig 2017, d'fhoilsigh ComReg Fógra Eolais¹³ dar teideal "Emergency Calls – Caller Location Information: Update on recent developments." Luadh san Fhógra an foilsíú ag ComReg de Réamhchomhairliúchán¹⁴ ag lorg tuairimí na nGnóthas agus na bpáirtithe leasmhara eile maidir le hábhair a bhaineann le socrú na gcritéar maidir le cruinneas agus iontaofacht faisnéise i ndáil le suíomh na nglaoiteoirí éigeandála agus na freagraí ina leith sin¹⁵ a bhí an-fhaisnéiseach agus cabhrach.

¹³ Doiciméad ComReg 17/107: "Emergency Calls – Caller Location Information: Update on recent developments." www.comreg.ie/publications

¹⁴ Doiciméad ComReg 14/110 "Emergency Calls - Caller Location Information: Setting criteria for accuracy and reliability" www.comreg.ie/publications

¹⁵ Doiciméad ComReg 14/110s "Emergency Calls - Caller Location Information: Setting criteria for accuracy and reliability - Submissions to Preliminary Consultation Document No. 14/110" www.comreg.ie/publications

Ar 18 Feabhra 2016, d'éascaigh ComReg, an ECAS agus an Roinn Cumarsáide, Gníomhú ar son na hAeráide agus Comhshaoil (DCCAÉ) roinnt cruinnithe a bhí beartaithe; (i) chun taiscéaladh a dhéanamh ar na tairbhí a bhaineann le hArdsuíomh Móibíleach ("AML") a thabhairt isteach in Éirinn; (ii) chun na riachtanais theicniúla a bhaineann le déanamh amhlaidh a mheas; agus (iii) chun an tacaíocht a dhearbhu i measc páirtithe leasmhara maidir le tionscnamh den sórt sin.

D'fhreastail eir, Vodafone agus Three orthu siúd; mar a rinne ionadaithe ó na Seirbhísí Éigeandála (An Garda Síochána, an tSeirbhís Náisiúnta Otharchair, na Seirbhísí Dóiteáin agus Garda Cóta na hÉireann). Bhí tairbhí dealraitheacha an réitigh diongbháilte agus thacaigh na trí líonra móibíleacha le togra ó chomhaltaí Fhóram ECAS ComReg chun triail a thionscnamh ar líonraí móibíleacha na hÉireann.

Ar 21 Feabhra 2017, tar éis tástáil fhairsing réitigh a chríochnú ar gach líonra, d'fhaomh DCCAÉ scéim phiólótach teoranta den réiteach chun a thionchar, más ann dó, ar bhonneagar cumarsáide éigeandála atá ann cheana féin a chinneadh, chomh maith le cruinneas agus éifeachtacht an réitigh i gcomhthéacs Éireannach a chinneadh. Leanadh le leathnú céimneach ar an réiteach ar bhonn céimnithe le ceadú DCCAÉ ag gach céim. Ar 10 Lúnasa 2017, cheadaigh DCCAÉ an réiteach a úsáid go hiomlán ar fud na dtrí líonra móibíleacha.

Ar 19 Deireadh Fómhair 2017, sheol¹⁶ an tAire Cumarsáide, Gníomhú ar son na hAeráide agus Comhshaoil, Denis Naughten TD, agus an tAire Forbartha Tuaithe agus Pobail, Michael Ring TD, an réiteach.

Seirbhís Uilíoch um Chumarsáid Leictreonach

Gné lárnach dár gcuid oibre ar chosaint tomhaltóirí is ea a áirithiú go bhfuil seirbhís chumarsáide leictreonach uilíoch ar fáil.

I mí Iúil 2016, tar éis sraith de chomhairliúcháin phoiblí, ainmníodh Eircom Ltd. (ag trádáil mar eir) mar an Soláthraí Seirbhíse Uilíche (USP), de réir Rialachán na gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Seirbhís Uilíoch agus Cearta Úsáideoirí) 2011, chun Rochtain a chur ar fáil ag Suíomh Fosaithe go ceann cúig bliana go dtí an 30 Meitheamh 2021 (D05/16).¹⁷ Chuir D05/16 cinneadh deiridh ar Chaighdeán na Seirbhíse (QoS) siar go dtí go ndéanfaí breithniú breise air.

I mí Feabhra 2017, thug ComReg spriocanna "infhaighteacht seirbhísí" isteach, a chomhcheanglaíonn an dá mhéadracht roimhe seo de tharlú lochta agus deisiú lochta. Luaitear na spriocanna seo i dtéarmaí "uasmhéid de laethanta oibre in aghaidh na líne" in ionad mar luach "céatadáin" (D03 / 17¹⁸ ar spriocanna bliantúla iad idir náisiúnta (uasmhéid 0.237 lá oibre in aghaidh na líne (99.935%)) agus fo-náisiúnta (uasmhéid de 0.607 lá oibre in aghaidh na líne (99.834%)).

16 <https://www.dccae.gov.ie/en-ie/news-and-media/press-releases/Pages/Ministers-Naughten-and-Ring-launch-new-technology-that-will-reduce-delays-and-potentially-save-lives-in-emergencies.aspx>

17 Cinneadh ComReg D05/16, Rinne Eircom Ltd. achomharc chuig an Ard-Chúirt agus an 8 Márta 2017, baineadh na himeachtaí amach gan aon ordú maidir le costais.

www.comreg.ie/publications

18 Cinneadh ComReg D03/17, Soláthar rochtana ag suíomh fosaithe Riachtanas Seirbhís Uilíoch (AFL) Caighdeán na Seirbhíse (QoS) www.comreg.ie/publications

OIBLEAGÁID SEIRBHÍSÍ UILÍOCHA



Comhlíonadh na Seirbhíse Ardchaighdeáin Seirbhíse Uilíche

D'fhoilsigh ComReg Fógra Eolais (Doiciméad ComReg 18/62) a léiríonn feidhmíocht USO Eircom Ltd (ag trádáil mar a bhí) do gach tréimhse ráithiúil 2017 agus an fheidhmíocht bhliantúil do 2017. D'fhoilsigh ComReg Fógra Eolais freisin (Doiciméad ComReg 18/71) a léiríonn feidhmíocht USO don chéad tréimhse ráithiúil de 2018.

Costas an USO - Iarratais Mhaoinithe USO 2010-2015

In 2011, d'eisigh ComReg Cinneadh (Doiciméad ComReg D04/11) faoi na prionsabail agus na modheolaíochtaí chun glanchostas na seirbhíse uilíche a bhunú. Leis an gcinneadh seo, soláthraíodh an bonn ar a ríomhtar an glanchostas a bhaineann leis an tseirbhís uilíoch a sholáthar agus cuirfidh sé ar chumas ComReg a chinneadh an ionann an glanchostas, más ann dó, agus ualach éagórach ar an soláthraí seirbhíse uilíche.

Chuir ComReg tús le próiseas comhairliúcháin (in Ráithe 4 2017) maidir le measúnú a dhéanamh ar iarratais eir ar mhaoiniú do na tréimhsí 2010-2011, 2011-2012, 2012-2013, 2013-2014, agus 2014-2015, a chuir eir isteach arís idir Meán Fómhair 2014 agus Márta 2017¹⁹.

D'fhoilsigh ComReg Comhairliúcháin mhaoinithe USO agus doiciméid Dréacht-Chinnidh maidir le hiarratais maoinithe eir 2010/11 go 2014/15 d'fhonn seirbhís uilíoch a sholáthar, mar atá leagtha amach thíos:

**Tábla 1: Comhairliúcháin mhaoinithe USO
2010-2015**

Bliain Chomhairliúcháin Mhaoinithe USO	Dáta Foilsithe
2010-2011	5 Meán Fómhair 2017
2011-2012	11 Deireadh Fómhair 2017
2012-2013	22 Samhain 2017
2013-2014	15 Nollaig 2017
2014-2015	30 Aibreán 2018

Chomh luath agus atá anailís agus machnamh déanta ag ComReg ar thuairimí na bhfreagróirí maidir le hiarratais mhaoinithe eir do na blianta airgeadais 2010/11 go 2014/15, tá sé beartaithe ag ComReg a dhoiciméid Freagra ar Chomhairliúchán agus Dearadh a fhoilsiú ceann ar cheann maidir le gach ceann de na cúig iarratas seo.

¹⁹ Doiciméad ComReg 16/68: "Universal Service Obligation Funding Application" www.comreg.ie/publications

RIALACHÁN POIST



Is iad feidhmeanna reachtúla ComReg a áirithiú go gcuirtear seirbhís poist uilíoch ar fáil a fhreastalaíonn ar riachtanais réasúnacha úsáideoirí seirbhíse poist agus monatóireacht a dhéanamh lena áirithiú go gcomhlíonann soláthraithe seirbhíse poist na hoibleagáidí a chuirtear orthu agus an comhlíonadh sin a chinntiú.

Is iad seo a leanas cuspóirí reachtúla ComReg:

- forbairt na hearnála poist a chur chun cinn agus, go háirithe, fail ar sheirbhís poist uilíoch a chur chun cinn laistigh den Stát, ón Stát agus chuig an Stát, ar phraghas réasúnta ar mhaithe le gach úsáideoir;
- leasanna úsáideoirí seirbhíse poist a chur chun cinn;
- forbairt iomaíochta agus nuálaíochta a éascú sa mhargadh um sholáthar seirbhíse poist.

D'ainmnigh an tAcht um Rialáil Cumarsáide (Seirbhísí Poist) 2011 An Post mar an soláthraí seirbhíse poist uilíoch (USP) go dtí 2023, agus an rogha ag ComReg athbheithniú a dhéanamh in 2018. Áirítear ar fheidhmeanna sonracha ComReg monatóireacht a dhéanamh ar chomhlíonadh an USP le teoracha eisithe ag ComReg.

Ráiteas Straitéise Poist 2018 – 2020

Shocraigh ComReg a straitéis poist don tréimhse 2018 - 2020 trí thrí Sprioc Straitéiseacha a leagan síos:

1. Tá seirbhís poist uilíoch ann a fhreastalaíonn ar riachtanais réasúnacha úsáideoirí seirbhí
2. Is féidir le húsáideoirí seirbhíse poist seirbhísí poist a roghnú agus a úsáid le muinín
3. Éascaíonn rialáil forbairt iomaíochta agus nuálaíochta i soláthar seirbhísí poist trí idirghabháil rialála chuí a úsáid laistigh dár sainchúram.

Agus ár straitéis poist á leagan amach, shainnigh ComReg ceithre phríomhthreocht ar dócha go múnlóidh siad an earnáil poist sna cúig bliana atá amach romhainn.

Is iad seo a leanas na treochtaí:

TREOCHTAÍ

- 01 Laghdú leanúnach i méideanna poist.
- 02 Bagairt shuntasach ar mhéideanna litreacha a eascraíonn as ionadú leictreonach.
- 03 Meascán athraithe de phost agus luas seachadta.
- 04 Iomaíocht agus fás leanúnach in earnáil na bpaicéad agus na mbeartán.

Mar gheall ar na treochtaí seo, d'aithníomar cúig phríomhdhúshlán don earnáil poist. Is iad seo a leanas na dúshláin:

DÚSHLÁIN

- 01 An staid airgeadais agus leachtachta atá os comhair An Post, mar gheall ar a ainmniú reachtúil mar an t-aon soláthraí seirbhíse poist uilíoch.
- 02 Scóip theoranta le haghaidh méaduithe suntasacha praghais breise.
- 03 Riachtanas práinneach chun costais a laghdú ag teacht le meath i méideanna poist.
- 04 An riachtanas cailiteanais a laghdú (trí chomhaontuithe Dleachtanna Ceann Scríbe níos fearr a idirbheartú) ar Phost Idirnáisiúnta isteach.
- 05 Freagairt ar dhinimic éilimh athraitheacha na hearnála poist.

Caighdeán na Seirbhíse

Is é ceann de chuspóirí bunúsacha Threoracha Poist na hEorpa ná feabhsuithe i gcáilíocht na seirbhíse a chinntiú do sheirbhís poist uilíoch agus tá sé de dhualgas dlí ar ComReg sprioc cáilíochta seirbhíse a shocrú don USP chun seirbhís poist uilíoch a sholáthar.

D'ordaigh ComReg don USP caighdeán seachadta an lá dar gcionn de 94% a bhaint amach do phost tosaíochta píosa aonair a sheachadtar laistigh den Stát. Déanann ComReg monatóireacht ar fheidhmíocht An Post i gcomparáid leis an gcaighdeán 94% sin, i gcomhréir le CEN, an Coiste Eorpach um Chaighdeánú, agus caighdeáin tomhais idirnáisiúnta, agus foilsíonn ComReg tuarascálacha feidhmíochta bliantúla ar a láithreán gréasáin. Thug ComReg monatóireacht neamhspleách ar cháilíocht na seirbhíse poist uilíche isteach ar dtús in 2003 agus an tráth sin ní raibh ach 71% de phost tosaíochta píosa aonair á sheachadadh ar an gcéad lá oibre eile. Bhí na príomhthorthaí seo a leanas san áireamh sa tuarascáil bhliantúil ar fheidhmíocht do bhliain féilire 2017:

- Le linn na bliana féilire iomláine, sheachaid An Post 90% de phost tosaíochta píosa aonair ar an gcéad lá oibre eile tar éis an lae postála, ar laghdú de phointe céatadán é i gcomparáid le toradh 2016 agus tá sé 4% faoi bhun an chaighdeáin 94%;
- Sheachaid An Post 98.9% de phost tosaíochta píosa aonair laistigh de thrí lá oibre tar éis an lae postála, atá beagán faoi bhun toradh 2016 agus an caighdeán riachtanach de 99.5%;

Chomh maith leis an bhfeidhmíocht bhliantúil i gcoinne na gcaighdeán rialála mar atá leagtha amach thuas, léiríodh na príomhthorthaí seo a leanas sa tuarascáil freisin:

- Sa tréimhse Eanáir 2017 go Samhain 2017 (seachas mí na Nollag), sheachaid An Post 92% de phost tosaíochta píosa aonair ar an gcéad lá oibre eile, a bhí cothrom le toradh 2016 don tréimhse seo;

- I mí na Nollag 2017, thit feidhmíocht seachadta an lá dar gcionn go suntasach go 73%, meath suntasach, a bhain go príomha le feidhmíocht an phoist a seoladh agus a seachadadh i gContae Bhaile Átha Cliath.
- Tháinig laghdú ar an bhfeidhmíocht de 'Contae Bhaile Átha Cliath go hAon Áit' agus 'Contae Bhaile Átha Cliath go Contae Bhaile Átha Cliath' ar fud na dtréimhsí tomhais éagsúla in 2017 mar seo a leanas:
 - o Don bhliain iomlán féilire 2017, tháinig laghdú 3% ar fheidhmíocht Bhaile Átha Cliath go 89% agus 90% faoi seach do na sreafaí poist thuas, i gcomparáid le 2016;
 - o Do mhí na Nollag 2017, tháinig laghdú 13% go 63% ar fheidhmíocht Bhaile Átha Cliath don chatagóir 'Contae Bhaile Átha Cliath go hAon Áit' agus 13% go 67% don chatagóir 'Contae Bhaile Átha Cliath go Contae Bhaile Átha Cliath', i gcomparáid le mí na Nollag 2016;
 - o I rith mhí na Nollag 2017, bhí feidhmíocht phoist 'Contae Bhaile Átha Cliath go Contae Bhaile Átha Cliath' ag 67% méid 16% faoi bhun fheidhmíocht eile 'Contae go Contae' a bhain ráta 83% amach don tréimhse sin.

Díospóidí úsáideoirí seirbhíse poist - réiteach neamhspleách díospóide

Tugtar le hAlt 43(3) den Acht 2011 cumhacht lánroghnach do ComReg, nó do cheapaí ComReg, díospóidí úsáideoirí seirbhíse poist a réiteach atá fós gan réiteach tar éis nósanna imeachta uile de chód cleachtais an tsoláthraí seirbhíse poist a bheith comhlánaithe go cuí. I rith na bliana fuair ComReg aon iarratas déag ó úsáideoirí seirbhíse poist le haghaidh réiteach díospóide neamhspleách.

BAINISTIÚ SPEICTRIM RAIDIÓ



Tá an speictream raidió ina acmhainn atá ag éirí níos luachmhaire agus níos úsáidí don náisiún, ag cur le feabhas ar leas foriomlán go leor earnálacha den tsochaí trí thacú le réimse leathan seirbhísí inmhianaithe, úsáideacha agus riachtanacha.

Tá úsáid na hacmhainne speictrim raidió ina cuidiú le fás eacnamaíoch a sheachadadh agus tacaíonn sé le go leor post inár ngeilleagar nua-aimseartha agus tá sé riachtanach do sholáthar cumarsáidí móibíleacha agus glacadh gan sreang na seirbhísí craolacháin.

Ina theannta sin, tá an speictream raidió bunúsach d'oibriú sábháilte iompair an aeir agus an mhuiroiompair, oibriú na bhFórsaí Cosanta agus na seirbhísí éigeandála ó lá go lá, chomh maith le bheith ríthábhachtach do go leor feidhmeanna eolaíochta tábhachtacha. Dá bhrí sin, mar acmhainn nádúrtha teoranta, ní mór í a bhainistiú go stuama chun úsáid éifeachtach agus éifeachtúil na hacmhainne a chinntiú, agus is é an tasc seo ceann de phríomhchuspóirí ComReg.

Le linn na bliana faoi athbhreithniú, críochnaíodh nó tosaíodh roinnt príomhthionscadal bainistíochta speictrim mar a shonraítear thíos.

Bronnadh an bhanda 3.6 GHz

Is banda speictrim tábhachtach é an banda 3.6 GHz a bhfuil suim ag soláthraithe seirbhíse idirlín gan sreang (WISPanna) agus ag oibreoirí líonraí móibíleacha (MNOanna) araon ann. Tá éagsúlacht úsáidí ionchasacha aige, lena n-áirítear aghaidh a thabhairt ar shrianta acmhainne móibíleacha agus a bheith mar chroibhanda chun seirbhísí leathanbhanda fosaithe gan sreang a sholáthar agus a fheabhsú, go háirithe i gceantair thuaithe.

Ina theannta sin, tá an banda aitheanta ag Grúpa Polasaí Speictrim Raidió na hEorpa (RSPG)²⁰ mar bhanda iarrthóra chun seirbhísí nua 5G a thabhairt isteach.²¹

I samhradh 2017, d'fhoilsigh ComReg a Fhógra Faisnéise ina leagadh amach an plean minicíochta deiridh agus torthaí a Phróisis Dámhachtana Speictrim Banda 3.6 GHz (Doiciméad ComReg 17/46). Mar thoradh ar an dámhachtain seo, inar tairgeadh 594 beart thar naoi réigiún (ceithre réigiún tuaithe agus cúig chathair) trí cheant, sannadh na 350 MHz de chearta speictrim ar fad. Bhí cúigear tairgeoirí buaiteacha mar thoradh ar an dámhachtain:

- **Imagine Communications Ireland Ltd** an WISP is mó ata ann cheana féin a raibh breis is 80% de na ceadúnais sa bhanda roimhe aige;
- **Airspan Spectrum Holdings Ltd** iontrálaí nua ar an margadh Éireannach;
- **Vodafone Ireland Ltd** oibreoir líonra móbílíoch atá ann cheana féin;
- **Three Ireland Hutchison Ltd** oibreoir líonra móbílíoch atá ann cheana féin; agus
- **Meteor Mobile Communications Ltd** oibreoir líonra móbílíoch atá ann cheana féin.

Trí scaoileadh an bhanda 3.6 GHz méadaíodh méid an speictrim chomhchuibhithe do sheirbhísí leathanbhanda móbílíoch, fánacha agus fosaithe gan sreang in Éirinn le 86% agus chuir sé Éire mar réamhtheachtaí san Eoraip, tar éis 350 MHz den bhanda a scaoileadh i gcomhréir iomlán le cinneadh comhchuibhithe ón gCoimisiún Eorpach Banda 3.6 GHz.

20 Is grúpa comhairleach ardleibhéil é an Grúpa um Beartas Speictream Raidió (RSPG) a chuidíonn leis an gCoimisiún Eorpach beartas an speictrim raidió a fhorbairt. Glacann sé tuairimí, páipéir suímh agus tuarascálacha, chomh maith le ráitis a eisiúint, atá dírithe ar chúnamh agus comhairle a thabhairt don Choimisiún ag leibhéal straitéiseach maidir le saincheisteanna beartais speictrim raidió, comhordú ar chur chuige beartais agus coinníollacha comhchuibhithe, nuair is iomchuí, maidir le hinfhaighteacht agus úsáid éifeachtach an speictrim raidió is gá chun an margadh inmheánach a bhunú agus a fheidhmiú.

21 Tuairim RSPG "Strategic roadmap towards 5G for Europe" 9 Samhain 2016 "http://rspg-spectrum.eu/wp-content/uploads/2013/05/RPSG16-032-Opinion_5G.pdf"

Le linn saolré na gceadúnas, íocfaidh tairgeoirí buaiteacha os cionn €78 milliún, ina mbeidh €60.5m i dtáillí roimh ré agus thart ar €17.7m i dtáillí úsáide speictrim le hÍoc thar thréimhse 15 bliana na gceadúnas.

Tar éis an próiseas dámhachtana a chríochnú, i mí Iúil 2017, d'eisigh ComReg ceadúnais Úsáideora Léirscaoilte 3.6 GHz do na tairgeoirí a bhuaigh, agus bhí dáta tosaithe ceadúnais an 1 Lúnasa 2017 ag gach ceann acu.

Thairis sin, i rith na bliana seo, d'oibrigh ComReg le páirtithe ábhartha chun a áirithiú go n-aistreadh ceadúnaithe reatha FWALA sa bhanda seo go hordúil agus go tráthúil ionas go mbeadh na tairgeoirí buaiteacha sa dámhachtain in ann seirbhísí a sholáthar, de réir rialacha aistrithe na dámhachtana.

Bronnadh an bhanda 26 GHz

I mí an Mheithimh 2018, d'fhoilsigh ComReg Fógra Eolais (Doiciméad ComReg 18/53) inar leagadh amach torthaí Dhámhachtana Speictrim Banda 26 GHz. Mar thoradh air seo, deonaíodh 840 MHz de chearta nua úsáide speictrim sa bhanda 26 GHz agus méadú 25% ar chearta úsáide speictrim 26 GHz. Is éard a bhí i nDámhachtain Speictrim Banda 26 GHz ná "ceant comhcheangailte tairisceana séalaithe" ag baint úsáide as riail dara praghaís.

Ba iad na trí thairgeoir a bhuaigh ná:

- **Meteor Mobile Communications Ltd** a fuair cúig Bheart de 2 × 28 MHz;
- **Three Ireland Hutchison Ltd** a fuair cúig Bheart de 2 × 28 MHz; agus
- **Vodafone Ireland Ltd** a fuair cúig Bheart de 2 × 28 MHz.

Maireann gach ceart úsáide speictrim ar feadh 10 mbliana agus rachaidh siad in éag an 5 Meitheamh 2028, agus faoin tráth sin beidh thart ar €5m íoctha ag tairgeoirí buaiteacha, ag cuimsiú €1.25m i dtáillí roimhré agus €3.75m i dtáillí úsáide speictrim a íocfar thar ré 10 mbliana na gceadúnas.

Tacóidh na cearta úsáide speictrim nua-cháilithe leis an gceanglas maidir le naisc raidió Pointe-go-Pointe, píosa bonneagair cnáimhe droma ríthábhachtach do líonraí cumarsáide móibíleacha na hÉireann. Ceadáíonn Ceadúnais Pointe go Pointe sa bhanda 26 GHz faoi láthair do níos mó ná 3,000 láithreán nasctha Pointe-go-Pointe.

Pleananna speictrim DTT comhordaithe sa bhanda UHF faoi bhun an bhanda 700 MHz

Ó chríochnaigh sé i Márta 2017 an comhordú idirnáisiúnta ar phleananna speictrim na hÉireann do Theilifís Dhigiteach Trastíre (DTT) sa bhanda 470 - 694 MHz leis na comhlachtaí rialála coibhéiseacha sa Ríocht Aontaithe agus sa Fhrainc, lean ComReg le rannpháirtíocht agus comhoibriú gníomhach ón BAI agus 2rn (thar ceann RTÉ), ar aghaidh lena theagmháil leis an Ríocht Aontaithe, leis an bhFrainc agus le hArdán Forfheidhmithe Díbhinne Digiteach na hEorpa (WEDDIP) chun feidhmiú tráthúil na bpleananna DTT comhordaithe a chinntiú agus chun aistriú seirbhísí craolacháin reatha a éascú as an mbanda 700 MHz.

Meicníocht Aisghabhála Costais 700 MHz

In 2016, d'iarr an Roinn Cumarsáide, Gníomhú ar son na hAeráide agus Comhshaoil cúnamh ó ComReg chun measúnú a dhéanamh ar na costais chaipitil agus oibriúcháin ar dócha go tabhóidh 2rn (fochuideachta RTÉ) iad, maidir lena líonra DTT a aistriú ón mbanda 700 MHz. Is iad RTÉ agus an Stát a íocann na costais sin ar deireadh thiar, cé gur thacaigh an Roinn Cumarsáide, Gníomhú ar son na hAeráide agus Comhshaoil (DCCA) le RTÉ as a leithéid de chostais. Bhain ComReg úsáid as Frontier Economics chun an measúnú sin a dhéanamh.

I mí na Nollag 2016, measadh i dtuarascáil 2016 ó Frontier Economics (doiciméad ComReg 16/114a) go bhféadfadh na costais

incriminteacha ar dócha go dtabhóidh 2rn iad de bharr imirce 700 MHz a bheith cothrom le €8.6 milliún. Moladh sa tuarascáil freisin go n-íocfaí cúiteamh den sórt sin i dtrí chéim: céim 1 go luath in 2017, céim 2 go déanach in 2017, agus céim 3 in 2020. I mí Feabhra 2017, íocadh íocaíocht chéim 1 de €5.16m le RTÉ.

I mí na Nollag 2017, d'fhoilsigh ComReg tuarascáil 2017 Frontier Economics (Doiciméad ComReg 17/111a). Rinneadh measúnú sa tuarascáil seo ar na costais a thabhaigh 2rn cheana féin agus na costais ar dócha go dtabhóidh sé i gcéim 1 agus 2, agus moltar inti íocaíocht chúitimh chéim 2 de €2,815,880 le RTÉ.

Leanfaidh ComReg ag obair le DCCA, 2rn agus Frontier Economics chun monatóireacht a dhéanamh ar chostais agus chun caiteachas a fhíorú chun a áirithiú go gcomhlíontar sceideal na gcéimeanna cúitimh.

Dámhachtain bheartaithe don speictream i ndáil le leathanbhanda gan sreang

I mí an Mheithimh 2018, d'eisigh ComReg réamhchomhairliúchán (Doiciméad ComReg 18/60) ag dul i gcomhairle ar na bandaí speictrim le cur san áireamh i ndámhachtain bheartaithe cearta úsáide speictrim atá oiriúnach do sholáthar leathanbhanda gan sreang (leathanbhanda móibíleach agus leathanbhanda fosaithe araon). I bhfianaise forbairtí le déanaí ó foilsíodh Doiciméad ComReg 14/101, áit ar pléadh an cheist seo roimhe seo, tá ComReg den réamhthuairim gur chóir na bandaí seo a leanas a chur san áireamh sa dámhachtain atá beartaithe: 700 MHz Déphléacsach; Péireáilte 2.1 GHz; 2.3 GHz; agus 2.6 GHz.

Léasú Speictrim i mbandaí RSP agus 700 MHz

I nDeireadh Fómhair 2017, d'fhoilsigh ComReg a fhreagairt ar chomhairliúchán agus ar chinneadh (Doiciméad ComReg 17/82) chun creat a chur

i bhfeidhm chun athbhreithniú ex-ante a dhéanamh ar léasanna speictrim beartaithe i gClár Beartais Speictrim Raidió an AE (RSPP) agus bandaí speictrim raidió 700 MHz. Lean sé seo breithniú cúramach ar aighneachtaí a fuarthas mar fhreagairt ar Dhoiciméad ComReg 17/47, agus ar fhaisnéis ábhartha eile.

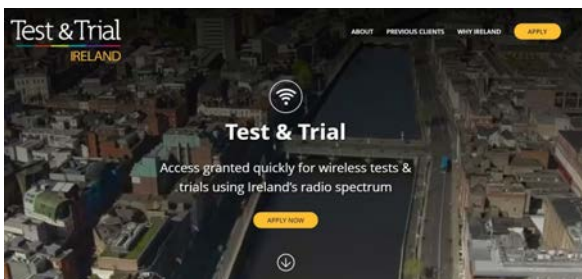
Go hachomair, leagtar amach i nDoiciméad ComReg 17/82 tuairim ComReg go bhfuil sé cuí agus go bhfuil údar maith leis na nósanna imeachta atá ann cheana féin a leathnú chun aistriú speictrim a cuireadh in iúl a athbhreithniú, mar a bunaíodh faoi I.R. Uimh. 34 de 2014, chun léasanna speictrim a chur san áireamh.

Tástáil & Triail Éireann

Soláthraíonn suíomh geografach na hÉireann ar imeall thiar na hEorpa agus a dhlús daonra íseal príomhbhuntaíste nádúrtha, eadhon, raidhse coibhneasta speictrim nár úsáideadh. Is seirbhís í Tástáil & Triail Éireann a fhéadfaidh fiontraihe, taighdeoirí agus forbróirí a úsáid chun teicneolaíochtaí gan sreang a thástáil nó a thriail i réimse leathan bandaí minicíochta, lena n-áirítear codanna de na bandaí móibíleacha agus craoltóireachta. Le linn na bliana faoi athbhreithniú, d'eisigh ComReg 24 ceadúnas Tástála & Trialach. Tá tuilleadh sonraí leagtha amach ag Tástáil & Triail Éireann

www.testandtrial.ie.

Fíor 12: www.testandtrial.ie



Oibríochtaí Ceadúnaithe

Teastaíonn údarú ó ComReg chun trealamh raidió in Éirinn a shealbhú agus a úsáid. Féadfaidh an t-údarú seo a bheith i bhfoirm cheadúnais nó dhíolúine ceadúnais. Féadfar ceadúnais a eisiúint de réir na reachtaíochta seo a leanas:

- An tAcht Raidió-Theileagrafaíochta 1926 (arna leasú);
- An tAcht um Údarás Craolacháin 1960, arna leasú (i gcás Údarás RTÉ);
- An tAcht Raidió agus Teilifíse, 1988 (i gcás Údarás Craolacháin na hÉireann); nó
- An tAcht Craolacháin (Leasú) 2007 le haghaidh Craolacháin Dhigitigh.

Amhail an 30 Meitheamh 2018, ba é líon iomlán na gceadúnas raidió beo ar ár mbunachar sonraí ná 18,570.

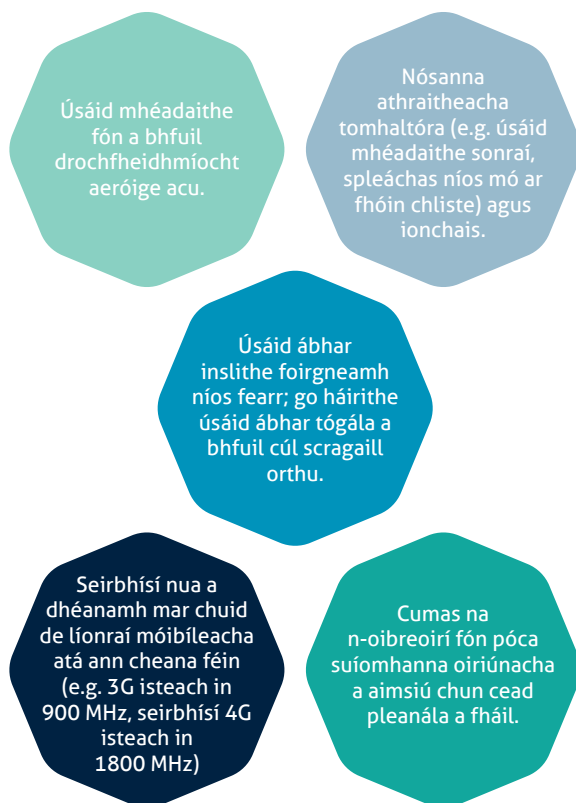
Ba é líon iomlán na gceadúnas nua a eisíodh sa tréimhse thuairiscithe seo ná 3,674, ar laghdú 8.6% é sin ar an mbliain roimhe sin. D'éascair an laghdú seo mar thoradh ar na nithe seo a leanas:

- dúnadh scéim cheadúnúcháin 3.6 GHz FWALA in 2017 agus mar thoradh air sin bhí líon mór iarratas roimh dhúnadh. Tháinig laghdú ar iarratais agus ar iarrataí leasaithe ar cheadúnais FWALA ó 110 in 2016/17 go dtí díreach 14 in 2017/18;
- laghdú beagnach 50% ar líon na gceadúnas craolacháin a eisíodh le linn na tréimhse thuairiscithe roimhe seo. Sa tréimhse thuairiscithe 2016/17 eisíodh 252 ceadúnas craolacháin. Tharla sé seo mar gheall ar dhul in éag ceadúnas fadtéarmach Údarás Craolacháin na hÉireann (BAI) agus mar thoradh air sin d'eisigh ComReg ceadúnais nua 10 mbliana chuig an BAI. Sa tréimhse thuairiscithe reatha, d'eisigh ComReg 129 ceadúnas craolacháin;
- laghdú 12% ar líon na n-iarratas ar cheadúnas naisc pointe go pointe.

Eispéireas Úsáideoirí Móibíleacha

Is saincheist mhéadaithe i mbéal an phobail in Éirinn é eispéireas úsáideoirí móibíleacha. Is cosúil gurb é dearcadh an phobail i gcoitinne go bhfuil meath tagtha ar eispéireas úsáideoirí móibíleacha in ainneoin na bhfeabhsuithe i líonraí móibíleacha nuair a cuireadh seirbhísí feabhsaithe móibíleacha 3G agus 4G nua i bhfeidhm. Is minic a eascraíonn mearbhall as eispéireas na n-úsáideoirí móibíleacha, mar gheall ar easpa taighde agus faisnéise iontaofa. Tá roinnt factóirí (go háirithe, féach figiúr 13) a mbeidh tionchar acu ar chaighdeán na seirbhíse móibílí a bheidh ag úsáideoir in aon áit ar leith.

Fíor 13: Na príomhfachtóirí a mbíonn tionchar acu ar eispéireas úsáideoirí móibíleacha



Ina Ráiteas Bainistíochta Speictrim Raidió 2016 - 2018 (Doiciméad ComReg 16/50²²), shainaithin ComReg eispéireas úsáideoirí móibíleacha mar réimse tábhachtach agus dúirt go ndéanfadh sé iarracht soiléireacht a sholáthar don díospóireacht trí fhórais agus sonraí iontaofa a chur ar fáil agus an fhaisnéis seo a chur ar fáil go héasca chun cabhrú le tomhaltóirí a chur ar an eolas agus iad a chosaint. Tá sé seo ag teacht le torthaí agus moltaí atá i dtuarascáil Thascfhórsa Móibíleach agus Leathanbhanda an Rialtais²³. Le linn na tréimhse 2017 – 2018, thosaigh ComReg ag obair sna réimsí seo a leanas:

- Tástáil Fheidhmíochta Fón Póca;
- Tástáil Ábhar Tógála;
- Láithreán Gréasáin Seiceálaí Clúdaigh a fhorbairt; agus,
- Comhairliúchán a fhorbairt maidir le hathsheoltóirí fón póca a úsáid.

I mí Feabhra 2018, d'fhoilsigh ComReg tuarascáil theicniúil (Doiciméad ComReg 18/05) maidir le feidhmíocht na bhfón póca don ghuth a thugann le fios go bhfuil éagsúlacht i bhfeidhmíocht suas le 14 dB idir fóin póca. Tá tomhas á dhéanamh ag ComReg faoi láthair ar fheidhmíocht na bhfón póca céanna le haghaidh sonraí agus tá sé beartaithe na tomhais seo a fhoilsiú ar chríochnú.

Maidir le Tástáil Ábhar Tógála, tá ComReg ag tástáil éifeachtaí roinnt ábhar tógála nua-aimseartha ar fheidhmíocht mhóibíleach laistigh agus foilseoidh sé a chuid torthaí i bhfoirm thuarascála teicniúla sa chéad tréimhse tuairiscithe eile.

22 Doiciméad ComReg 16/50: "Radio Spectrum Management 2016 – 2020" www.comreg.ie/publications

23 <http://www.dcae.gov.ie/en-ie/communications/publications/Pages/Report-of-the-Mobile-Phone-and-Broadband-Taskforce.aspx>

D'fhonn aghaidh a thabhairt ar eispéireas na dtomhaltóirí móibíleacha i ndáil le glacadh móibíleach laistigh, d'fhoilsigh ComReg comhairliúchán i mí na Nollag 2017 (Doiciméad ComReg 17/103²⁴) maidir le húsáid ghinearálta Athsheoltóirí Fón Póca a cheadú trí ordú díolúine.

I ndiaidh an phróisis chomhairliúcháin, i mí an Mheithimh 2018, rinne ceadúnas ComReg díolúine ó úsáid Athsheoltóirí Fón Póca ar leith agus d'fhoilsigh sé a fhreagairt ar chomhairliúchán agus ar an gcinneadh deiridh (Doiciméad ComReg 18/58²⁵). Réiteach eile atá aitheanta ag ComReg chun dul i ngleic le glacadh móibíleach laistigh ná spreagadh a thabhairt d'Oibreoirí Líonraí Móibíleacha Wi-Fi dúchais a rolladh amach ag glaoch ar a líonraí faoi seach, agus is é Eir an chéad oibreoir líonra móibíleach a rinne amhlaidh.

Faisnéis agus Imscrúduithe Speictrim

Tá aonad Faisnéise agus Imscrúduithe Speictrim ComReg freagrach as comhlíonadh na reachtaíochta raidió-theileagrafaíochta agus na dTeoracha Comhoiriúnachta Leictreamaighnéadaí (EMC)²⁶ agus Trealamh Raidió (RE)²⁷ sa Stát a chinntiú agus a fhorfheidhmiú de réir mar is gá.

Le linn na tréimhse, rinne ComReg 174 feiste tomhaltóra a choinneáil agus a iniúchadh le linn a ghníomhaíochtaí faireachais margaidh maidir le Teoracha EMC agus RE agus fuarthas amach go raibh 70% díobh siúd neamhchomhlíontach²⁸.

Mar chuid dá ghníomhaíochtaí faireachais margaidh, tá caidreamh an-chomhoibritheach ag ComReg leis na hÚdaráis Chustam agus Máil chun a chinntiú nach dtéann trealamh leictreonach neamhchomhlíontach isteach sa Stát. Fuarthas amach go bhfuil cur isteach díobhálach ag feistí toirmiscthe den sórt sin ar raon seirbhísí, lena n-áirítear líonraí fón póca agus seirbhísí aerloingseoireachta.

Sa tréimhse ó Iúil 2017 go Meitheamh 2018, fuair ComReg 123 tuairisc ar chur isteach díobhálach ar sheirbhísí raidió. Is tuarascálacha cur isteach ar oibreoirí líonraí móibíleacha níos mó ná leathchuid de na gearáin a fuarthas. Léiríonn cur isteach a bhaineann le seirbhísí líne fosaithe agus feistí neamh-raidió cuid suntasach den obair sa réimse seo freisin. Is minic a bhíonn cásanna den sórt sin nasctha leis na gníomhaíochtaí faireachais margaidh faoin dTreoir EMC.

Clár Tomhais Radaíochta Neamhianúcháin (NIR)

Tá an Roinn Cumarsáide, Gníomhú ar son na hAeráide agus Comhshaoil freagrach as éifeachtaí sláinte an NIR, agus éilíonn ComReg, mar choinníoll de cheadúnais tarchurtha gan sreang, go gcaithfidh oibreoirí stáisiún tarchuir a chinntiú go gcomhlíonann a suiteálacha na teorainneacha astaíochta NIR a shonraítear sna treoirlínte is déanaí arna bhfoilsíú ag an gCoimisiún Idirnáisiúnta um Chosaint Radaíochta Neamhianúcháin (ICNIRP).

24 Doiciméad ComReg 17/103 "Mobile Phone Repeaters – Consultation" www.comreg.ie/publications

25 Doiciméad ComReg 18/58 "Mobile Phone Repeaters – Response to Consultation and final decision" www.comreg.ie/publications

26 Treoir 2014/30/AE maidir le Comhoiriúnachta Leictreamaighnéadach mar a bhí trasuite i ndlí na hÉireann le I.R. Uimh. 69 de 2017 – Rialacháin na gComhphobal Eorpach (Comhoiriúnachta Leictreamaighnéadach) 2017.

27 Treoir maidir le Trealamh Raidió 2014/53/EU mar a bhí trasuite i ndlí na hÉireann le I.R. Uimh. 248 de 2017 – Rialacháin na gComhphobal Eorpach (Trealamh Raidió) 2017.

28 Tá sé tábhachtach a thabhairt d'aire nach ionann é seo agus ráta neamhchomhlíonta na dtáirgí ar an margadh, ach is feidhm é den chur chuige spriocdhírthe maidir le faireachas margaidh a ghlac an eagraíocht.

Déanann ComReg iniúchtaí bliantúla ar chomhlíonadh oibreoirí na gcoinníollacha ceadúnais a chuimsíonn na teorainneacha astaíochtaí ICNIRP. Baineann gach iniúchadh bliantúil le suirbhé a dhéanamh ar líon samplach suíomhanna agus cineálacha tarchuradóra (craoladh, teileafónaíocht mhóibíleach, leathanbhanda gan sreang, etc.) ar fud na tíre.

Rinneadh achoimre ar thorthaí na suirbhéanna súimh uile a rinneadh le linn na tréimhse tuairiscithe seo agus foilsíodh iad i gceithre thuarascáil ráithiúla atá ar fáil ar www.comreg.ie. Cuireadh cóipeanna de na tuarascálacha suirbhé súimh aonair ar fáil ar láithreán gréasáin ComReg agus ag www.siteviewer.ie²⁹.

Tá áthas ar ComReg a thuairisciú go raibh tomhais na n-astaíochtaí NIR i bhfad níos ísle ná na teorainneacha treoilíne ICNIR ag gach ceann de na suíomhanna a ndearnadh suirbhé orthu le linn na tréimhse tuairiscithe seo.

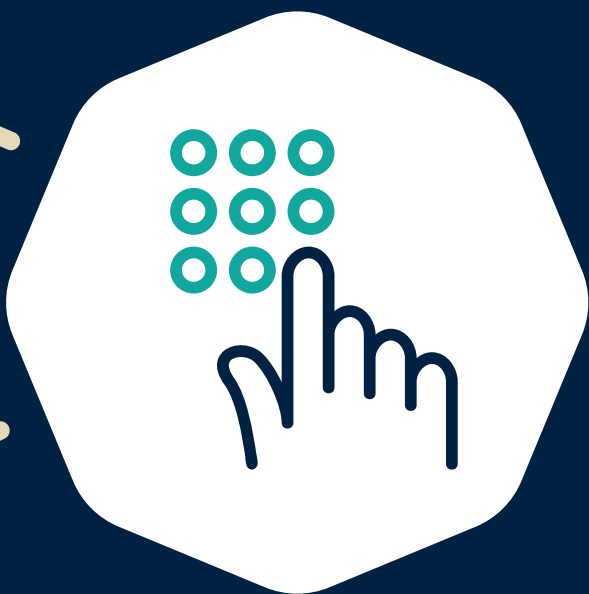
Comhlíonadh Ceadúnais Oibreora Líonra Móibíligh - Tástáil Thiomána

Tugann ComReg faoi réimeas tástála tiomána atá deartha chun comhlíonadh na n-oibleagáidí clúdaigh atá leagtha síos sna Ceadúnais 3G agus na Ceadúnais Léirscaoilte a mheas. Clúdaíonn an bealach a tógadh níos mó ná 5,000km agus na príomhbhóithre agus bóithre tánaisteacha go léir sa Stát á gcur san áireamh; is é seo an sceideal is déine a dhéanann aon Údarás Rialála Náisiúnta (NRA) san AE.

Le linn na tréimhse athbhreithnithe, d'fhoilsigh ComReg dhá thuarascáil achoimre dá thástálacha tiomána náisiúnta agus leanann sé ar aghaidh leis na sonraí amha atá mar bhonn leis na tástálacha tiomána a chur ar fáil le híoslódáil ar a láithreán gréasáin www.comreg.ie. Fuarthas amach sna torthaí go bhfuil gach oibreoir líonra móibíleach ag comhlíonadh a gcoinníollacha ceadúnais.

29 Áis ar-líne is ea Site Viewer a chuireann ComReg ar fáil, rud a ligeann don phobal amharc ar na bonnstáisiúin teileafónaíochta móibíleacha GSM, 3G agus LTE ar fud na hÉireann.

UIMHRIÚ



Bainistiú a dhéanamh ar an Scéim Uimhrithe Náisiúnta

Déanann aonad uimhrithe ComReg bainistiú oibríochtúil agus straitéiseach leanúnach ar an Scéim Uimhrithe Náisiúnta, a chuimsíonn gach uimhir gheografach, uimhreacha móibíleacha, uimhreacha neamh-geografacha, uimhreacha seirbhíse ardráta, cóid ghearra agus cóid líonra.

Tá uimhreacha teileafóin agus cóid riachtanach do sholáthar na seirbhísí cumarsáide leictreonaí. Cumasaíonn siad ródú éifeachtach cumarsáide náisiúnta agus idirnáisiúnta agus tacaíonn siad le feidhmiú cuí córas billeála agus socraíochta fosaithe agus móibíligh. Cuireann siad faisnéis ar fáil freisin don duine atá ag glaoch ar an tseirbhís ar a nglaoth, praghas an ghlaoh, agus suíomh an pháirtí ar a nglaoth.

Déantar na huimhreacha a bhainistiú de réir Moltaí Idirnáisiúnta agus faoi réir reachtaíocht shonrach náisiúnta agus AE. Leagann ComReg coinníollacha síos (i.e. rialacha) le haghaidh úsáid na n-oibreoirí d'uimhreacha agus sainmhíníonn sé cé atá i dteideal uimhreacha a shealbhú. Tá na coinníollacha agus na critéir incháilitheachta seo deartha chun tomhaltóirí a chosaint agus chun rochtain chothrom a sholáthar d'oibreoirí ar acmhainní uimhrithe na hÉireann d'fhonn iomaíocht a chur chun cinn. Déantar na coinníollacha uimhrithe a nuashonrú de réir mar is gá chun forbairtí sa mhargadh, athruithe reachtaíochta agus aon cheanglais eile a chur san áireamh. Críochnaíodh an nuashonrú is déanaí i Meitheamh 2018³⁰, tar éis comhairliúcháin phoiblí.

30 Doiciméad ComReg 15/136R1 "Numbering Conditions of Use and Application Process" www.comreg.ie/publications

Athbhreithniú ar Uimhreacha Neamh-Gheografacha

Tá ComReg ag déanamh athbhreithnithe faoi láthair ar fheidhmiú cúig chineál éagsúla uimhreacha neamh-geografacha (NGNanna) - 1800, 1850, 1890, 0818 agus 076. Úsáidtear na NGNanna seo chun raon leathan seirbhísí teileafóin a sholáthar do thomhaltóirí, amhail línte cabhrach carthanachta, baincéireacht teileafóin agus seirbhísí do chustaiméirí. Cé go soláthraíonn NGNanna ardán úsáideach chun seirbhísí a sheachadadh, tá imní ar ComReg maidir leis na taraifí miondíola do roinnt NGNanna agus leibhéal trédhearcachta na gcostas NGN do thomhaltóirí.

Tá athbhreithniú á dhéanamh le cúnamh ó chomhairleoirí seachtracha, DotEcon agus Beha & Attitudes (B&A). I mí Lúnasa 2017, d'fhoilsigh ComReg taighde na gcomhairleoirí agus páipéar comhairliúcháin in³¹a leagadh amach réamhthuarim ComReg go bhfuil dochar tomhaltóra mar thoradh ar shaincheisteana áirithe le hardán NGN, mar atá sé struchtúrtha faoi láthair.

Léirigh an taighde gur féidir le taraifí miondíola le haghaidh glaonna NGN a bheith ard, go háirithe i gcás glaonna NGN a dhéantar ó fhóin phóca, agus toisc nach n-áirítear an chuid is mó de ghlaonna NGN i "mbearta" nóiméad glaonna na dtomhaltóirí. Ina theannta sin, níl na taraifí miondíola le haghaidh glaonna NGN trédhearcach go leor agus is minic nach bhfuil eolas ag tomhaltóirí, nó ní féidir leo meastachán a dhéanamh, ar chostas dóchúil ghlaoigh ar NGN. Ar deireadh, ní thuigeann go leor tomhaltóirí na difríochtaí idir na cúig chineál NGNanna.

Mar thoradh air sin, is cosúil go gcuirtear cosc ar líon suntasach tomhaltóirí glaoh a chur ar NGNanna, nó go nglaoonn siad orthu go drogallach agus nuair is gá sin amháin (i.e. nuair nach bhfuil an dara rogha acu).

Tá ComReg den tuairim go bhfuil sé seo chun dochair na dtomhaltóirí go ginearálta agus, go háirithe, dóibh siúd a d'fhéadfadh a bheith leochaileach ó thaobh airgeadais de agus/nó go sóisialta. Is cosúil go bhfuil tionchar diúltach ag na heagraíochtaí a úsáideann NGNanna chun seirbhísí a sholáthar.

Leagtar amach i bhFreagairt ComReg ar Chomhairliúchán (Doiciméad ComReg 18/65³²) measúnú ComReg ar na haighneachtaí a fuarthas go dtí seo, a staid reatha, agus an chaoi a bhfuil sé bertaithe ag ComReg a athbhreithniú ar NGNanna a chur chun cinn. Tá ComReg fós ar an réamhthuarim go bhfuil gá leis na bearta rialála atá beartaithe chun aghaidh a thabhairt ar an dochar a dhéantar do thomhaltóirí agus go bhfuil údar maith leo agus go bhfuil siad comhréireach. I measc na mbearta atá molta ná tabhairt isteach riocht taraife miondíola nua do NGNanna 1850, 18901, 0818 agus 076 agus laghdú ar líon na gcineálacha NGN ó chúig (1800, 1850, 1890, 0818 agus 076) go dtí dhá cheann (1800 agus 0818).

Chuir ComReg faisnéis bhreise ar fáil freisin maidir leis an gcaoi a mbeartaíonn sé dul i ngleic le haon dochar a aithnítear ar an leibhéal mórdhíola a d'fhéadfadh a bheith ag dul i bhfeidhm ar úsáid NNGanna ag eagraíochtaí chun seirbhísí a sholáthar do thomhaltóirí. Is cúis imní ar leith é seo do 1800 Saorghlao, áit a bhfuil sé léirithe ag taighde ComReg go bhfuil go leor eagraíochtaí den tuairim go bhfuil costas a úsáide toirmeascach.

31 Doiciméad ComReg 17/70 "Review of Non-Geographic Numbers" www.comreg.ie/publications

32 Doiciméad ComReg 18/65 "Response to Consultation - Review of Non-Geographic Numbers" www.comreg.ie/publications

Athbhreithniú ar Acmhainní Uimhrithe Móibíleacha

In 2017, rinne ComReg athbhreithniú ar acmhainní uimhrithe móibíleacha. Ba iad réamhaisnéisí maidir le fás easpóntantúil de naisc Meaisín go Meaisín (M2M) ar líonraí móibíleacha agus treocht shoiléir maidir le húsáid 'allchríche' na n-uimhreacha náisiúnta ar fud an AE agus go hidirnáisiúnta ag Soláthraithe Seirbhíse M2M a spreag an t-athbhreithniú. I measc na bpríomhréimsí a bhaineann leas as nascacht M2M nó Idirlíon na nEarraí (IoT) tá na gluaisteáin, seirbhísí r-shláinte, méadrú cliste/creataí cliste, tithe cliste, cathracha cliste agus talmhaíocht. Go háirithe, tuarann Analysys Mason go mbeidh 719 milliún gluaisteán nasctha ar fud an domhain faoi 2025. Is ceanglas sonrath é a theastaíonn acmhainní uimhrithe freisin an tabhairt isteach de ghlaó éigeandála uathobrithe r-Ghlaoch i ngach gluaisteán nua-mhonraithe atá beartaíte le díol san AE ó Aibreán 2018 ar aghaidh.

Mar chuid dá athbhreithniú, réachtáil ComReg plé le hoibreoírí móibíleacha Éireannacha agus idirnáisiúnta chomh maith le soláthraithe sainseirbhísí M2M. Chuir na díospóireachtaí le forbairt ComReg de mholtaí ar scéim uimhrithe fhadtéarmach do na seirbhísí móibíleacha go léir, a foilsíodh le haghaidh comhairliúcháin³³ in Eanáir 2018.

Cé go bhfuil líonraí móibíleacha ag éabhlóidiú go líonraí uile-IP, d'aontaigh freagróirí go ginearálta le ComReg go mbeidh uimhreacha ag teastáil ó go leor ceangal M2M le haghaidh cúiseanna teicniúla agus oibriúcháin éagsúla. Thug freagairt mhionsonraithe ó AT&T le fios gur dócha go mbeidh gá le huimhreacha go ceann 30 bliain eile ar a laghad.

D'aontaigh na freagróirí go ginearálta freisin, cé gur gá na huimhreacha a chur ar fáil do sheirbhísí nua M2M, nár cheart go mbeadh aon athruithe ar uimhreacha úsáideoirí móibíleacha Éireannacha reatha mar gheall air seo.

Thug freagróirí le fios go bhfuil bearta caomhnaithe uimhreacha móibíleacha a comhaontaíodh leis an tionscal in 2016 á gcur i bhfeidhm agus go gcabhróidh siad go mór le soláthar leordhóthanach uimhreacha fón póca a chinntiú d'fhás na seirbhísí móibíleacha a bhfuiltear ag súil leo.

Bunaithe ar thuairimí na bhfreagróirí ar réamhaisnéisí ComReg ar an éileamh ar uimhreacha M2M, is léir nach féidir le húsáid na raonta uimhreacha móibíleacha atá ann cheana féin do sheirbhísí M2M freastal ar an bhfás a bhfuiltear ag súil leis. Dá bhrí sin, chinn³⁴ ComReg a thograí is fearr a ghlacadh le haghaidh uimhreacha M2M le 10 ndigit síntiúsóra, ag baint úsáide as an réimír 088. Is é seo an uasfhad de 15 dhigit a cheadaítear i bhformáid idirnáisiúnta (i.e. +353 88 + 10 ndigit) agus tá sé ag teacht le Moladh CEPT go mbeadh uimhreacha M2M chomh fada agus is féidir. D'aontaigh freagróirí go ginearálta leis an togra seo agus thug ComReg faoi deara freisin gur thug roinnt Ballstát eile raonta M2M 15 dhigit isteach mar an gcéanna. Ba chóir go mbainfidh sé seo brú ó na raonta móibíleacha atá ann cheana féin agus go gcruthófaí soláthar leordhóthanach uimhreacha chun freastal ar an bhfás réamh-mheasta san earnáil M2M san fhadtéarma.

33 Doiciméad ComReg 18/03 "Review of Mobile Numbering - Promoting Innovation and Facilitating New Services"

34 Doiciméad ComReg 18/46 "Review of Mobile Numbering - Response to Consultation & Decision"
www.comreg.ie/publications

ANAILÍS AR AN MARGADH



In Éirinn cinntear scóip agus nádúr rialacháin teileachumarsáide trí phróiseas atá leagtha amach i nDlí na hEorpa ar a dtugtar anailís ar an margadh. Mar chuid den phróiseas ní mór do ComReg ar an gcéad dul síos na margá a d'fhéadfadh a bheith laistigh de scóip rialacháin a shainmhíniú agus aird aige ar liosta margaidh mholta foilsithe ag Coimisiún na hEorpa.

Agus an margadh ábhartha sainmhínte, ní mór do ComReg measúnú a dhéanamh ar cibé an bhfuil aon chuideachta nó cuideachtaí i gcomhpháirt nó go leithleach go ceannasach laistigh den mhargadh nó nach bhfuil. Má chinneann sé go bhfuil oibreoir ceannasach ann, ní mór dó leigheas (nó oibleagáid) amháin ar a laghad a fhorchur chun an éifeacht is dócha a bheidh ag an gceannas seo i dtéarmaí a thionchair ar iomaíocht agus ar thomhaltóirí a fheabhsú.

Mar shampla féadfaidh ComReg a éileamh ar oibritheoir ceannasach rochtain ar a líonra a oscailt d'iomaitheoirí ar an leibhéal mórdhíola agus go mbeadh a leithéid de rochtain faoi réir rialú praghsanna. Ceanglaíonn dlí na hEorpa ar ComReg a dhréachtchinntí maidir lena anailís mhargaidh a chur in iúl don Choimisiún Eorpach.

Go praiticiúil tá an-chuid is mó de rialachán teileachumarsáide dírithe ar an leibhéal mórdhíola; ag deireadh Mhí Meithimh 2018 ní raibh ach margadh amháin miondíola ann (a raibh trí fhochuid ann) a bhí á rialú - an margadh um rochtain mhiondíola ar an líonra teileafóin phoiblí ag suíomh seasta (cíos líne). Mar sin féin, laghdaíodh an méid rialála sna margá miondíola sin de réir a chéile le himeacht ama.

I rith na bliana, lean ComReg ar aghaidh lena anailís nó chuir sé tús lena anailís ar roinnt margá mórdhíola eile lena n-áirítear na margá mórdhíola le haghaidh:

1. Rochtain Ardcháilíochta (HQA): seirbhísí leathanbhanda siméadracha ardluais mhórdhíola a úsáidtear mar ionchuir chun seirbhísí leathanbhanda miondíola/ iarteachtacha a chur ar fáil do ghnóthais meánmhéide agus móra chomh maith lena n-úsáid ag soláthraithe seirbhíse chun teorainneacha a líonraí a leathnú. D'éisigh ComReg comhairliúchán breise³⁵ faoina anailís ar an margadh mórdhíola Rochtain Ardcháilíochta (HQA) i mí Feabhra 2018, agus táthar ag leanúint ar aghaidh leis an athbhreithniú fós.
2. Rochtain Logánta Mhórdhíola (WLA) agus Rochtain Lárnach Mhórdhíola (WCA): dhá mhargadh mórdhíola a úsáidtear mar ionchuir chun leathanbhanda iarteachtach/miondíola agus seirbhísí teileafónaíochta (agus seirbhísí eile) a chur ar fáil. I ndiaidh Comhairliúcháin 2016, i mí an Mheithimh 2018 chuir ComReg a dhréachtchinneadh in iúl don Choimisiún Eorpach³⁶ faoina anailís ar mhargá WLA agus WCA.

³⁵ Doiciméad ComReg 18/08 "Athbhreithniú Margaidh: Rochtain Mhórdhíola Ardchaighdeán, Comhairliúchán Breise" www.comreg.ie/publications

³⁶ Cásanna an Choimisiúin Eorpaigh IE/2018/2089 agus IE/2018/2089.

Tá obair ag dul ar aghaidh freisin ar rialú praghsanna agus leigheasanna cuachta i margaí WLA agus WCA, i ndiaidh na gcomhairliúchán roimhe seo a eisíodh in Aibreán agus Meitheamh 2017.

3. Críochnú Guthghlao Seasta (FVCT) agus Críochnú Guthghlao Móibíleach (MVCT): dhá mhargadh mórdhíola lena mbaineann críochnú glaonna ar líonraí páirtithe glaoite. Obair ullmhúcháin ar siúl faoi láthair ar anailísí ar FVCT agus MVCT. D'eisigh ComReg comhairliúchán ar a anailís ar mhargaí FVCT agus MVCT i mí na Samhna 2017.³⁷ Ina dhiaidh sin bhí comhairliúchán bainteach ar leithligh ann i mí an Mhárta 2018³⁸ maidir le hoibleagáidí um rialú praghsanna i leith táillí le haghaidh seirbhísí FVCT agus MVCT. Tá obair ar siúl maidir leis na hanailísí margaidh agus praghsáil na sruthanna oibre sin.

Tá ComReg ag bailiú faisnéise ó sholáthraithe seirbhíse ag baint úsáide as a chumhachtaí reachtúla um bailiú faisnéise.

Tráchttaireacht ar an Margadh

Ó Mheitheamh 2018 bhí timpeall 1.8m áitreabh ceadaithe ag líonraí Eircom (a bhfuil an t-ainm trádála Eir orthu anois) maidir le Rochtain na Chéad Ghlúine Eile (NGA) lena n-áirítear teicneolaíochtaí bunaithe ar chábla snáthoptaice go colbha (FTTC) agus cábla snáthoptaice go háitreabh (FTTP)³⁹. Bhí 635 míle síntiúsóir san iomlán ag úsáid na seirbhísí sin. Díobh sin chuir Miondíol Eir 48.3% acu ar fáil agus chuir Oibritheoirí eile 51.7% ar fáil ag úsáid tachtar táirge mórdhíola NGA de chuid Eir.

Lean Virgin Media ar aghaidh mar ghníomhaí suntasach sa mhargadh, agus d'fhógair siad go raibh luasanna íoslódála os cionn 300Mbps (Mb in aghaidh an tsoicind) á dtairiscint acu.

De réir na bhfigiúirí comhdaithe poiblí⁴⁰ nasc líonra Virgin Media 903,500 áitreabh agus bhí 371,100 síntiúsóir leathanbhanda acu ag deireadh mhí an Mheithimh 2018.

Bhí SIRO, comhfhiontar idir BSL agus Vodafone, ag rolladh amach FTTP go teaghlaigh agus gnóthais freisin i roinnt bailte móra roghnaithe ar fud na tíre. Amhail Bealtaine 2018, bhí 150,000 áitreabh nasctha ag SIRO⁴¹.

Leanadh ar aghaidh le méadú meánluasanna leathanbhanda. Ag deireadh mhí an Mheithimh 2018, bhí thart ar 86% de na síntiús leathanbhanda seasta cothrom le nó níos mó ná 10Mbps. Ba mhéadú é sin ar an 82% a bhí ann i mí an Mheithimh 2017. Ag deireadh na tréimhse athbhreithnithe seo bhí 74.6% de na suibscríbhinní leathanbhanda seasta cothrom le nó níos mó ná 30Mbps. 68.7% a bhí i gceist i R2 2017.

Mhéadaigh síntiús leathanbhanda seasta mhiondíola iomlána ó 1.38m i Meitheamh 2017 go 1.41m i Meitheamh 2018. Astu seo sholáthraigh Eir Retail 31.8% acu, sholáthraigh Virgin Media 26.3% acu agus sholáthraigh Vodafone, Sky agus oibritheoirí eile 18.4%, 13.4% agus 10.0% acu faoi seach. Tá na seirbhísí leathanbhanda miondíola atá curtha ar fáil ag Vodafone, Sky agus ag oibritheoirí eile (seachas Eir agus Virgin Media) cumasaithe toisc go n-úsáideann siad táirgí mórdhíola ar nós táirgí Shruth Giotán agus Rochtain Díchuachta Fíorúil (VUA).

37 Doiciméad ComReg 17/90r "Athbhreithniú Margaidh - Críochnú Guthghlao Seasta agus Críochnú Guthghlao Móibíleach"

38 Doiciméad ComReg 18/19 "Comhairliúchán Pragsanna Sonraíocht Bhreise ar na hoibleagáidí rialaithe praghais atá beartaithe do Rátaí Foirceanta Glaonna Seasta agus Móibíleacha" www.comreg.ie/publications

39 <https://www.eir.ie/pressroom/eir-announce-3rd-quarter-results-to-31-March-2018/>

40 <https://www.libertyglobal.com/wp-content/uploads/2018/08/VM-Fixed-Income-Q2-2018-Release.pdf>

41 <https://siro.ie/clonmel-roll-out/>

Géilliúntas

Clúdaíonn an mhír sin fiosrúcháin ar shárúithe dualgais rialála ag oibrítheoirí de chuid telecom, teagmhais a bhaineann le mí-úsáid uimhreacha Éireannacha agus tuairiscí ar theagmhais shuntasacha líonra.

Agus iad ag déileáil le himscrúduithe maidir le hoibleagáidí rialála a chomhlíonadh is é an toradh a d'fhéadfadh a bheidh ar an gcás:

- go n-eiseofaí tuairim fhoirmiúil maidir le neamh-chomhlíonadh chuig oibreoir,
- go ndéanfadh oibrítheoir íocaíocht riaracháin,
- imeachtaí cúirte nó
- dúnadh cás nuair nach n-aithnítear aon saincheist nó dúnadh cáis tar éis don oibrítheoir beart feabhsaithe a dhéanamh i gcás ina measann ComReg nach bhfuil gá le gníomh breise.

San áireamh i measc gníomhaíochtaí comhlíonta teileachumarsáide ComReg i rith na tréimhse bhí:

Comhlíonadh rialála:

- Osclaíodh 16 chás
- Dúnadh 33 cás
- Bhí siad ag déileáil fós le 57 cás

Mí-úsáid uimhreacha Éireannacha:

- Osclaíodh 86 cás
- Dúnadh 96 cás

Tuarascálacha ar theagmhais líonra:

- Tuairiscíodh 15 theagmhas

Bainteach leis na cásanna comhlíonta rialála, rinne ComReg 18 bhfiosrúchán ghníomhacha ar an oibrítheoir reatha líne seasta agus 15 fhiosrúchán comhlíonta ghníomhacha ar oibrítheoirí móibileacha.

I mí an Mheithimh 2017, tar éis dóibh dhá imscrúdú fhorleathana a dhéanamh, ba é tuairim ComReg gur sháraigh Eir a oibleagáidí Rochtana, Trédhearcachta agus Neamh-idirdhealúcháin i roinnt margaí rialaithe.

Rinne ComReg iarratas ar dhearbhuíthe neamh-chomhlíonta chuig an Ard-Chúirt agus ar orduithe go n-íocfadh Eir cúig phionós airgeadais ar leith maidir leis na sárúithe sin⁴².

Ina dhiaidh sin chuir Eir tús le himeachtaí ar leithligh san Ard-Chúirt i gcoinne an Aire Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil, Éire agus an tArd-Aighne agus in aghaidh ComReg ina dhiaidh sin, ina ndearna Eir agóid i gcoinne bhailíocht codanna de na Rialacháin Rochtana a bhaineann le cumas ComReg ordúithe Ard-Chúirte a lorg chun pionóis airgeadais a ghearradh. Cuireadh bac ar iarratais ComReg ar dhearbhuíthe neamh-chomhlíonta agus pionóis airgeadais ó bhíothas ag feitheamh le héisteacht chás Eir in aghaidh an Stáit agus ComReg a bhí le tosú ar an 14 Meitheamh 2018.

Díreach roimh an 14 Meitheamh 2018, thionóil ComReg agus Eir díospóireachtaí faoi réiteach comhaontaithe féideartha ar an dlíthíocht dá dtagraítear thuas, lena n-áirítear plé ar shocruithe rialachais rialála in Eir a bheadh feabhsaithe go mór.⁴³

Ó bhí an scéal amhlaidh, chuaigh ComReg, i gcomhar le Eir agus leis an Stát, chuig an Ard-Chúirt agus d'iarr go scríosfaí amach an dáta éisteachta, chun go mbeadh tuilleadh ama ann le leanúint ar aghaidh agus tuilleadh plé a dhéanamh. Thoiligh an Ard-Chúirt leis an iarratas sin. Tá cainteanna idir Eir agus ComReg ar shocruithe rialachais rialála Eir ar siúl i gcónaí agus mar chás ar leithligh tá ComReg ag leanúint ar aghaidh ag ullmhú comhairliúcháin ar bhearta rialála a bhaineann le rialachas rialála Eir.

42 Doiciméad ComReg 17/98 "Cásanna Comhlíonta Mórdhíola ComReg 481 agus 568" www.comreg.ie/publications

43 Doiciméad ComReg 18/48. "Nuashonrú ar dhlíthíocht maidir le cásanna Comhlíonta Mórdhíola idir ComReg agus Eircom" www.comreg.ie/publications

Rialachas Rialála

I 2016, d'fhostaigh ComReg Comhairleoirí, Cartesian agus KPMG, chun athbhreithniú a dhéanamh ar éifeachtúlacht shocruithe rialachais Eir. Ba é an cuspóir foriomlán ná a fháil amach an raibh socruithe rialachais Eir láidir go leor sa chaoi go léiríonn siad agus go gcinntíonn siad comhlíonadh leanúnach oibleagáidí rialála. Chabhródh toradh an athbhreithnithe le ComReg chun a fháil amach an raibh aon ghníomhartha breise ag teastáil ó Eir agus/nó ó ComReg. Bhí dhá chéim i gceist san athbhreithniú agus foilsíodh tuarascálacha na gComhairleoirí i mí Iúil 2017.

Bhí ábhair imní tromchúiseacha i dtuarascálacha na gComhairleoirí faoin gcaighdeán a bhí ag baint le rialachas rialála Eir. Bunaithe ar athbhreithniú ComReg ar thuarascálacha na gComhairleoirí ba léir nár dhócha go gcuirfeadh socruithe rialachais rialála Eir, lena n-áirítear a Shamhail Rialachais Rialála (RGM), ar chumas Eir a n-oibleagáidí rialála a chomhlíonadh.

I 2018 chuir ComReg tús le tionscadal le fáil amach an mbeadh aon bhearta rialála oiriúnach, ag féachaint dá chuspóirí agus d'fheidhmeanna, lena n-áirítear iad siúd faoi na Rialacháin Rochtana, go háirithe faoi Rialacháin 8 go 15. Tá sé beartaithe ag ComReg dul i gcomhairle maidir le moltaí ina leith seo sa dara leath de 2018.

EACNAMAÍOCHT, BEARTAS AGUS TAIGHDE



Comhdháil Náisiúnta

Rinne ComReg óstáil ar chomhdháil náisiúnta ar an 24 Deireadh Fómhair i gCaisleán Bhaile Átha Cliath. Díríodh i rith an imeachta, dar teideal “Telecommunications – Society and Sector in Transition” (Teileachumarsáid - Sochaí agus Earnáil san Idirthréimhse) ar an ról athraitheach atá ag teileachumarsáid in Éirinn agus na príomh-nuálaíochtaí is dócha a bheidh ann sna blianta amach romhainn. D’oscail an tAire Stáit um Fhorbairt Pobail, Acmhainní Nádúrtha agus Forbairt Dhigiteach, Seán Kyne TD an chomhdháil.

Bhí dhá sheisiún sa chomhdháil. Labhair na daoine seo a leanas sa chéad seisiún dar teideal “Am Trasdula sa Tírdhreach Teileachumarsáide”: Erzsébet Fitori, Ard-Stiúrthóir Chomhairle na hEorpa um Shnáithín chomh fada leis an mBaile, Sébastien Soriano, Cathaoirleach ARCEP agus Cathaoirleach Chomhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach (BEREC), agus Torlach Denihan, Stiúrthóir Chónaidhm Theileachumarsáide agus Idirlín (TIF) ag IBEC.

Labhair William Webb ag an dara seisiún dar teideal, “A Connected Future”, Is é William POF Weightless SIG, an comhlacht um chaighdeán atá ag forbairt teicneolaíochta domhanda nua ó mheaisín go meaisín. Phléigh an tUas. Webb cur i bhfeidhm líonraí móibíleacha amach anseo, tomhaltas sonraí agus 5G. Thug Karlin Lillington, iriseoir agus colúnaí an Irish Times, Martin Cave, eacnamaí rialála agus David Minton, Stiúrthóir Thionól Réigiúnach an Tuaiscirt agus an Iarthair freagraí ar óráid an Uasail Webb.

D’fhreastail 140 páirtí leasmhar ar an gcomhdháil ó ghrúpaí tionscail agus ón tsochaí shibhialta.

Figiúr 14: Ó ché: Cathaoirleach ComReg Gerry Fahy, an Coimisinéir Jeremy Godfrey, an tAire Stáit Seán Kyne TD agus an Coimisinéir Kevin O’Brien ag Comhdháil ComReg ar an 24 Deireadh Fómhair 2017



Tuarascáil BEREC ar Fhorbairtí Margaidh Iar-Chumaisc

Ghlac ComReg páirt i dtionscadal BEREC ag fiosrú na n-impleachtaí praghais a bhain le cumasc líonraí móibíleacha le déanaí in Éirinn, sa Ghearmáin agus san Ostair, agus rinne anailís ar éadail Telefónica Ireland Ltd (O2) ag Hutchison 3G UK Holdings Ltd.⁴⁴ Sna trí thír sin atá faoi imscrúdú, fuarthas fianaise sa staidéar go mbeadh taraifí móibíleacha níos ísle mura ndéanfaí aon chumasc.

Suirbhé ar Thaithí Tomhaltóirí Móibíleacha

Iarradh ar úsáideoirí móibíleacha na hÉireann insint faoin taithí a bhí acu trí shuirbhé taighde margaidh a rinneadh i samhradh na bliana 2017. D'fhonn a chinntiú go bhfaighfí tuairimí na ndaoine i gceantair thuaithe, rinneadh sampláil sa suirbhé ar chéatadán ard de na daoine a bhí ina gcónaí i gcodanna den tír nach raibh daonra chomh dlúth iontu. Foilsíodh an suirbhé seo mar an Suirbhé ar Thaithí Tomhaltóirí Móibíleacha (Doiciméad ComReg 17/100a)⁴⁵ agus baineann sé le hobair an Tascfhórsa um Fhóin Phóca agus Leathanbhanda, faoi stiúir na Roinne Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil.

I measc na bpríomhthorthaí a d'eascair ón staidéar seo bhí:

- Úsáideann trí cheathrú de na daoine sonraí ar a bhfóin phóca. Mar sin féin, tá an líon daoine a úsáideann seirbhísí sonraí níos ísle i gceantair thuaithe.
- Léirigh formhór na dtomhaltóirí ar fud na tíre go raibh siad sásta lena seirbhís mhóibíleach reatha. Mar sin féin, bhí fadhbanna seirbhíse ag 29% de na freagróirí maidir le glaonna nó sheirbhís gearrtheachtaireachtaí (SMS) ar fud a dtithe.
- Tá an uimhir sin chomh hard le 43% sna ceantair thuaithe is faide amach. I measc na bhfadhbanna sonracha a luadh bhí cáilíocht na seirbhíse ag dul in olcas laistigh den teach,

meath ar cháilíocht an ghlactha le linn glao, gan a bheith in ann glaonna a dhéanamh agus glaonna a bheith á bhfágáil.

- De ghnáth bíonn tomhaltóirí mall ag athrú oibreora. Mar sin féin, thuairiscigh a lán daoine a rinne an t-athrú gur tháinig feabhas ar an gclúdach. Bhí sé sin fíor go háirithe i gceantair thuaithe.

Aithnítear praghas glaonna, téacsanna agus sonraí mar an tsaincheist is tábhachtaí agus soláthraí fón póca á roghnú i gceantair uirbeacha. Is é an clúdach a sholáthraíonn an líonra an rud is tábhachtaí i gceantair thuaithe.

Ireland Communicates Survey (Éire i mbun Cumarsáide) 2017

I ngeimhreadh na bliana 2017, chuir ComReg an Ireland Communicates Survey i bhfeidhm⁴⁶ agus d'fhiafraigh de níos mó ná 1,500 tomhaltóir Éireannach agus 500 FBM faoina n-úsáid agus faoina dtaithí ar theileachumarsáid in Éirinn. Léiríonn na torthaí thíos tábhacht mhéadaitheach na teileachumarsáide sa saol laethúil:

- Tá difríochtaí suntasacha maidir le húsáid TFC i gceantair uirbeacha agus i gceantair thuaithe. Tá sé seo le feiceáil go háirithe i gcás leathanbhanda; Tá leathanbhanda fostaithe ag 73% de na freagróirí uirbeacha, i gcomparáid le 58% díobh siúd ó cheantair thuaithe.
- Laghdaigh aipeanna teachtaireachtaí meandaracha úsáid na seirbhísí SMS, ach níor ghlac siad a n-áit; Deir 31% díobh siúd a úsáideann na haipeanna seo nár laghdaigh siad líon na dteachtaireachtaí téacs a sheolann siad.
- Tá tomhaltóirí ag súil go méadóidh siad an leas a bhainfidh siad as teicneolaíochtaí "cliste" sna blianta beaga amach romhainn.
- Tá a fhios ag an gcuid is mó de na tomhaltóirí gur tháinig deireadh le muirir fánaíochta an AE, agus dá bhrí sin is dóchúla go mbeidh 78% díobh ag fánaíocht i dtír eile san AE.
- Cé go bhfuil láithreach ar líne ag formhór mór na FBManna (95%), úsáideann níos lú ná a leath an láithreach sin chun trádáil a dhéanamh ar líne.

44 Foilsíodh an tuarascáil seo faoin teideal "BEREC Report on Post-Merger Market Developments - Price Effects of Mobile Mergers in Austria, Ireland and Germany", BoR (18) 119

45 ComReg 17/100a "Suirbhé ar Thaithí Tomhaltóirí Fón Phóca" www.comreg.ie/publications

46 Doiciméad ComReg 18/23a "Suirbhé ar Thomhaltóirí" agus Doiciméad ComReg 18/23b "Suirbhé ar FBManna" www.comreg.ie/publications

AN RANNÁN SEIRBHÍSÍ CORPARÁIDEACHA



Rialachas

Is é cuspóir an Choimisiúin a chinntiú, go gcomhlíonfar i gcónaí an cleachtas is fearr maidir le Rialachas Corparáideach.

Thosaigh an tréimhse airgeadais ar an 1 Iúil 2017, is é sin le rá i ndiaidh 1 Meán Fómhair 2016 nuair a tugadh éifeacht do Chód Cleachtais nua na bliana 2016 um Rialachas Comhlachtaí Stáit. Mar sin tá an leagan nua den Chód Cleachtais um Rialachas Comhlachtaí Stáit curtha i bhfeidhm againn maidir le Ráitis Airgeadais 2018.

Is é beartas ComReg cloí leis an gCód Cleachtais um Rialachas Comhlachtaí Stáit agus tuairiscíonn sé ar bhonn bliantúil don Aire Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil maidir le comhlíonadh an Chóid.

Tá clár cuimsitheach iniúchta i bhfeidhm ag ComReg, a ndéanann an Coiste Iniúcháireachta maoirseacht air agus a tháinig le chéile 4 uaire i rith na bliana. Déantar an fheidhm iniúchta inmheánaigh a sheachfhoinsiú. Tá iontaobhaí neamhspleách ar an scéim pinsin i bhfeidhm freisin, rud atá ag teacht leis an gcleachtas is fearr.

Mar chomhlacht phoiblí ag oibriú i dtimpeallacht achrannach dúshlán leanúnach is ea breisluach a chinntiú i gcónaí agus muid ag obair laistigh de shrianta acmhainne. Déanfaimid athbhreithniú ar bheartais agus nósanna imeachta i gcónaí maidir le caiteachas, soláthar agus bainistiú riosca. Tá ComReg freagrach don Oireachtas trí Choistí Oireachtais.

Tá sé mar aidhm ag cur i bhfeidhm leanúnach an phlean soláthair luach ar airgead a bhaint amach, seirbhís ardchaighdeán a sholáthar don phobal agus soláthar a shocrú ar bhealach comhlíontach. Le linn na bliana reatha tá córas tairiscintí iomaíocha socraithe againn maidir le trealamh agus seirbhísí seachfhoinsithe.

Tá Treoracha Eorpacha maidir le Soláthar comhlíonta againn ó thaobh conarthaí níos mó lena n-áirítear tairiscintí a fhoilsiú maidir le Comhaontú faoi Chreat Ilsoláthraí le haghaidh seirbhísí Dlí agus Seirbhísí Gairmiúla eile. D'úsáideamar Comhaontaithe faoi Chreat Soláthair de chuid Oifig an Rialtais nuair a bhí sé sin indéanta.

Tá sé mar aidhm againn na sonraisc bhailí go léir a íoc laistigh de 15 lá agus foilsímid ar ár suíomh gréasáin gach ráithe líon agus luach na n-íocaíochtaí a dhéantar. Leanaimid ar aghaidh ag feabhsú na hamanna próiseála le cabhair na foirne go léir a bhíonn ag comhoibriú linn agus trí leas a bhaint as na tionscnaimh teicneolaíochta nua a forbraíodh laistigh den eagraíocht chun próiseáil a fheabhsú. Sa bhliain go 30 Meitheamh 2018 rinneadh 84% de na híocaíochtaí laistigh den tréimhse riachtanach.

Acmhainní Daonna agus Sármhaitheas Oibriúcháin

Tá sé de phribhléid againn go bhfuil lucht saothair oilte againn atá tiomanta do shainchúram ComReg a chomhlíonadh. Tá caighdeán ár ndaoine rí-thábhachtach ó thaobh cumas na heagraíochta ár ról a chomhlíonadh maidir le hiomaíocht a chur chun cinn, custaiméirí a chosaint agus nuálaíocht a spreagadh. Déanann ComReg iarracht timpeallacht a chur ar fáil ina dtugtar tacaíocht do dhaoine le go mbeidh siad in ann a ndícheall a dhéanamh, rud a chuireann ar chumas na heagraíochta tacú go héifeachtach leis an tsochaí.

Bíonn sé deacair uaireanta sa mhargadh reatha fostaíochta iarrthóirí a mhealladh a bhfuil na scileanna nideoige acu atá ag teastáil uainn. D'fhonn a chinntiú go sroichfidh muid réimse éagsúil iarrthóirí, leathnaíomar cuid earcaíochta ár suíomh gréasáin chun tuiscint níos láidre a sholáthar faoi chultúr ComReg. Rinneamar é seo trí theistiméireachtaí foirne a chur ann, mar aon lenár gcreat inniúlachta saincheaptha agus doiciméad ceisteanna agus freagraí.

Cuireadh oiliúint ar ár mbainisteoirí earcaíochta agus tacaíocht ar fáil dóibh chun an creat a úsáid sa phróiseas earcaíochta. Tuigimid nach bhfuil in earcú ach an chéad chéim sa chaidreamh fostaíochta agus go gcaithfear fáilte a chur rompu, iad a ionduchtú ar bhealach dearfach agus dlúthchuid den eagraíocht a dhéanamh díobh.

Chuirge sin, dhearamar próiseas struchtúraithe fáiltithe agus rinneamar athnuachan ar ár gclár ionduchtaithe agus é mar aidhm againn cuidiú le daoine nua dul i dtaithe ar ár n-eagraíocht agus tacú linn go tapa.

Chailleamar daoine oilte i rith na bliana, sa chaoi go raibh orainn scileanna nua a mhúineadh d'earcaigh chun go bhféadfadh siad oibriú chomh maith leis na daoine a bhí imithe. De bhrí go mbíonn daoine a bhfuil sainscileanna acu ag teastáil le haghaidh cuid mhór de na ról atá againn - Innealtóirí, Eacnamaithe, Cuntasóirí, Dlíodóirí agus Anailísithe - bíonn sé deacair ar bhfolúntais a líonadh le daoine a bhfuil na scileanna riachtanacha acu. Rinneamar roinnt athruithe ar ár struchtúr eagraíochtúil i mbliana chun go mbeimid in ann freagra níos fearr a sholáthar dár sainchúram atá ag leathnú.

Chríochnaíomar athbhreithniú ar an bpróiseas um bainistíocht feidhmíochta, agus tar éis dúinn comhoibriú le chéile, thugamar isteach Comhphlé Feidhmíochta agus Forbartha (PDD) nua. Nascann an PDD an Creat Inniúlachta le feidhmíocht agus mar sin díritear ar réimse níos leithne chun an méid atá bainte amach agus an chaoi a mbaintear amach é a chur san áireamh. Leagtar béim ar spriocanna a cheapadh atá nasctha le pleananna straitéise agus gnó agus bíonn comhráite sceidealta ann go minic idir an t-athbhreithneoir agus an té atá a athbhreithniú.

Leanaimid orainn ag neartú ár mbunsraitheanna trí chumarsáid agus polasaithe inmheánacha a nuashonrú. Rinneadh athbhreithniú ar ár gCód Iompair i bhfianaise an Chóid Chleachtais um Rialachas Comhlachtaí Stáit.

Reáchtálar seisiún faisnéise maidir le hábhar an chóid nua lena chinntiú go bhfuil gach ball foirne ar an eolas faoi na hoibleagáidí atá orthu. Le linn na seisiún cumarsáide, leagaimid béim athuair ar ár luachanna maidir le hlonracas, Neamhchlaontacht, Trédhearcacht, Sármhaitheas agus Éifeachtacht agus leanaimid orainn ag baint úsáide as gach deis lena chinntiú go mbeidh an cineál iompair a bhaineann leis na luachanna sin ina dhlúthchuid dár n-idirghníomhaíocht agus dár gcinntí go léir. Tá rún daingean againn a chinntiú go gcaitear go cothrom agus le meas le gach comhghleacaí inár bhfórsa saothair éagsúil agus go dtuigeann siad cad é an cineál iompair nach bhfuil inghlactha.

Is eagraíocht eolasbhunaithe muid atá tiomanta do na scileanna sin a thabhairt do na daoine a bhíonn ag obair anseo chun go mbeidh siad cothrom le dáta ó thaobh cúrsaí sa timpeallacht dhinimiciúil teileachumarsáide. Déanaimid infheistíocht le cur ar chumas daoine a gcuid scileanna teicniúla agus gairmiúla a fhorbairt trí oiliúint sa láthair oibre, foghlaim ó phiaraí, cúrsaí inmheánacha agus oideachas foirmiúil. San áireamh ar ár gclár eagrúcháin anuraidh bhí cláir forbartha bainistíochta, agus cláir ghairmiúla, theicniúla agus rialála chomh maith le seisiúin am lóin a ceapadh chun comhoibriú agus comhroinnt faisnéise a spreagadh.

Ag teacht lenár n-éiteas maidir le foghlaim ar feadh an tsaoil, leanaimid orainn ag tabhairt urraíochta don oideachas agus tá torthaí iontacha bainte amach ag foireann ComReg agus iad ag cur lena n-eolas agus lena gcumas. Tá ár gclár meantóireachta ag soláthar deiseanna i gcónaí chun tuiscint, saineolas agus eolas a roinnt ar gach leibhéal ar fud na heagraíochta.

Déanann ár n-oifig nua in Uimhir a hAon, Lárcheantar na nDugaí éascú ar an trasmhalartú smaointe sin. Ceapadh plean oscailte don oifig agus tá éagsúlacht spásanna cruinnithe agus comhlimistéar ann chun nuálaíocht agus comhoibriú a spreagadh.

Tá clár oibre gníomhach um fholláine againn a bhfuil sé de chuspóir aige béim a leagan ar a thábhachtaí is atá sé aire a thabhairt do shláinte choirp agus mheabhrach.

Tá na rudaí atá bainte amach ag ComReg bunaithe ar cháilíocht, ar thiomantas agus ar chaighdeáin ghairmiúla na ndaoine a oibríonn anseo. Táimid ag tnúth le leanúint ar aghaidh ag tógáil ar an mbunsraith sin trí thionscnaimh nua agus tionscnaimh athnuaite a thabhairt isteach san am atá le teacht.

Tá freagrachtaí ag ComReg maidir le saincheisteanna inbhuanaitheachta. Chun na freagrachtaí seo a chomhlíonadh, thug ComReg faoi roinnt tionscnamh glas ar nós úsáid iompair phoiblí a chur chun cinn ag an bhfoireann faoin scéim um spáráil cánach, an fhoireann a spreagadh chun leas a bhaint an scéim rothaíochta chun oibre, boscaí um bruscar in-athchúrsála a úsáid agus bearta tíosacha ar fhuinneamh lena n-áirítear soilse brathlasta a shuiteáil in oifigí agus láithreacha eile agus amadóirí a chur ar théitheoirí uisce.

Leanfaidh ComReg de bhearta riachtanacha a chur i bhfeidhm, más féidir, chun ár lorg carbóin a laghdú.

Ceanglaítear ar ComReg freisin ailt 25, 26, 27 agus 28 den Acht um Míchumas 2005 a chomhlíonadh. Faoin Acht, cinntíonn ComReg go bhfuil rochtain ag daoine faoi mhíchumas ar limistéir phoiblí ár bhfoirgnimh agus go bhfuil ár seirbhísí poiblí inrochtana ag daoine faoi mhíchumas. Tá oifigeach rochtana ceaptha ag ComReg agus is féidir teagmháil a dhéanamh leis an té sin ag access@comreg.ie

Cumarsáid agus Rannpháirtíocht

Ag teacht le straitéis ComReg, ceann de phríomhspriocanna ComReg is ea idirghníomhú go réamhghníomhach lenár líon mór páirtithe leasmhara. Tá réimse leathan páirtithe leasmhara de gach sórt ag ComReg ó thomhaltóirí agus grúpaí ionadaíocha, go hoibrítheoirí údaraithe, grúpaí ionadaíocha tionscail agus comhlachtaí agus ranna rialtais na tíre seo agus a gcoibhéisí idirnáisiúnta. Creidimid go gcuidíonn rannpháirtíocht oscailte leis na páirtithe leasmhara go léir le ComReg ina chuid oibre.

D'eisíomar 208 foilseachán i rith na bliana faoi athbhreithniú agus rinneamar Measúnuithe Tionchair Rialála nuair ba chúí sin, lena chinntiú go maolófaí ualaí rialála iomarcacha.

Teicneolaíocht Faisnéise

Ar aon dul le beartas reatha ríomhsheirbhísí an Rialtais tá ComReg ag leanúint ar aghaidh ag feabhsú a chuid seirbhísí Teicneolaíochta Faisnéise. Lean ComReg ar aghaidh ag forbairt a sheirbhísí gréasáin agus a chórais shaincheaptha chun próisis a fheabhsú go himmheánach agus freisin ó thaobh rannpháirtíocht tomhaltóirí agus ceadúnú. Le linn na tréimhse seo tá feabhas leanúnach tagtha ar thimpeallacht slándála ComReg mar chosaint ar an méadú ar bhagairtí chibearshlándála agus chun feabhas a chur ar na seirbhísí bainistithe TF atá i bhfeidhm againn.

GNÓTHAÍ IDIRNÁISIÚNTA



Comhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach (BEREC)

Tá ComReg ina bhall gníomhach de BEREC⁴⁷, a bhfuil gach ceann de na húdaráis rialála náisiúnta ó 28 Ballstát an Aontais Eorpaigh agus ó 4 stát Chomhlachas Saorthrádála na hEorpa (“CSTE”) (an Íoslainn, Lichtinstéin, an Iorua, agus an Eilvéis) ina mbaill de.

I mí na Nollag 2017, cheap Bord Rialtóirí (BOR) BEREC Coimisinéir ComReg, Jeremy Godfrey, mar Leaschathaoirleach BEREC 2018, agus mar Chathaoirleach Inteachta BEREC 2019. Cuireadh⁴⁸ tús le ceapachán an Uasail Godfrey ar an 1 Eanáir 2018 agus réitigh sé an bealach do BEREC, chun bearta a ghlacadh sa tréimhse a bhí dírithe ar ról BEREC a neartú mar chumasóir straitéis Mhargadh Aonair Digiteach an AE. Bhí sé seo ina chuspóir leanúnach ag BEREC le blianta beaga anuas, faoi mar a cruthaíodh le glacadh a Threoirlínte maidir le Neodracht an Idirlíon i 2016 agus le hobair BEREC chun cabhrú go bhféadfaí Dul ag Fánaíocht mar a Dhéantar sa Bhaile a chur chun cinn san Eoraip. Maidir le ComReg, agus ós rud é go bhfuil ról nua maoirseachta aige i BEREC, tá ról ceannaireachta glactha aige ar na tascanna seo a leanas:

47 Ceapadh é de bhun Rialachán (CE) Uimh. 1211/2009 ó Pharlaimint na hEorpa agus ón gComhairle an 25 Samhain 2009 lenar bunaíodh Comhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach (BEREC) agus Oifig BEREC.

48 Chomh maith le bheith ceaptha mar Leaschathaoirleach na bliana 2018 agus mar Chathaoirleach Inteachta na bliana 2019, glacann an Leaschathaoirleach na bliana 2018 an ról chuige mar údarás ceapacháin Fhoireann Oifige BEREC. Sa tréimhse 1 Eanáir 2018 go 30 Meitheamh, ghlac an Leaschathaoirleach 24 cinneadh a bhain go díreach le cúrsaí oibriúcháin agus acmhainní daonna in Oifig BEREC.

- próisis a bhainistiú chun dul i gcomhairle le páirtithe leasmhara chun Clár Oibre Bliantúil BEREC do 2019 a chruthú, agus a chur ar fáil, ag tabhairt faoi deara an tionchar suntasach atá ag moltaí an Choimisiúin Eorpaigh maidir le Cód um Chumarsáid Leictreonach Eorpach (an “Cód”) ar an obair seo; agus
- ábhar agus clár oibre a chruthú don 6ú Fóram Páirtithe Leasmhara BEREC a thionólfar sa Bhruiséil ar an 17 Deireadh Fómhair 2018, ócáid ina dtaispeánfaidh BEREC dá Pháirtithe Leasmhara an dul chun cinn atá déanta acu maidir le Clár Oibre 2019 a thabhairt chun críche agus maidir lena ghlacadh.

Ag an am céanna leis an méid thuas, lean ComReg ar aghaidh ag glacadh páirte i gcur ar fáil an Chláir Oibre reatha (a glacadh i mí na Nollag 2017), a chuimsigh thart ar 30 tionscadal faoi leith (a bheidh ar siúl ó Eanáir go Nollaig 2018). Mar shampla ghlac ComReg páirt i gcaitheamh na tréimhse sin i ngach ceann de na naoi Meitheal Saineolaithe éagsúla a bhunaigh BEREC chun na tiomantais a chomhlíonadh a sonraíodh sa Chlár Oibre. Ina theannta sin, lean ComReg ar aghaidh ag cur saeolaithe náisiúnta ar fáil chun Comhchathaoirleacht a dhéanamh ar an Tagarmharcáil, Úsáideoirí Deiridh agus na Meitheal Saineolaithe Cumarsáide ad hoc chomh maith le tús a chur le gníomhaíochtaí ábhartha i gcomhair na tréimhse sin nuair a bheidh ComReg, ina cháil mar Chathaoirleach Inteachta 2019, ina Chomhchathaoirleach ar Líonra Teagmhála BEREC (an cruinniú ullmhúcháin a thionóllann BEREC roimh a chuid cruinnithe iomlánacha) le linn na bliana sin.

Ní amháin go bhfuil rannpháirtíocht ComReg i gClár Oibre BEREC ina riachtanas sa Chomhchreat Rialála Eorpach do Líonraí agus Seirbhísí Cumarsáide Leictreonaí⁴⁹ ach is slí é

freisin chun an bealach cheapadh trína rialaítear cumarsáid leictreonach agus na hearnálacha digiteacha san am atá ann anois agus a rialófar amach anseo iad.

De bhreis ar a Chlár Oibre bliantúil, cuireann BEREC Tuairimí agus comhairle theicniúil eile ar fáil d’institiúidí reachtacha na hEorpa (an Coimisiún Eorpach, an Chomhairle agus an Pharlaimint) ar bhonn ad hoc. Ina theannta sin, chun leasanna shaoránaigh na hEorpa a chosaint agus iomaíocht a chur chun cinn go ginearálta, comhoibríonn BEREC le comhlachtaí comhairleacha eile, ar nós an Ghrúpa um Beartas Speictream Raidió (“RSPG”)⁵⁰ agus Gníomhaireacht an Aontais Eorpaigh um Shlándaíl Gréasáin agus Faisnéise (“ENISA”)⁵¹.

Cruinnithe Iomlánacha BEREC

Buaileann an BOR le chéile ceithre huair in aghaidh na bliana agus sa tréimhse seo glacadh agus formheasadh roinnt príomhcháipéisí lena bhfoilsíú. Chlúdaigh siad na topaicí seo a leanas, i measc topaicí eile:

- Idirlíon oscailte a chosaint (lena n-áirítear tairiscint phoiblí a thosú maidir le huirlis tomhais cáilíochta seirbhíse a d’fhéadfadh a chur ar chumas úsáideoirí deiridh feidhmíocht na seirbhísí idirlín atá ar conradh acu a thomhas/a bhailíochtú);
- Nascacht a fheabhsú san Eoraip (lena n-áirítear dréacht-chomhsheasamh a fhoilsíú maidir le monatóireacht a dhéanamh ar chlúdach móibíleach san Eoraip); agus
- Feabhas a chur ar an idirphlé le páirtithe leasmhara (lena n-áirítear uirlis ar líne a fhorbairt agus a sheoladh arna óstáil ag láithreán gréasáin BEREC chun aighneachtaí comhairliúcháin a bhainistiú a gheofar ar Dhréachtchlár Oibre Bliantúil BEREC 2019).

49 Tá an Comhchreat Rialála le haghaidh Líonraí agus Seirbhísí Cumarsáide Leictreonaí leagtha amach sa Treoir um Chreat, Rochtain, Údarú agus Seirbhís Uilíoch, arna leasú, arna trasú i ndlí na hÉireann leis na hIonstraimí Reachtúla comhfhreagracha 2011 – Uimh. 333 Creat, Uimh. 334 Údarú, Uimh. 335 Rochtain agus Uimh. 337 Rialachán um Sheirbhís Uilíoch agus Chearta Úsáideoirí Deireanacha féach anseo <https://www.dcca.gov.ie/en-ie/communications/legislation/Pages/default.aspx>

50 Grúpa um Beartas Speictream Raidió; <http://rspg-spectrum.eu/>

51 An Ghníomhaireacht Eorpach um Shlándaíl Gréasáin agus Faisnéise; <http://www.enisa.europa.eu/>

Comhsheasmhacht maidir le Rialachán ar fud na hEorpa

D'fhonn comhsheasmhacht níos fearr a bhaint amach i bpróisis rialála, tá cumhachtaí maoirseachta ag an gCoimisiún Eorpach maidir le bearta a bhféadfaidh na ÚNRanna a dhéanamh maidir le staid iomaíoch na margaí ar an leibhéal náisiúnta (dá ngairtear "cásanna Airteagal 7" i ndiaidh forálacha Airteagal 7 agus 7a den Chreat-Treoir (Treoir 2002/21/CE, arna leasú)).

Nuair a chuireann an Coimisiún amhras tromchúiseach in iúl maidir le hanailís NRA ar an margadh agus leigheasanna chun aghaidh a thabhairt ar theipeanna iomaíocha, osclaíonn sé "imscrúdú Céim II" agus ní mór dó Tuairimí BEREC a chur san áireamh go dianmhaith sula bhfeidhmíonn sé a chumhachtaí. I gcásanna den sórt sin, tá sé de nós imeachta ag BEREC Meitheal Saineolaithe a bhunú a bhíonn freagrach as Tuairim a dhréachtú.

Chuir ComReg saineolaí náisiúnta ar fáil le bheith sa ghrúpa buan rapóirtéirí a bhíonn ar fáil ag BEREC chun páirt a ghlacadh i Meithleacha Saineolaithe den sórt sin. Le linn na tréimhse, osclaíodh 6 chás (cuireadh deireadh le 3 cinn acu sular faomhadh Tuairim BEREC, tar éis don ÚNR lena mbaineann an fógra ábhartha a tharraingt siar). Go háirithe, ba é ComReg an Rapóirtéir agus/nó chuidigh sé le dréachtú Tuairimí BEREC ar na cásanna seo a leanas:

- Cás DE/2017/1997 - An Ghearmáin (Margadh le haghaidh glaonna mórdhíola a fhoirceannadh ar líonraí teileafóin poiblí aonair a chuirtear ar fáil ag suíomh seasta) (margadh 1)
- Cás SK/2017/2010 - An tSlóvaic (Deireadh a chur le margadh le haghaidh glao gutháin mórdhíola ar mhargaí móibíleacha aonair) (margadh 2)
- Cás AT/2017/2020 - An Ostair (margaí mórdhíola do sheirbhísí tarchurtha craolacháin) (margadh 18 de Mholadh 2007)

Foilsítear gach tuairim BEREC ar ghlac an Bord Rialálaithe léi ar shuíomh gréasáin BEREC.

Grúpa na Rialtóirí Neamhspleácha (an IRG)

Is rannpháirtí gníomhach é ComReg freisin i nGrúpa na Rialtóirí Neamhspleácha (IRG), a bhunaigh grúpa ÚNRanna Eorpacha i 1997, le cuidiú chun eispéiris agus tuairimí a roinnt i measc a gcomhaltaí ar shaincheistanna tábhachtacha a bhaineann le rialáil agus forbairt mhargadh teileachumarsáide na hEorpa.

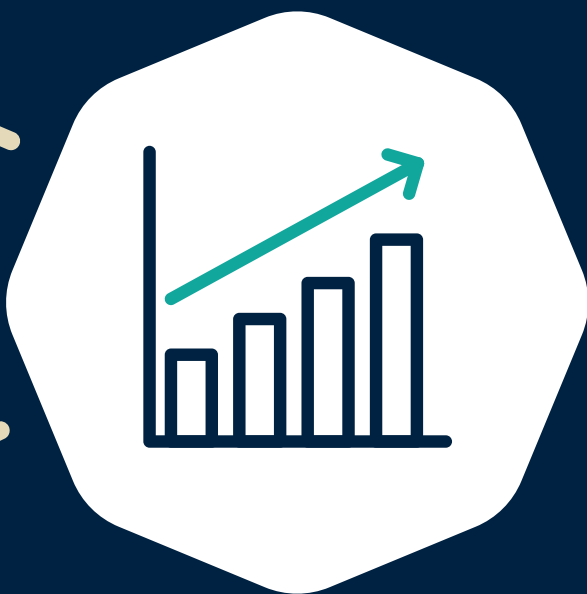
Oibríonn an IRG i ndlúthchomhar le BEREC (Comhlacht Rialtóirí na hEorpa um Chumarsáid Leictreonach) agus is baill nó breathnóirí i BEREC iad baill uile an IRG.

I gcaitheamh na tréimhse chruthaigh ComReg 4 cheistneoir, rinne sé anailís ar 70 aighneacht a fuarthas faoina cheistneoirí agus scaipeadh iad ar Chomhaltaí IRG, agus d'eisigh sé 22 freagra faoi leith ar cheistneoirí a chruthaigh Baill eile IRG. I dteannta a chuid oibre i BEREC, is gníomhaíocht thábhachtach í rannpháirtíocht leanúnach ComReg i IRG, mar cabhraíonn sí le comhroinnt faisnéise agus piarfhoghlaim a chur chun cinn idir na ÚNRanna ar féidir leo cuidiú le feabhas a chur ar chomhchuibhiú rialála ar fud na hEorpa.

An Coiste Cumarsáide (CoCom)

Bunaíodh CoCom i 2002 faoin gCreat-Treoir (Treoir 2002/21/CE, arna leasú) mar choiste comhairleach an Choimisiúin Eorpaigh. Tá CoCom comhdhéanta d'ionadaithe na mBallstát agus is é a phríomhról tuairimí a thabhairt ar dhréachtbhearta a bhfuil sé beartaithe ag an gCoimisiún iad a ghlacadh. Chomh maith le hionadaithe ón Roinn Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil, glacann ComReg páirt i dtoscaireacht na hÉireann.

RÁITIS AIRGEADAIS



COMHALTAÍ AN CHOIMISIÚIN AGUS FAISNÉIS EILE

DON BHLIAIN DAR CRÍOCH 30 MEITHEAMH 2018

An Coimisiún

Amhail an 30 Meitheamh 2018 bhí 3 Coimisinéirí sa Choimisiún

- Gerry Fahy - Cathaoirleach
- Jeremy Godfrey - Coimisinéir
- Kevin O'Brien - Coimisinéir

Oifigí

1 Lárcheantar na nDugaí
Sráid na nGildeanna
Baile Átha Cliath 1

Iniúchóirí

An tArd-Reachtair Cuntas agus Ciste,
3A Sráid an Mhéara Uachtarach
Baile Átha Cliath 1

Baincéirí

Banc na hÉireann
6 - 7 Sráid Uí Chonaill Íochtarach
Baile Átha Cliath 1

RÁITEAS FAOI RIALACHAS AGUS TUAIRISC CHOMHALTAÍ AN CHOIMISIÚIN

DON BHLIAIN DAR CRÍOCH 30 MEITHEAMH 2018

Rialachas

Bunaíodh an Coimisiún um Rialáil Cumarsáide (ComReg) ar an 1 Nollaig 2002. Sonraítear feidhmeanna an Choimisiúin san Acht um Rialáil Cumarsáide, 2002, agus san Acht um Rialáil Cumarsáide (Leasú), 2007. Baineann na feidhmeanna sin le rialáil agus ceadúnú an tionscail cumarsáide leictreonaí (lena n-áirítear tarchur raidió agus craolacháin), rialáil seirbhísí poist, rialáil seirbhísí ardráta agus rialáil an ainm fearainn .ie. Maoinítear an Coimisiún go hiomlán trí ioncam a fhaightear ó na tionscail chumarsáide leictreonaí, poist agus seirbhísí ardráta.

Deir alt 11 d'Acht 2002, faoi réir Acht 2002, go mbeidh an Coimisiún neamhspleách i bhfeidhmiú a fheidhmeanna. Foráiltear le halt 14 den Acht seo go mbeidh ar a laghad 1 Choimisinéir amháin agus nach mó ná triúr Coimisinéirí ar an gCoimisiún agus faoi réir an Achta seo, féadfaidh an Coimisiún a nós imeachta féin a rialáil. Tá an Coimisiún freagrach as dea-rialachas a chinntiú agus déanann sé an tasc sin trí chuspóirí agus spriocanna straitéiseacha a cheapadh agus trí chinntí straitéiseacha a dhéanamh faoi na príomhcheistanna gnó go léir. Is é an Coimisiún agus an Fhoireann Cheannaireachta atá freagrach as bainistiú agus rialú ComReg agus as a stiúradh ó lá go lá. Ní mór don fhoireann cheannaireachta an treo straitéiseach leathan atá leagtha síos ag an gCoimisiún a leanúint, agus a chinntiú go bhfuil tuiscint shoiléir ag gach comhalta den Choimisiún ar na príomhghníomhaíochtaí agus ar na príomhchinntí a bhaineann leis an eintiteas, agus ar aon rioscaí suntasacha ar dócha go dtiocfaidh siad chun cinn.

Freagrachtaí an Choimisiúin

Leagadh amach obair agus freagrachtaí an Choimisiúin ar dtús in Acht 2002. Tá ár gcuspóirí leagtha amach i gcomhréir le reachtaíocht phríomhúil agus le reachtaíocht thánaisteach, agus leanann an creat reachtaíochta sin ar aghaidh ag forbairt i ndiaidh Acht 2002 agus an Acht um Rialáil Cumarsáide 2007. I 2007, chuir an tAcht um Rialáil Cumarsáide (Leasú) 2007 le freagrachtaí agus cumhachtaí ComReg, chomh maith leis na bearta forfheidhmithe atá ar fáil.

Foráiltear le halt 21 d'Acht 2002 'gur féidir le haon chomhalta d'fhoireann an Choimisiúin nó oifigeach údairithe de chuid an Choimisiúin feidhmeanna an Choimisiúin a fheidhmiú mar is cuí leis an gCoimisiún'. Tá feidhmeanna áirithe tarmilgthe ag an gCoimisiún ach tá nithe eile forchoimeáda go sonrach do chinneadh an Choimisiúin. I measc na nithe a mheasann an Coimisiún tá

- tuarascálacha ón gCoiste Iniúcháireachta / meithleacha oibre
- tuarascálacha airgeadais / cuntais bhainistíochta
- tuarascálacha feidhmíochta, agus
- nithe forchoimeáda.

Ceanglaítear le halt 32 den Acht um Rialáil Cumarsáide, 2002, ar an gCoimisiún na cuntais go léir is cuí agus is gnách ar an airgead go léir a gheobhaidh sé nó a chaithfidh sé a choimeád i cibé foirm a cheadóidh an tAire Cumarsáide, Gníomhaithe ar son na hAeráide agus Comhshaoil, le toiliú an Aire Caiteachais Phoiblí agus Athchóirithe, lena n-áirítear cuntas ioncaim agus caiteachais agus clár comhardaithe ina ndéantar idirdhealú idir na nithe seo a leanas:

- a. feidhmeanna a bhaineann le cumarsáid leictreonach,
- b. feidhmeanna a bhaineann le cúrsaí poist agus
- c. feidhmeanna a bhaineann le seirbhísí ardráta.

Agus ráitis airgeadais á n-ullmhú, ceanglaítear ar an gCoimisiún:

- beartais oiriúnacha cuntasaíochta a roghnú agus a chur i bhfeidhm go comhsheasmhach;
- breitheanna agus meastacháin a dhéanamh atá réasúnach agus stuama;
- na ráitis airgeadais a ullmhú ar bhonn gnóthais leantaigh mura bhfuil sé mí-oiriúnach glacadh leis go leanfaidh an Coimisiún ag feidhmiú.
- a shonrú ar leanadh de na caighdeáin chuntasaíochta infheidhme, faoi réir aon difríochtaí ábhartha a nochtar agus a mhínítear sna ráitis airgeadais;

Tá an Coimisiún freagrach as taifid chuntasaíochta leordhóthanacha a choinneáil a nochtann, le cruinneas réasúnach ag am ar bith, staid airgeadais an Choimisiúin agus a chuireann ar chumas an Choimisiúin a chinntiú go gcomhlíonann ráitis airgeadais ceanglais Alt 32 den Acht um Rialáil Cumarsáide. Is é an Coimisiún atá freagrach as cothabháil agus sláine na faisnéise corparáidí agus airgeadais ar shuíomh gréasáin an Choimisiúin.

Tá an Coimisiún freagrach as an bplean gníomhaíochta bliantúil agus as an mbuiséad a fhaomhadh. Rinneadh meastóireacht ar fheidhmíocht an Choimisiúin trí thagairt don phlean bliantúil agus don bhuiséad i mí Iúil 2018.

Tá an Coimisiún freagrach as a shócmhainní a chosaint agus dá bhrí sin as bearta réasúnta a ghlacadh chun calaois agus mírialtachtaí eile a chosc agus a bhrath.

Measann an Coimisiún go dtugann a ráitis airgeadais léargas fíor agus cothrom ar fheidhmíocht airgeadais agus ar staid airgeadais an Choimisiúin ar an 30 Meitheamh 2018.

Struchtúr an Choimisiúin

Foráiltear in alt 14 den Acht um Rialáil Cumarsáide, 2002 go mbeidh ar a laghad 1 Choimisinéir agus nach mó ná 3 Coimisinéirí ar an gCoimisiún.

Foráiltear in alt 15 den Acht go gceapfar Coimisinéir ar bhonn lánaimseartha ar feadh tréimhse nach lú ná 3 bliana agus nach faide ná 5 bliana. Foráiltear leis an Acht freisin, i gcás go bhfuil níos mó ná Coimisinéir amháin ann, go gceapfaidh an tAire duine acu chun bheith ina chathaoirleach ar an gCoimisiún.

Faoi Alt 17 den Acht um Rialáil Cumarsáide, 2002, i gcás nach mbeidh níos mó ná Coimisinéir amháin ceaptha faoi Alt 15, go n-ainmneoidh sé comhalta dá fhoireann mar leaschomhalta den Choimisiún (“leaschoimisinéir”) a ghlacfaidh agus a chomhlíonfaidh le húdarás an Choimisiúin feidhmeanna uile an Choimisiúin in éagmais an Choimisinéara.

Amhail an 30 Meitheamh 2018 bhí triúr Coimisinéirí ar an gCoimisiún ar cheap an tAire Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil gach duine acu. Sonraítear sa tábla thíos baill an Choimisiúin agus dátaí a gceapachán, nó dátaí a n-athcheapachán (ní féidir le comhaltaí an Choimisiúin fónamh ar feadh níos faide ná 2 théarma oifige mar Choimisinéir). Tagann an Coimisiún le chéile go rialta chun saincheisteanna rialála agus oibriúcháin a phlé.

Comhalta an Choimisiúin	Dáta Ceaptha nó Athcheaptha
Gerry Fahy - Cathaoirleach *	2 Meán Fómhair 2013
Jeremy Godfrey	2 Meán Fómhair 2013
Kevin O'Brien	1 Samhain 2015

* Ina Chathaoirleach ó 1 Márta 2017 go dtí 31 Lúnasa 2018

D'fhág Gerry Fahy agus Kevin O'Brien i mí Lúnasa 2018. D'fhógair an Roinn Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil, i mí na Samhna 2018 gur ceapadh an tUas. Garrett Blaney agus an tUas. Robert Mourik mar Choimisinéirí tar éis comórtais oscailte a reáchtáil an tSeirbhís um Cheapacháin Phoiblí.

An Coiste Iniúcháireachta agus Riosca

Tá Coiste Iniúcháireachta agus Riosca (ARC) ceaptha ag an gCoimisiún. Is é an Coimisiún a cheapann comhaltaí ARC agus ní bhíonn níos mó ná cúigear ann:

- beirt Choimisinéirí (Nóta: Is é an Cathaoirleach an tOifigeach Cuntasaíochta agus mar sin ní cheaptar é mar chomhalta den Choiste Iniúcháireachta agus Riosca);
- triúr ball seachtrach neamhspleách.

Tá duine de na comhaltaí seachtracha ina chathaoirleach ar an ARC.

Is é ról an ARC tacú leis an gCoimisiún maidir lena fhreagrachtaí ó thaobh rioscaí, rialú agus rialachas agus dearbhú bainteach. Tá an ARC neamhspleách ó bhainistíocht airgeadais na heagraíochta. Cinníonn an ARC ach go ndéantar monatóireacht ghníomhach agus neamhspleách ar na córais rialaithe inmheánacha lena n-áirítear gníomhaíochtaí iniúchta. Tuairiscíonn an ARC go foirmiúil i scríbhinn chuig an gCoimisiún gach bliain.

Bhí na Coimisinéirí Jeremy Godfrey agus Kevin O'Brien ina mbaill den ARC sa bhliain dar críoch 30 Meitheamh 2018. Is iad seo a leanas comhaltaí seachtracha an Choiste Iniúcháireachta agus Riosca: Martin Higgins (Cathaoirleach), Patricia Byron agus Marie Collins. Bhí 4 chruinniú ag an ARC sa bhliain dar críoch 30 Meitheamh 2018.

Sceideal Tinrimh, Táillí agus Speansais

Tá sceideal tinrimh ag cruinnithe an Choiste Iniúcháireachta do 2018 leagtha amach thíos lena n-áirítear na táillí a fuair gach ball. Níor fócadh aon speansais i 2018.

Comhaltaí an Choiste Iniúcháireachta

Ainm	Ról	Líon na gCruinnithe ar freastalaíodh orthu	Táillí 2018 €
Martin Higgins - Cathaoirleach	Comhalta Seachtrach	4	8,000
Patricia Byron	Comhalta Seachtrach	2	2,400
Marie Collins	Comhalta Seachtrach	4	4,800
Jeremy Godfrey	Coimisinéir	2	N/B
Kevin O'Brien	Coimisinéir	4	N/B

Príomh-Athruithe Pearsanra

D'fhág na Coimisinéirí Gerry Fahy agus Kevin O'Brien i mí Lúnasa 2018. De réir an Achta um Rialáil Cumarsáide 2002 cheap an tAire beirt Choimisinéirí nua.

Nochtadh a cheanglaítear leis an gCód Cleachtas um Rialachas Comhlachtaí Stáit (2016)

Tá an Coimisiún freagrach as a chinntiú gur chloígh ComReg le riachtanais an Chóid Chleachtas um Rialachas Comhlachtaí Stáit ("an Cód"), faoi mar a d'fhoilsigh an Roinn Caiteachais Phoiblí agus Athchóirithe é i mí Lúnasa 2016. Éilítear an nochtadh seo a leanas faoin gCód.

Miondealú ar Shochair Ghearrthéarmacha Fostaithe

Déantar sochair ghearrthéarmacha na bhfostaithe os cionn €60,000 a rangú sna bandaí seo a leanas:

	30 Meitheamh 2018 Líon	30 Meitheamh 2017 Líon
60 - 70	8	8
70 - 80	17	18
80 - 90	13	8
90 - 100	3	12
100 - 110	14	4
110 - 120	4	6
120 - 130	7	3
130 - 140	1	0
140 - 150	2	3
150 - 160	0	0
160 - 170	1	0
170 - 180	0	1
180 - 190	1	0
190 - 200	0	0
200 - 210	1	2
210 - 220	1	0

Tabhair do d'aire: Chun críche an nochta seo, áirítear le sochair ghearrthéarmacha fostaithe maidir le seirbhísí a rinneadh le linn na tréimhse tuairiscithe tuarastal, pá a bhaineann le feidhmíocht agus sochar comhchineáil maidir le híocaíochtaí árachais leighis a rinneadh thar ceann an fhostaí, ach ní áirítear ÁSPC an fhostóra.

Costais Chomhairle Theicniúil

Áirítear ar chostais na Comhairle Teicniúla costas na comhairle seachtraí don lucht bainistíochta agus áirítear leis feidhmeanna seachfhoinsithe 'gnó mar is gnách'.

	2018 €'000	2017 €'000
Comhairle Ghairmiúil & Theicniúil	6,824	7,485
Bainistiú Teagmhálaithe	502	682
Taighde Margaidh	222	198
Monatóireacht ar Chaighdeán na Seirbhíse	532	505
Oiliúint Foirne agus Forbairt Ghairmiúil	409	343
	8,489	9,213

Costais Dlí

Tugtar miondealú sa tábla thíos ar na méideanna a aithníodh mar chaiteachas sa tréimhse tuairiscithe maidir le costais dlí.

	2018 €'000	2017 €'000
Comhairle Dlí	911	1,215
Costais Dlí a bhaineann le hlmeachtaí Dlí	917	1,022
	1,828	2,237

Caiteachas Taistil agus Cothaithe

Déantar caiteachas taistil agus cothaithe a rangú mar seo a leanas:

	2018 €'000	2017 €'000
Taisteal Intíre	29	25
Taisteal Idirnáisiúnta	227	195
	256	220

Caiteachas ar Fháilteachas

Cuimsíonn an Cuntas Ioncaim agus Caiteachais an caiteachas seo a leanas ar fháilteachas:

	2018 €'000	2017 €'000
Costais Fáilteachais Foirne	15	12
Íocaíocht leis an gClub Spóirt agus Sóisialta	5	5
	20	17

Ní chuireann ComReg Fáilteachas ar fáil do Chliaint. Ní áirítear leis na méideanna thuas caiteachas ar shólaistí/fáilteachas a bhaineann le hoibríochtaí gnó mar óstáil comhdhála, imeachtaí agus cruinnithe.

Ráiteas faoi Chomhlíonadh

Tá an Coimisiún tiomanta do na caighdeáin rialachais chorparáidigh is airde a choinneáil. Is é an Cód Cleachtais um Rialachas Comhlachtaí Stáit (2009) a d'fhoilsigh an Roinn Caiteachais Phoiblí agus Athchóirithe an bhunchloch ar a bhfuil ár mbeartais rialachais chorparáidigh bunaithe. Bhí éifeachtacht ag an gCód Cleachtais um Rialachas Comhlachtaí Stáit (2016) sna tréimhsí tuairiscithe airgeadais dar tús an 1 Meán Fómhair 2016 nó ina dhiaidh sin agus glacadh leis sna Ráitis Airgeadais seo.

Ceanglaítear le hAlt 33 den Acht um Rialáil Cumarsáide, 2002, ar an gCoimisiún cód bainistíochta airgeadais a ghlacadh, le ceadú an Aire Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil agus an Aire Caiteachais Phoiblí agus Athchóirithe agus a shocrú go bhfoilseofaí an cód tar éis ceadú den sórt sin a fháil. Ina theannta sin, ceanglaítear ar an gCoimisiún athbhreithniú tréimhsiúil a dhéanamh ar a chód bainistíochta airgeadais agus an cód a leasú agus a athfhoilsiú de réir mar is cuí. Ceanglaítear freisin ar an gCoimisiún trácht a dhéanamh sa tuarascáil bhliantúil ar an chaoi a bhfuil sé ag cloí leis an gcód.

Tá ár gcód bainistíochta airgeadais (atá bunaithe ar an gCód Cleachtais do Rialachas Comhlachtaí Stáit (2009) arna fhoilsiú ag an Roinn Caiteachais Phoiblí agus Athchóirithe) faofa ag an Aire Cumarsáide, Gníomhaithe ar son na hAeráide agus Comhshaoil agus ag an Aire Caiteachais Phoiblí agus Athchóirithe. Foilsítear an cód ar ár láithreán gréasáin, agus tá sé ar intinn againn an Cód a nuashonrú chun riachtanais Chód 2016 a léiriú. Tá sé mar pholasaí ag an gCoimisiún comhlíonadh an Chóid a chinntiú.

Thar ceann an Choimisiúin

Jeremy Godfrey
Coimisinéir

Dáta: 25 Márta 2019

RÁITEAS AR RIALÚ INMHEÁNACH

DON BHLIAIN DAR CRÍOCH 30 MEITHEAMH 2018

Freagracht as Rialú Inmheánach

Admhaím thar ceann ComReg go bhfuil sé de fhreagracht orainn a chinntiú go gcoinnítear agus go bhfeidhmítear córas éifeachtach rialaithe inmheánaigh airgeadais. Tá riachtanais an Chóid Chleachtais um Rialachas Comhlachtaí Stáit (2016) san áireamh sa bhfreagracht seo.

Cuspóir an Chórais Rialaithe Inmheánaigh

Tá an córas deartha chun rioscaí a bhainistiú go leibhéal réasúnta seachas deireadh a chur leo. Dá bhrí sin ní féidir leis an gcóras ach dearbhú réasúnach agus ní dearbhú iomlán a thabhairt go ndéantar sócmhainní a chosaint, idirbhearta a údarú agus a thaifeadh i gceart agus go seachnaítear nó go mbraítear earráidí ábhartha nó neamhrialtachtaí ar bhealach tráthúil.

Tá an córas rialaithe inmheánaigh, a thagann leis an treoir a d'éisigh an Roinn Caiteachais Phoiblí agus Athchóirithe i bhfeidhm i ComReg don bhliain dar críoch 30 Meitheamh 2018 agus chomh fada le dáta faofa na ráiteas airgeadais.

Cumas Riosca a Láimhseáil

Tá Coiste Iniúchóireachta agus Riosca (ARC) ag ComReg ar a bhfuil beirt bhall den Choimisiún agus triúr ball seachtrach, a bhfuil saineolas airgeadais agus iniúchta acu, agus is é an Cathaoirleach duine acu. Tháinig an ARC le chéile ceithre huair sa bhliain dar críoch 30 Meitheamh 2018.

Bhunaigh ComReg feidhm iniúchta inmheánaigh seachfhoinsithe a bhfuil dóthain acmhainní aici agus a chuireann clár oibre i bhfeidhm a aontaíodh leis an ARC.

Tá beartas bainistithe riosca forbartha ag an gCoimisiún ina leagtar amach a mhian i leith riosca, na próisis bhainistíochta riosca

atá i bhfeidhm agus ina sonraítear ról agus freagrachtaí na foirne maidir le riosca. Tá an polasaí eisiithe don fhoireann go léir a bhfuiltear ag súil go n-oibreoidh siad laistigh de pholasaithe bainistíochta riosca ComReg, chun an lucht bainistíochta a chur ar an airdeall maidir le rioscaí atá ag teacht chun cinn agus laigí a rialú agus freagracht a ghlacadh as rioscaí agus rialuithe laistigh dá réimsí oibre féin.

Creat Riosca agus Rialaithe

Tá córas bainistíochta riosca curtha i bhfeidhm ag ComReg trína n-aithnítear agus a thuairiscítear príomhrioscaí agus na gníomhartha bainistíochta atá á nglacadh chun aghaidh a thabhairt orthu agus, a mhéid is féidir, na rioscaí sin a mhaolú.

Tá clár riosca i bhfeidhm trína n-aithnítear príomhrioscaí atá os comhair ComReg agus tá siad sin aitheanta, measúnaithe agus grádaithe de réir a dtábhacht. Déanann an Coimisiún athbhreithniú agus nuashonrú ar an gclár gach ráithe. Úsáidtear toradh na measúnuithe seo chun acmhainní a phleanáil agus a leithdháileadh chun a chinntiú go mbainistítear na rioscaí go leibhéal inghlactha.

Sonraítear sa chlár riosca na rialuithe agus na gníomhartha is gá chun rioscaí a mhaolú agus freagracht as oibriú na rialuithe a shanntar do bhaill foirne sonracha. Dearbhaím go bhfuil timpeallacht rialúcháin i bhfeidhm a bhfuil na nithe seo a leanas mar chuid di:

- doiciméadaíodh nósanna imeachta maidir le gach príomhphróiseas gnó,
- tá freagrachtaí airgeadais sannta ag leibhéal bainistíochta agus cuntasacht dá réir i gceist,
- tá córas cúí buiséadaithe ann mar aon le buiséad bliantúil a ndéanann an lucht bainistíochta sinsearach athbhreithniú rialta air
- tá córais ann atá dírithe ar shlándáil na gcóras teicneolaíochta faisnéise agus cumarsáide a chinntiú, agus
- tá córais i bhfeidhm chun na sócmhainní a chosaint.

Monatóireacht agus Athbhreithniú Leanúnach

Bunaíodh nósanna imeachta foirmiúla chun monatóireacht a dhéanamh ar phróisis rialaithe agus cuirtear na heaspaí rialaithe in iúl dóibh siúd atá freagrach as gníomh ceartaitheach a dhéanamh agus don lucht bainistíochta agus don Choimisiún, nuair is ábhartha, ar bhealach tráthúil. Dearbhaím go bhfuil na córais mhonatóireachta leanúnacha seo a leanas i bhfeidhm:

- aithníodh príomhríoscaí agus rialuithe gaolmhara agus cuireadh próisis i bhfeidhm chun monatóireacht a dhéanamh ar oibriú na bpríomhrialuithe sin agus chun aon easnaimh a aithníodh a thuairisciú,
- tá socruithe tuairiscithe bunaithe ar gach leibhéal ina bhfuil freagracht as bainistíocht airgeadais sannta, agus
- déanann an lucht bainistíochta sinsearach athbhreithnithe rialta ar thuarascálacha feidhmíochta agus airgeadais tréimhsiúla agus bliantúla a léiríonn feidhmíocht i bhfianaise buiséad/réamhaisnéisí.

Soláthar

Tá Plean Soláthair Chomparáidigh forbartha ag ComReg a cheadaigh an Coimisiún. Ina theannta sin, chuir sé nósanna imeachta agus beartais i bhfeidhm chun a chinntiú go gcomhlíontar na rialacha agus na treoirilínte soláthair reatha Ciallaíonn nádúr ghníomhaíochtaí ComReg go mb'fhéidir nach mbeadh sé indéanta nó oiriúnach cloí le rialacha agus treoirilínte cuí soláthair i líon beag cásanna. Tá beartas rialachais chuí curtha i bhfeidhm ag an gCoimisiún lena leanúint i gcúinsí den sórt sin.

Le linn 2018 tabhaíodh caiteachas €403,000 (2017: €491,000) i leith 2 chonradh (2017: 2 chonradh) le haghaidh seirbhísí TF nuair a measadh de thoradh ár riachtanais oibríochtúla gur ghá an 2 chonradh atá ann cheana a chur ar athlá go dtí go gcríochnófar próiseas tairisceana iomaíoch. Cuireadh conradh nua i bhfeidhm i Márta 2018 (i ndiaidh próisis tairisceana iomaíoch maidir leis an chuid is mó den chaiteachas a bhain leis an dá chonradh sin.

Bhí conradh le haghaidh comhairle ghairmiúil ann freisin nuair a measadh go raibh sé cuí an conradh reatha a chur ar athlá freisin go dtí go gcuirfeadh bailchríoch ar phróiseas tairisceana iomaíoch (a meastar a tharlóidh ag deireadh 2018). Ba é €156,000 an caiteachas ar an gconradh seo i 2018 (2017: €197,000).

Bhí conradh amháin ann arbh fhiú €235,000 é le haghaidh comhairle sainchomhairleoireachta nuair a measadh go raibh sé cuí gan tairiscintí a iarradh mar gheall ar chúinse práinneach nach raibh coinne leis. Táimid sásta nach mbeadh sé ar chumas aon soláthraí eile ár riachtanais a chomhlíonadh. Bhí dhá chonradh ann freisin, ceann amháin ar €90,000 agus ceann eile ar €58,000 a bhain le ceannach sain-bhogearraí nach raibh ach soláthraí amháin ann a d'fhéadfadh iad a chur ar fáil.

Athbhreithniú ar Éifeachtacht

Dearbhaím go bhfuil nósanna imeachta ag ComReg chun monatóireacht a dhéanamh ar éifeachtacht a nósanna imeachta bainistíochta agus rialaithe riosca. Tá an mhonatóireacht agus an t-athbhreithniú a dhéanann ComReg ar éifeacht an chórais rialaithe inmheánaigh airgeadais, bunaithe ar obair na n-iniúcháirí inmheánacha agus seachtracha, an Coiste Iniúcháireachta agus Riosca a dhéanann maoirseacht ar a gcuid oibre, agus an lucht bainistíochta sinsearach laistigh de ComReg atá freagrach as forbairt agus cothabháil an creat rialaithe airgeadais inmheánach.

Dearbhaím go ndearna an Coimisiún athbhreithniú bliantúil ar éifeachtacht na rialuithe inmheánacha don bhliain dar críoch 30 Meitheamh 2018.

Saincheisteanna maidir le Rialú Inmheánach

Níor aithníodh aon laigí i rialú inmheánach i ndáil le 2018 a éilíonn nochtadh sna ráitis airgeadais.

Thar ceann an Choimisiúin

Jeremy Godfrey
Coimisinéir

Dáta: 25 Márta 2019



Ard Reachtaire Cuntas agus Ciste Comptroller and Auditor General

Report for presentation to the Houses of the Oireachtas

Commission for Communications Regulation

Opinion on financial statements

I have audited the financial statements of the Commission for Communications Regulation for the year ending 30 June 2018 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 2018 and of its income and expenditure for that year 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.

Seamus McCarthy
Comptroller and Auditor General

29 March 2019

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 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.

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 there are 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 there is 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.

I also 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.

Ráiteas Ioncaim agus Caiteachais agus Cuntas Leithreasa don bhliain dar críoch 30 Meitheamh 2018

						Bliain go 30 Meitheamh	Bliain go 30 Meitheamh
						2018	2017
	Nótaí	2018	2018	2018	2018		
		Cumarsáid Leictreonach		Post	Seirbhísí Ardráta		
		Tobhach €'000	Eile €'000	Tobhach €'000	Tobhach €'000	lomlán €'000	lomlán €'000
Ioncam							
Tobhach		6,946		1,900	509	9,355	9,456
Táillí Ceadúnúcháin	2		44,217			44,217	45,413
Ioncam Speictrim	2		32,150			32,150	76,050
Ioncam Eile	2		858			858	4,917
Ollioncam		6,946	77,225	1,900	509	86,580	135,836
Aistriú (chuig) Cúlchiste Caipitil	12		585			585	(5,771)
Glanioncam		6,946	77,810	1,900	509	87,165	130,065
Caiteachas							
Costais Foirne	3	6,588	3,807	589	277	11,261	10,380
Costais Sochair Scoir	17(b)	2,202	1,246	156	73	3,677	2,803
Comhairle Theicniúil	4	4,204	2,950	1,082	253	8,489	9,213
Costais Dlí	5	1,062	725	25	16	1,828	2,237
Fógraíocht		77				77	36
Costais Riaracháin	6	1,044	1,075	91	70	2,280	2,275
Luach saothair na n-iniúcháirí		9	6	1	1	17	21
Áitreabh agus Costais Ghaolmhara		1,260	980	99	99	2,438	2,552
Dímheas	7	1,448	996	113	113	2,670	1,719
Cailteanas ar Dhiúscairt Sócmhainní						-	74
Síntiúis d'Eagraíochtaí Idirnáisiúnta	15	691				691	768
		18,585	11,785	2,156	902	33,428	32,078
Barrachas / (Easnamh) roimh Leithreasáí		(11,639)	66,025	(256)	(393)	53,737	97,987
Lúide: Leithreasáí							
Iníoctha leis an Lárchiste	13					(54,969)	(99,368)
Coigeartú Cúlchiste Pinsin	13					1,232	1,381
Barrachas tar éis Leithreasáí						0	0

Is cuid de na ráitis airgeadais seo an Ráiteas faoi Shreabhadh Airgid agus Nótaí 1 go 22.

Thar ceann an Choimisiúin

Jeremy Godfrey

Coimisinéir

Dáta: 25 Márta 2019

Ráiteas ar Ioncam Cuimsitheach don bhliain dar críoch 30 Meitheamh 2018

		Bliain go 30 Meitheamh	Bliain go 30 Meitheamh
		2018	2017
	Nótaí	lomlán	lomlán
Barrachas tar éis Leithreasáí		0	0
Toradh iarbhír lúide toradh ionchais ar shócmhainní scéime	17(f)	2,311	1,661
Gnóthachain ó thaithí ar oibleagáidí sochair scoir	17(f)	533	823
Athruithe ar na toimhdí atá mar bhunús le luach reatha na n-oibleagáidí sochair scoir		1,181	2,559
Aistrithe isteach le haghaidh seirbhíse roimhe	17(g)	-	-
Gnóthachan achtúireach iomlán sa bhliain		4,025	5,043

Glansreabhadh i gCúlchiste Sochair Scoir			
Iarmhéid amhail an 1 Iúil		(10,098)	(13,760)
Iomlán na nGnóthachan Aitheanta sa bhliain		4,025	5,043
Coigeartú Cúlchiste Pinsin	13	(1,232)	(1,381)
Iarmhéid amhail an 30 Meitheamh		(7,305)	(10,098)

Léiríonn an Cúlchiste Pinsean Sochair Scoir an difríocht idir costas carnach na sochar scoir lúide méideanna a íocadh go dtí seo.

Is cuid de na ráitis airgeadais seo an Ráiteas faoi Shreabhadh Airgid agus Nótaí 1 go 22.

Thar ceann an Choimisiúin

Jeremy Godfrey

Coimisinéir

Dáta: 25 Márta 2019

Ráiteas ar an Staid Airgeadais amhail an 30 Meitheamh 2018

		30 Meitheamh 2018	30 Meitheamh 2017
	Nótaí	€'000	€'000
Sócmhainní Seasta			
Maoin, innealra & trealamh	7	8,666	9,251
Sócmhainní Reatha			
Infháltais	8	4,450	9,657
Infheistíochtaí Gearrthéarmacha	9	78,500	125,587
Airgead Tirim agus Coibhéisí Airgid Thirim		8,898	11,114
		91,848	146,358
Dlíteanais Reatha (Suimeanna dlíte laistigh de bhliain amháin)			
Nithe Iníoctha	11	(91,848)	(146,358)
Glansócmhainní Reatha			
		0	0
Iomlán na Sócmhainní Lúide Dlíteanais Reatha			
		8,666	9,251
Iomlán na nGlansócmhainní gan Sochair Scoir a áireamh (Dlíteanas)			
		8,666	9,251
Sochair Scoir			
Sócmhainn Maoinithe larchurtha do Phinsin	17(i)	1,540	-
Glanshochar Sainithe (Dlíteanas)	17(ci)	(8,845)	(10,098)
Glansócmhainní / (Dlíteanas) Iomlána lena n-áirítear Sochair Scoir (Dlíteanas)			
		1,361	(847)
Arb ionann iad agus			
Cúlchistí Caipitil	12	8,666	9,251
Cúlchiste Sochair Scoir		(7,305)	(10,098)
		1,361	(847)

Is cuid de na ráitis airgeadais seo an Ráiteas faoi Shreabhadh Airgid agus Nótaí 1 go 22.

Thar ceann an Choimisiúin

Jeremy Godfrey

Coimisinéir

Dáta: 25 Márta 2019

Ráiteas faoi Shreabhadh Airgid don bhliain dar críoch 30 Meitheamh 2018

		Bliain go 30 Meitheamh	Bliain go 30 Meitheamh
		2018	2017
	Nótaí	€'000	€'000
Glansreabhadh Airgid ó Ghníomhaíochtaí Oibriúcháin			
Barrachas Ioncaim thar Chaiteachas (roimh Leithreasáí)		53,737	97,987
Difríocht idir muirear pinsin agus ranníocaíochtaí		1,232	1,381
Dímheas	7	2,670	1,719
Cailiteanas ar Dhiúscairt Sócmhainní		-	74
Ús Bainc	2	-	(41)
Aistriú cúlchiste caipitil	12	(585)	5,771
Laghdú ar Infháiltas		5,207	43
(Laghdú)/ Méadú i Nithe Iníoctha (seachas don Lárchiste)		(10,431)	9,633
Glan-Insreabhadh Airgid ó Ghníomhaíochtaí Oibriúcháin		51,830	116,567
Sreafaí airgid ó ghníomhaíochtaí infheistíochta			
Íocaíochtaí chun Maoin, Gléasra & Trealamh a éadaíl	7	(2,085)	(7,568)
Sreafaí Airgid ó Ghníomhaíochtaí Maoinithe			
Ús Bainc agus Ús eile faighte	2	-	41
Admháil ó dhíol Sócmhainní		-	4
Íocaíocht leis an Lárchiste		(99,048)	(160,339)
Glan(Laghdú) Airgid agus Coibhéisí Airgid		(49,303)	(51,295)

Nótaí leis na Ráitis Airgeadais don bhliain dar críoch 30 Meitheamh 2018

1.	Beartais Chuntasáiochta
	Tá an bonn cuntasaíochta agus na beartais shuntasacha chuntasáiochta ar ghlac an Coimisiún leo leagtha amach thíos. Tá siad go léir curtha i bhfeidhm go comhsheasmhach i rith na bliana agus don bhliain roimhe sin
	<p>a) Faisnéis Ghinearálta Bunaíodh an Coimisiún faoin Acht um Rialáil Cumarsáide, 2002 agus tá oifigí aige ag Uimhir a hAon, Lárcheantar na nDugaí, Baile Átha Cliath 1.</p> <p>Tá feidhmeanna an Choimisiúin sonraithe san Acht um Rialáil Cumarsáide, 2002, agus san Acht um Rialáil Cumarsáide (Leasú), 2007. Baineann na feidhmeanna seo le rialáil agus ceadúnú an tionscail cumarsáide leictreonaí (lena n-áirítear tarchur raidió agus craolacháin), le rialáil seirbhísí poist, le rialáil seirbhísí adráta agus le rialáil an ainm fearainn .ie.</p> <p>Is Eintiteas Leasa Phoiblí (PBE) é an Coimisiún.</p>
	<p>b) Ráiteas Comhlíonta Ullmhaíodh ráitis airgeadais an Choimisiúin don bhliain dar críoch 30 Meitheamh 2018 de réir FRS102, an caighdeán tuairiscithe airgeadais is infheidhme sa Ríocht Aontaithe agus in Éirinn arna eisiúint ag an gComhairle um Thuairiscíú Airgeadais (FRC), arna fhógairt ag Cuntasóirí Cairte na hÉireann.</p> <p>Bhí éifeachtacht ag an gCód Cleachtais um Rialachas Comhlachtaí Stáit (2016) sna tréimhsí tuairiscithe airgeadais dar tús an 1 Meán Fómhair 2016 nó dá éis agus glacadh leis sna Ráitis Airgeadais seo.</p>
	<p>c) Bunús an Ullmhúcháin Ullmhaíodh na Ráitis Airgeadais faoi choinbhinsiún an chostais stairiúil ach amháin i gcás sócmhainní agus dlíteanas áirithe a thomhaistear ag luachanna córa faoi mar a mhínítear sna polasaithe cuntasaíochta thíos. Tá na ráitis airgeadais san fhoirm a cheadaigh an tAire Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil le toiliú an Aire Caiteachais Phoiblí agus Athchóirithe faoin Acht um Rialáil Cumarsáide 2002. Cuireadh na polasaithe cuntasaíochta seo a leanas i bhfeidhm go comhsheasmhach i ndéileáil le míreanna a mheastar a bheith ábhartha maidir le ráitis airgeadais an Choimisiúin.</p>
	<p>1.1 Ioncam a Aithint Faigheann an Coimisiún ioncam ó roinnt foinsí</p> <ul style="list-style-type: none"> • Tobhaigh ar sholáthraithe áirithe chun costais rialacháin a mhaoiniú. Is iad seo a leanas na tobhaigh ábhartha: <ol style="list-style-type: none"> i. Tobhach Cumarsáide Leictreonaí - Gearrtar an Tobhach ar sholáthraithe seirbhísí cumarsáide leictreonaí. Ríomhtar an íocaíocht tobhaigh atá dlíte ó sholáthraí seirbhíse aonair d'aon bhliain ar leith bunaithe ar a láimhdeachas bliantúil le linn na bliana airgeadais dar críoch bliain an tobhaigh agus tá sé iniúchta i gceithre thráthchuid. Aithnítear ioncam ar bhonn infhaighte. ii. Tobhach Poist - Gearrtar an Tobhach seo ar sholáthraithe seirbhíse poist a sholáthraíonn seirbhísí poist a thagann faoi raon feidhme na seirbhíse poist uilíoch. Aithnítear ioncam ar bhonn infhaighte. iii. Is earraí agus seirbhísí iad Seirbhísí Adráta (PRS) ar féidir leat a cheannach trí do líne thalún, fón póca, an tIdirlíon, an teilifís dhigiteach idirghníomhach nó facs a úsáid. Íocann soláthraithe seirbhísí PRS agus oibreoirí líonra an Tobhach PRS go cothrom. Déantar sonrasc faoin tobhach a sheoladh mí amháin chun deiridh agus aithnítear ioncam ar bhonn infhaighte. • Táillí Ceadúnúcháin - Is é an príomhréimse a chlúdaítear ná ceadúnú Cumarsáide Raidió. • Ioncam Speictrim - Léiríonn an t-ioncam seo na táillí a íoctar leis an gCoimisiún as an gceart chun speictream raidió a úsáid. Tugtar cuntas ar an ioncam seo sa tréimhse ina mbíonn sé dlíte. I gcúinsí ina gcuirtear moill ar thosach feidhme na gceadúnas gaolmhar, déanann ComReg soláthar don tsuim a d'fhéadfadh a bheith inaisíochta bunaithe ar a mheastachán ar fhad na moille. Ní aithnítear é seo mar ioncam agus áirítear é mar chreidiúnaí (Féach Nóta 11). Déantar athmheasúnú ar mhéid na forála ag deireadh gach tréimhse chuntasáiochta. • Ioncam eile - Cuimsíonn ioncam eile ús bainc agus ús Ghníomhaireacht Bainistíochta an Chisteáin Náisiúnta ar thaiscíl agus méideanna iniúchta leis an gCoimisiún de bhun gníomhaíochtaí comhlíonta agus forfheidhmithe.
	<p>1.2 Barrachas Oibriúcháin a Leithreasú Tá an barrachas a ghintear sa bhliain glan ón gcoigeartú cúlchiste pinsin iniúchta leis an Státchiste. Íoctar suimeanna leis an Lárchiste trí threoir ón Aire Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil (Féach Nóta 13).</p>

	<p>1.3 Sócmhainní Seasta agus Dímheas Luaitear réadmhaoin, gléasra agus trealamh de réir costais lúide dímhéas carntha, agus é coigeartaithe le haghaidh aon soláthar do bhearnú. Soláthraítear dímhéas ar gach maoin, gléasra agus trealamh ag na rátaí a mheastar chun an costas a dhíscríobh lúide luach iarmharach measta gach sócmhainne ar bhonn líne díri thar a saol úsáideach measta, mar seo a leanas:</p> <table border="0" data-bbox="260 488 938 613"> <tr> <td>Trealamh teicniúil</td> <td>-15% in aghaidh na bliana</td> </tr> <tr> <td>Trealamh ríomhaireachta</td> <td>-33 1/3% in aghaidh na bliana</td> </tr> <tr> <td>Daingneáin & feistis</td> <td>-9% in aghaidh na bliana</td> </tr> <tr> <td>Troscán Oifige & trealamh oifige</td> <td>-15% in aghaidh na bliana</td> </tr> <tr> <td>Mótarfheithiclí</td> <td>-20% in aghaidh na bliana</td> </tr> </table> <p>Is ionann luach iarmharach agus an méid measta a gheofaí faoi láthair ó dhiúscairt sócmhainne, tar éis costais mheasta dúscartha a asbhaint, má bhí an tsócmhainn d'aois agus sa riocht a mbeifí ag súil leis ag deireadh a saolré fónta. Glacann an Coimisiún le €1,000 mar thairseach íosta caipitlithe.</p> <p>Má tá fianaise oibiachtúil ann maidir le bearnú ar luach sócmhainne, aithnítear cailteanas bearnaithe sa Ráiteas Ioncaim agus Caiteachais sa bhliain.</p>	Trealamh teicniúil	-15% in aghaidh na bliana	Trealamh ríomhaireachta	-33 1/3% in aghaidh na bliana	Daingneáin & feistis	-9% in aghaidh na bliana	Troscán Oifige & trealamh oifige	-15% in aghaidh na bliana	Mótarfheithiclí	-20% in aghaidh na bliana
Trealamh teicniúil	-15% in aghaidh na bliana										
Trealamh ríomhaireachta	-33 1/3% in aghaidh na bliana										
Daingneáin & feistis	-9% in aghaidh na bliana										
Troscán Oifige & trealamh oifige	-15% in aghaidh na bliana										
Mótarfheithiclí	-20% in aghaidh na bliana										
	<p>1.4 Infháltais Aithnítear earraí infhaighte ag luach cóir, lúide soláthar d'fhiacha amhrasacha. Foráil shonrach is ea an soláthar in aghaidh fiacha amhrasacha agus bunaítear í sa chás go bhfuil fianaise oibiachtúil ann nach mbeidh an Coimisiún in ann na suimeanna go léir atá dlite dó a bhailiú. Aithnítear na gluaiseachtaí go léir sa soláthar d'fhiacha amhrasacha sa Ráiteas Ioncaim agus Caiteachais.</p>										
	<p>1.5 Cúlchiste Caipítíl Léiríonn an cúlchiste caipítíl an méid ioncaim gan amúchadh a úsáidtear chun sócmhainní seasta a cheannach.</p>										
	<p>1.6 Airgeadraí Eachtracha Déantar idirbhearta atá ainmnithe in airgeadra eachtrach a bhaineann le hioncam agus costais a aistriú go euro ag na rátaí malairte a bhí i bhfeidhm ar na dátaí ar a ndearnadh na hidirbhearta.</p> <p>Déantar sócmhainní agus dliteanais airgeadaíochta atá ainmnithe in airgeadraí eachtracha a aistriú go euro ag na rátaí malairte a bhíonn i bhfeidhm ag dáta an Ráitis faoin Staid Airgeadais.</p>										
	<p>1.7 Sochair Ghearrthéarmacha Aithnítear sochair ghearrthéarmacha ar nós pá saoire mar chostas sa bhliain, agus áirítear na sochair a fhabhraítear ag deireadh na bliana sna figiúirí Iníoctha sa Ráiteas ar an Staid Airgeadais.</p>										
	<p>1.8 Sochair Scoir Is iad na coimisinéirí agus na fostaithe a earcaíodh go díreach foireann an Choimisiúin. Tá scéim pinsean sochair shainithe i bhfeidhm do Choimisinéirí agus d'fhostaithe an Choimisiúin. Maoinítear an scéim trí ranníocaíochtaí ó Choimisinéirí, ó fhostaithe agus ón gCoimisiún, a aistrítear chuig ciste ar leithligh atá á riar ag iontaobhaithe. Ina theannta sin, feidhmíonn an Coimisiún an Scéim Pinsin Seirbhísí Poiblí Aonair ("An Scéim Aonair"), ar scéim shochair shainithe í do sheirbhísigh phoiblí inphinsin a ceapadh ar an 1 Eanáir 2013 nó ina dhiaidh. Íochtar ranníocaíochtaí comhaltaí na Scéime Aonair leis an Roinn Caiteachais Phoiblí agus Athchóirithe (RCPA). Ina theannta sin, tá an Coimisiún faoi dhliteanas ranníocaíocht fostóra a íoc le RCPA de réir Chiorclán RCPA 28/2016.</p> <p>A mhéid a thagann dliteanas ábhartha chun cinn, déantar an dliteanas maidir le comhaltaí na Scéime Aonair a mheaitseáil le sócmhainn mhaoinithe iarchurtha ar bhonn fhorálacha Alt 44 d'Acht na bPinsean Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile) 2012. Thug an Coimisiún cuntas ar a chostais agus a dhliteanais faoin scéim pinsin seirbhísí poiblí aonair ó 2018 ar aghaidh. Ní thugtar cuntas ar na costais agus na dliteanais faoin scéim pinsin seirbhísí poiblí aonair i bhfigiúirí 2017 mar chreid an Coimisiún nach raibh an figiúr ábhartha.</p> <p>Ghlac an Coimisiún le FRS 102 a bhfuil tionchar aige ar ríomh na Sochar Scoir. Tomhaistear sócmhainní na scéime pinsin ag luach cóir. Déantar dliteanais na scéime pinsin a thomhas ar bhonn achtúireach ag baint úsáide as modh na n-aonad réamh-mheasta. Taispeántar barrachas dliteanais na scéime thar sócmhainní na scéime mar dhliteanas sa Ráiteas faoi Staid Airgeadais.</p> <p>Cuimsíonn an muirear pinsin sa Ráiteas Ioncaim agus Caiteachais costas na seirbhíse reatha móide an difríocht idir an toradh ionchais ar sócmhainní na scéime sochair shainithe agus costas an úis ar dhliteanais na scéime.</p> <p>Aithnítear gnóthachain agus cailteanais achtúireacha a eascraíonn ó athruithe i dtuimhdeacht achtúireacha agus ó bharrachais agus easnaimh ó thaithí sa Ráiteas ar Ioncam Cuimsitheach don bhliain ina dtarlaíonn siad.</p> <p>Léiríonn na ráitis airgeadais, ag luach cóir, na sócmhainní agus na dliteanais a eascraíonn ó oibleagáidí pinsin sochair shainithe an Choimisiúin agus aon mhaoiníú gaolmhar, agus aithnítear iontu an costas a bhaineann le sochair phinsin a sholáthar sa tréimhse chuntasaíochta ina dtuilleann fostaithe iad. Déantar dliteanais scéime sochair scoir a thomhas ar bhonn achtúireach ag baint úsáide as modh na n-aonad réamh-mheasta creidmheasa.</p>										
	<p>1.9 Cánachas Níl an Coimisiún faoi dhliteanas Cáin Chorparáide. Ní ghearrtar cáin bhreislucha ar an ioncam a bhailíonn an Coimisiún. Déantar soláthar do chánachas ar ús taisce a fhaightear.</p>										

1.10 Leithdháileadh Costais

Ceanglaítear ar an gCoimisiún faoi Alt 32 den Acht um Rialáil Cumarsáide, 2002, idirdhealú a dhéanamh idir a fheidhmeanna a bhaineann le cumarsáid leictreonach, a fheidhmeanna a bhaineann le cúrsaí poist agus a fheidhmeanna a bhaineann leis na seirbhísí ardráta. Aithnítear ioncam agus costais a bhaineann go díreach le gach feidhm ar leithligh sna cuntais. Leithdháiltear forchostais roinnte ar gach feidhm i gcomhréir leis na huimhreacha foirne a bhíonn i mbun gach feidhme.

1.11 Breithiúnais agus Meastacháin Chriticiúla Cuntasaíochta

I dtaca le hullmhú na ráiteas airgeadais, ní mór don lucht bainistíochta breithiúnais, meastacháin agus toimhdí a dhéanamh a théann i bhfeidhm ar shuimeanna na sócmhainní agus na ndliteanas a tuairiscíodh tráth dháta an Ráitis faoin Staid Airgeadais agus na suimeanna a tuairiscíodh le haghaidh ioncaim agus costas le linn na bliana. Mar sin féin, ciallaíonn nádúr an mheastacháin go bhféadfadh torthaí iarbhir a bheith difriúil ó na meastacháin sin agus go bhféadfadh siad a bheith ábhartha. Bhí an tionchar ba shuntasá ag na breithiúnais seo a leanas ar mhéideanna a aithníodh sna ráitis airgeadais.

a. Dímheas agus Luachanna Iarmharacha

Tá athbhreithniú déanta ag an gCoimisiún ar shaol sócmhainní agus ar luachanna iarmharacha gaolmhara gach aicme sócmhainní seasta, agus go háirithe ar shaol eacnamaíoch úsáideach agus luachanna iarmharacha daingneán agus feisteas, agus is é an chonclúid a bhí acu go bhfuil saol sócmhainní agus na luachanna iarmharacha a luaitear oiriúnach.

b. Oibleagáid maidir le Sochar Scoir

Déantar na toimhdí is bunús leis na luachálacha achtúireacha a ndéantar na méideanna a aithníodh sna ráitis airgeadais a chinneadh ina leith (lena n-áirítear rátaí lascaine, rátaí méadaithe i leibhéil chúitimh sa todhchaí agus rátaí mortlaíochta) a nuashonrú gach bliain bunaithe ar na dálaí eacnamaíocha reatha, agus ar aon athruithe ábhartha ar théarmaí agus coinníollacha na bpleananna sochair scoir agus iarscoir.

Is féidir leis na nithe seo dul i bhfeidhm ar na toimhdí:

- i. an ráta lascaine, athruithe sa ráta toraidh ar bhannaí corparáideacha ardcháilíochta
- ii. leibhéil chúitimh sa todhchaí, dálaí sa mhargadh saothair amach anseo.

		Bliain go 30 Meitheamh	Bliain go 30 Meitheamh
		2018	2017
	Nótaí	€'000	€'000
2.	Ioncam Seachas Ioncam Tobhaigh		
	Táille Ceadúnúcháin le haghaidh Cumarsáid Leictreonach		
	Táillí Ceadúnaithe Raidió 2G & 3G	7,936	7,936
	Táillí Ceadúnúcháin um Úsáid Léirscaoilte	22,478	23,068
	Táillí Ceadúnúcháin Raidió eile	13,803	14,409
		44,217	45,413
	Ioncam Speictrim le haghaidh Cumarsáid Leictreonach		
	Ioncam Speictrim 3G	30,900	27,900
	Ioncam Speictrim 3.6GHz	11	48,150
	Ioncam Speictrim 26GHz	1,250	0
		32,150	76,050
	Tuilleadh €30.9m mar Ioncam Speictrim 3G i 2018 (2017: €27.9m) ó thaobh ceadúnais 3G a eisíodh i 2002 agus 2007.		
	Reachtáladh Ceant Speictrim Ilbhanda 3.6GHz le linn 2016/17. Fógraíodh toradh an cheant i mí na Bealtaine 2017. B'ionann agus €61.6m na táillí roimh ré a fuarthas (ag brath ar aon aisíocaíochtaí táille cheadúnais a bhí dlíte). Den €61.6m sin, aithníodh €48.1m mar ioncam i 2017. Chuir an Coimisiún suimeanna ar leataobh i 2017 arbh ionann iad agus €13.5 in aisíocaíochtaí (féach Nóta 11) mar gheall ar mhoill tosaithe go leor de na ceadúnais Úsáide Léirscaoilte Banda 3.6 GHz nua. Ríomhfar gach aisíocaíocht iníochta ag an gCoimisiún de réir na modheolaíochta atá leagtha amach sa Mheabhrán Faisnéise (Doiciméad an Choimisiúin 16/71).		
	Anuas air sin, beidh na táillí bliantúla um Úsáid Speictrim 3.6GHz (roimh innéacsú) i leith na gceadúnas sin cothrom le €17.7m san iomlán thar shaolré na gceadúnas.		
	Reachtáladh Ceant Speictrim Ilbhanda 26GHz le linn 2018 agus fógraíodh toradh an cheant i mí an Mheithimh 2018. B'ionann agus €1.25m na táillí roimh ré deiridh a fuarthas agus aithníodh iad mar ioncam i 2018.		
	Ioncam Eile		
	Ús Bainc	-	41
	Ilghnéitheach*	858	4,876
		858	4,917
	* Áirítear le hIoncam Ilchineálach Seachas Ioncam Tobhaigh i 2018:		
	(a) Rinne Vodafone Ireland Limited ("Vodafone") íocaíocht €250,000 i mí Iúil 2017 tar éis imscrúdaithe ina bhfuarthas maidir leis an chaoi inar shíngigh Vodafone custaiméirí Ioc Mar a Úsáidtear ar a phacáiste "Fánaíocht Dhearg" gur sháraigh sé sin Rialachán 14(4) de na Rialacháin um Sheirbhís Uilíoch agus Cinneadh D13/12 ComReg maidir le Fógraí um Athrú ar Chonradh.		
	(b) D'íoc Three Ireland (Hutchison) Limited ("Three") €575,000 i nDeireadh Fómhair 2017 le ComReg tar éis imscrúduithe a rinneadh ar an chaoi ar chuir Three athruithe conartha i bhfeidhm i Márta agus Aibreán 2017, agus ar choinníollacha agus nósanna imeachta a chuir Three i bhfeidhm maidir le hathruithe conartha a bhí beartaithe a raibh sé mar chuspóir acu custaiméirí a dhíhreasú ó athrú chuig soláthraí seirbhíse eile.		
	* Áirítear le hIoncam Ilchineálach Seachas Ioncam Tobhaigh i 2017:		
	(a) €255,000 a d'íoc Virgin i Meán Fómhair 2016 a d'eascair óna mainneachtain conradh buan a chur ar fáil do 26,046 dá gcustaiméirí. Sháraigh sé sin na Rialacháin um Fhaisnéis do Thomhaltóirí 2013.		
	(b) D'íoc Eircom €3,094,000 i mí na Nollag 2016 a d'eascair óna mainneachtain spriocanna feidhmíochta áirithe a bhaint amach maidir le feidhmíocht cháilíocht sheirbhíse Eircom maidir le gnéithe dá Oibleagáid Seirbhíse Uilíche don tréimhse 2014/2015.		
	(c) D'íoc Eircom €1,525,000 in Aibreán 2017 a d'eascair óna mainneachtain spriocanna feidhmíochta áirithe a bhaint amach maidir le feidhmíocht seirbhíse Eircom ó thaobh gnéithe dá Oibleagáid Seirbhíse Uilíche don tréimhse 2015/2016.		
	Áirítear le hIoncam Ilghnéitheach méideanna éagsúla atá iníochta leis an gCoimisiún de bhun gníomhaíochtaí comhlíonta agus forfheidhmithe a rinneadh sa tréimhse. Sa chás go raibh na gníomhaíochtaí sin curtha i gcrích trí shocraíocht dhlíthiúil, d'fhéadfadh siad a bheith faoi réir clásal rúndachta.		

						Bliain go 30 Meitheamh	Bliain go 30 Meitheamh
						2018	2017
		Cumarsáid Leictreonach		Post	PRS		
		Tobhach €'000	Eile €'000	Tobhach €'000	Tobhach €'000	lomlán €'000	lomlán €'000
3.	Costais Foirne						
	Sochair Ghearrthéarmacha d'fhostaithe	6,010	3,473	537	253	10,273	9,470
	Ranníocaíocht an fhostóra le leas sóisialach	578	334	52	24	988	910
		6,588	3,807	589	277	11,261	10,380
	Is mar seo a leanas a bhí an meánlíon foirne a bhí fostaite ag an gCoimisiún i rith na bliana, arna anailísiú de réir catagóire:	64	44	5	5	118	115
	Sochair Ghearrthéarmacha d'fhostaithe						
	Bunphá					9,360	8,635
	Pá a bhain le feidhmíocht #					898	820
	Liúntais					15	15
						10,273	9,470
	# Feidhmíonn an Coimisiún scéim luach saothair a bhaineann le feidhmíocht (a bhunaigh Oifig an Stiúrthóra Rialála Teileachumarsáide ar dtús). Tá an scéim bunaithe ar fheidhmíocht daoine aonair agus ceadaíonn an Coimisiún gach íocaíocht a dhéantar faoin scéim. Maidir le costas iomlán na Sochar Gearrthéarmach d'Fhostaithe, is ionann €898,000 (nó 9%) den iomlán agus íocaíochtaí le baill foirne de réir fhorálacha na scéime luach saothair a bhaineann le feidhmíocht agus téarmaí a gconarthaí fostaíochta (2017: €820,000 (8 %)). I measc na sochar gearrthéarmach d'fhostaithe i 2017 bhí €13,000 mar íocaíocht fhoirceanta maidir le socrú a bhain le fostaíthe.						
	Príomhphearsanra Bainistíochta Is iad comhaltaí an Choimisiúin príomhphearsanra bainistíochta i ComReg. Tá sonraí faoi luach saothair chomhaltaí an Choimisiúin (gan luach na sochar scoir a tuilleadh sa tréimhse san áireamh) léirithe thíos. Is baill iad den Scéim Phinsin Seirbhíse Poiblí Aonair nó de réir na scéime pinsin seirbhíse poiblí eiseamláire agus ní théann a dteidlíochtaí ina leith sin thar théarmaí na scéime pinsin seirbhíse poiblí eiseamláire.						
		Tuarastal		Luach saothair eile		lomlán	
		€'000		€'000		€'000	
	Gerry Fahy * - Cathaoirleach	168		2		170	
	Jeremy Godfrey - Coimisinéir	153		2		155	
	Kevin O'Brien - Coimisinéir	151		-		151	
	* Cathaoirleach ón 1 Márta 2017 go dtí an 31 Lúnasa 2018						

		30 Meitheamh 2018	30 Meitheamh 2017			
		€'000	€'000			
4. Comhairle Theicniúil						
	Comhairle Ghairmiúil/Theicniúil agus Comhairle/Seirbhísí eile	8,080	8,870			
	Oiliúint Foirne agus Forbairt Ghairmiúil	409	343			
		8,489	9,213			
5. Costais Dlí		1,828	2,237			
	Luaitear costais dlí glan ó chostais a aisghabhtar ó thríú páirtithe					
6. Costais Riaracháin						
	Cothabháil Trealamh agus TF	770	725			
	Síntiúis do Bhunachair Sonraí / Tuarascálacha Taighde	330	374			
	Taisteal agus Liúntas Cothaithe	256	220			
	Comhdhálacha/Cruinnithe	187	239			
	Postas agus Teileachumarsáid	105	124			
	Stáiseanóireacht	35	65			
	Foilsíú agus Cur Chun Cinn	102	107			
	Earcaíocht	63	57			
	Solas, Teas agus Glanadh	121	73			
	Árachas	48	39			
	Costais riaracháin eile	263	252			
		2,280	2,275			
	I measc na gCostas Riaracháin eile don bhliain 2017 bhí €40,000 a íocadh mar éarlais as feithicil tráchtála a fheistiú. Chuaigh an soláthróir faoi ghlacadóireacht agus ní féidir an éarlais a aisghabháil.					
7. Maoín, gléasra agus trealamh						
		Trealamh Teicniúil	Trealamh Ríomhaireachta	Fearais do-aistrithe, Feistis & Trealamh Oifige	Mótar-Fheithicilí	Iomlán
		€'000	€'000	€'000	€'000	€'000
	Costas					
	Amhail an 30 Meitheamh 2017	2,678	6,574	4,308	179	13,739
	Breiseanna	259	1,685	51	90	2,085
	Diúscairtí	-	-	-	-	-
	Amhail an 30 Meitheamh 2018	2,937	8,259	4,359	269	15,824
	Dímheas Carntha					
	Amhail an 30 Meitheamh 2017	1,189	3,080	173	46	4,488
	Diúscairtí	-	-	-	-	-
	Muirear don tréimhse	384	1,825	424	37	2,670
	Amhail an 30 Meitheamh 2018	1,573	4,905	597	83	7,158
	Glanluach de réir na Leabhar					
	30 Meitheamh 2018	1,364	3,354	3,762	186	8,666
	30 Meitheamh 2017	1,489	3,494	4,135	133	9,251
	Áirítear le Breiseanna Trealamh Ríomhaireachta i 2018 €1.332m de Chostais Fhorbartha TF (2017: €1.440m).					

	30 Meitheamh 2018 €'000	30 Meitheamh 2017 €'000
8. Infháltais		
Dlíte laistigh de bhliain amháin:		
Tobhach riaracháin i leith Cumarsáid Leictreonach	354	49
Ioncam Ceadúnas Raidió	2,906	7,849
Ioncam Fabhraithe	41	445
Réamhíocaíochtaí & Costais in-aisghabhála	1,149	1,314
	4,450	9,657
9. Infheistíochtaí Gearrthéarmacha		
Infheistíochtaí Gearrthéarmacha	78,500	125,587
Cuimsíonn Infheistíochtaí Gearrthéarmacha Nótaí Stáitchiste a ceannaíodh ó Ghníomhaireacht Bainistíochta an Chisteáin Náisiúnta Teoranta. Is in infheistíochtaí gearrthéarmacha a chuireann an Coimisiún sealúchais iomarcacha airgid. Is éard atá sna sealúchais airgid seo go príomha barrachais a ghin an Coimisiún agus atá iníoctha leis an Stáitchiste (mar a nochtadh i Nóta 11) agus airgead a choinnítear ar iontaobhas i ndáil le tiomantais arna ndéanamh ag tríú páirtithe don Choimisiún agus aisíocaíochtaí féideartha maidir le tosach feidhme moillithe ceadúnas áirithe (mar a nochtadh freisin i Nóta 11).		
10. Glanmhéadú ar Airgead Tirim agus ar a Chomhluch in Airgead Tirim a Réiteach le Gluaiseacht i nGlanchistí		
(Laghú) in Airgead Tirim agus Coibhéisí Airgid Thirim sa tréimhse	(2,216)	(85,175)
Méadú / (Laghú) in Infheistíochtaí Gearrthéarmacha	(47,087)	33,880
Athrú ar Airgead Tirim agus Coibhéisí Airgid Thirim	(49,303)	(51,295)
Airgead Tirim agus Coibhéisí Airgid Thirim	136,701	187,996
Airgead Tirim agus Coibhéisí Airgid Thirim a dhúnadh	87,398	136,701
11. Nithe Iníoctha		
Méideanna dlíte laistigh d'aon bhliain amháin		
Creidiúnaithe Trádála	1,502	3,598
Creidiúnaithe Eile	9,207	14,329
Cáin Bhreisluacha	170	35
Fabhruithe	1,767	1,081
Ioncam iarchurtha (féach an anailís thíos)	24,646	29,723
Párolla	1,086	984
Ranníocaíochtaí Fostóra Scéim Pinsean Seirbhíse Poiblí Aonair RCPA	941	-
Iníoctha leis an Lárchiste (féach Nóta 13)	52,529	96,608
	91,848	146,358
Áirítear le Creidiúnaithe eile €9.1m mar aisíocaíochtaí féideartha (2017: €13.5m) maidir le moill a cuireadh ar thosach feidhme Ceadúnas Úsáide Léirscaoilte Banda 3.6GHz. Tá na méideanna comhfhreagracha san áireamh i gclár Comhardaithe deireadh bliana an Choimisiúin ó thaobh Infheistíochtaí Gearrthéarmacha. Áirítear freisin i bhfigiúr 2017 Taiscí Airgid de €0.6m a choinnítear in iontaobhas a bhaineann le tiomantais áirithe a tugadh don Choimisiún maidir lena fheidhmeanna rialála.		
Anailís ar Ioncam Iarchurtha		
Ioncam Ceadúnas Raidió	24,179	29,443
Eile	467	280
	24,646	29,723
I gcás ina ndéantar ceadúnais a athnuachan ar feadh tréimhse a shíneann thar dheireadh na bliana airgeadais, cuirtear cion den ioncam sin siar chun freastal ar chaiteachas sa bhliain dár gcionn.		

		30 Meitheamh	30 Meitheamh
		2018	2017
		€'000	€'000
12.	Cúlchistí Caipitil		
	Iarmhéid Tosaigh	9,251	3,480
	Aistriú (chuig) / ón gCuntas Ioncaim agus Caiteachais:		
	Breiseanna le sócmhainní seasta	2,085	7,568
	Amúchadh de réir dímhéas sócmhainní seasta	(2,670)	(1,719)
	Méid a scaoileadh ar dhiúscairt sócmhainní seasta	-	(78)
	Glanmhéid ón gCuntas Ioncaim agus Caiteachais	(585)	5,771
	Iarmhéid Deiridh	8,666	9,251
13.	Barrachas a leithreasú		
	<p>Forálann Alt 30 den Acht um Rialáil Cumarsáide 2002 go bhféadfaidh an tAire, le toiliú an Aire Caiteachais Phoiblí agus Athchóirithe, an Coimisiún a ordú chun suimeanna a íoc leis an Státchiste. Is é an tAire a shocraíonn an tsuim a bheidh le híoc tar éis dul i gcomhairle leis an gCoimisiún. Tá an Coimisiún ag feitheamh le treoir ón Roinn maidir leis an gcinneadh deiridh ar an méid is iníoctha leis an Lárchiste don bhliain dar críoch an 30 Meitheamh 2018.</p> <p>Cinntear an méid atá dlite don Státchiste trí thagairt don bharrachas a thaifead an Coimisiún sa tréimhse, arna choigeartú le haghaidh roinnt míreanna mar atá leagtha amach thíos.</p>		
		Méid Comhlán Dlite	Pinsean Coigeartú(b)
		€'000	€'000
		€'000	€'000
	Iarmhéid dlite don Státchiste amhail an 30 Meitheamh 2017	99,368	(2,760)
	Barrachas do 2018	53,737	
	Íoctha i 2018	(99,048)	
	Coigeartú cúlchiste pinsin (a)	1,232	
	Íocaíocht a aisghlámadh ón gciste pinsin (b)	(320)	320
	Iarmhéid amhail an 30 Meitheamh 2018	54,969	(2,440)
	Taispeántar thíos na figiúirí comparáideacha maidir leis an méid a bhí dlite don Státchiste amhail an 30 Meitheamh 2017.		
	Iarmhéid dlite don Státchiste ar an 30 Meitheamh 2016	161,299	(3,720)
	Barrachas do 2017	97,987	
	Íoctha i 2017	(160,339)	
	Coigeartú cúlchiste pinsin (a)	1,381	
	Íocaíocht a aisghlámadh ón gciste pinsin (b)	(960)	960
	Iarmhéid amhail an 30 Meitheamh 2017	99,368	(2,760)
	<p>(a) Is ionann an coigeartú cúlchiste pinsin agus an difríocht idir méid an phinsin a gearradh ar an gCuntas Ioncaim agus Caiteachais i 2018. i. €3,677,000 (2017: €2,803,000) agus ranníocaíochtaí an fhostóra sa tréimhse. i. €2,445,000 (2017: €1,422,000).</p> <p>(b) Rinne an Coimisiún ranníocaíocht iomlán de €5m dá chiste pinsin (€2.5m i 2008 agus €2.5m i 2009. i. €5m san iomlán). Taispeántar an tsuim atá dlite don Státchiste glan ón ranníocaíocht €320,000 atá á haisghabháil in aghaidh na bliana de réir mar a dhéantar íocaíochtaí leis an Státchiste. I 2018 rinneadh íocaíochtaí bliana a raibh aisghlámadh €320,000 mar thoradh air (2017: €960,000 suim a bhí cothrom le híocaíochtaí trí bliana).</p>		

14. Áitribh agus Cóiríocht		
<p>Bhog an Coimisiún go háitreabh léasa nua ag Uimhir a hAon, Lárcheantar na nDugaí, Sráid na nGildeanna, Baile Átha Cliath 1 ar an 6 Meitheamh 2017. Tá an t-áitreabh ar cíos ar chostas €1.6m in aghaidh na bliana (gan CBL san áireamh).</p> <p>Is iad seo a leanas iomlán na n-íocaíochtaí léasa oibriúcháin íosta amach anseo (gan CBL san áireamh) faoi léasanna oibriúcháin nach féidir a chur ar ceal maidir le háitribh a áitíonn an Coimisiún:</p>		
	30	30
	Meitheamh	Meitheamh
	2018	2017
	€'000	€'000
Iníochta:		
Laistigh de bhliain amháin	1,649	1,636
Laistigh de bhliain amháin agus cúig bliana	6,596	6,580
I gceann níos mó ná cúig bliana	8,157	6,700
	16,402	14,916
15. Ballraíocht d'Eagraíochtaí Teileachumarsáide Idirnáisiúnta		
<p>Déanann an Roinn Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil (DCCAE) íocaíochtaí áirithe le hEagraíochtaí Teileachumarsáide Idirnáisiúnta as fáiltas ón Tobhach Riaracháin i leith Cumarsáid Leictreonach. Gearradh €691,000 (2017: €768,000) mar mhúirear ar an gCuntas Ioncaim agus Caiteachais chun na críche sin. Cuirtear sonraisc den sórt sin chuig an Roinn a aisíocann ComReg ina dhiaidh sin.</p>		
16. Coimisinéirí, Foireann agus Comhairleoirí/Sainchomhairleoirí - Nochtadh Leasanna		
<p>Chomhlíon na Coimisinéirí agus an fhoireann ceanglais Alt 25 (Nochtadh Leasanna) den Acht um Rialáil Cumarsáide, 2002. Ní raibh aon idirbhearta sa bhliain maidir le gníomhaíochtaí an Choimisiúin ina raibh aon leas ag na Coimisinéirí nó ag aon chomhairleoir nó sainchomhairleoir.</p>		
17. Socair Scoir		
<p>a. Cur síos ar an Scéim</p> <p>Is údarás rialála náisiúnta é an Coimisiún a bunaíodh faoin Acht um Rialáil Cumarsáide, 2002. Forálann Alt 26 agus Alt 27 den Acht go ndéanfaidh an Coimisiún scéimeanna chun sochair aoisliúntais a dheonú do Choimisinéirí agus do bhaill foirne agus maidir leo, faoi réir cheadú an Aire.</p> <p>Tá scéim mhaoinithe um pinsean sochair shainithe á feidhmiú d'fhostaithe an Choimisiúin. Sainmhínítear na sochair trí thagairt a dhéanamh do rialacháin na scéime 'eiseamláire' reatha san earnáil phoiblí. Socraítear rátaí ranníocaíochtaí fostóirí ag féachaint do chomhairle achtúireach agus athbhreithniú tréimhsiúil ar an ráta maoinithe a atá riachtanach don scéim. Soláthraíonn an scéim sochar scoir (ochtódú amháin in aghaidh na bliana seirbhíse), aisce nó cnapshuim (trí ochtódú in aghaidh na bliana seirbhíse) agus sochair scoir céilí agus leanaí. Is é an gnáthaois scoir ná 65ú breithlá an bhaill. De ghnáth méadaíonn na sochair scoir atá á n-íoc (agus á n-iarchur) de réir boilsciú tuarastail ghinearálta na hearnála poiblí.</p> <p>Oibríonn an Coimisiún an Scéim Pinsean Seirbhíse Poiblí Aonair ("Scéim Aonair") freisin do na baill foirne sin a chuaigh isteach sa Scéim Aonair ar an 1 Eanáir 2013 nó ina dhiaidh sin. Íochtar ranníocaíochtaí comhaltaí na Scéime Aonair leis an Roinn Caiteachais Phoiblí agus Athchóirithe (RCPA). Ina theannta sin, tá an Coimisiún faoi dhliteanas ranníocaíocht fostóra a íoc le RCPA de réir Chiorclán RCPA 28/2016. Thug an Coimisiún cuntas ar na costais atá aige agus na dliteanas atá air faoin scéim pinsean seirbhíse poiblí aonair (ón 1 Iúil 2017) ar bhonn tabhaithe. Tugadh cuntas ar ranníocaíochtaí fostóra a bhí dlite don RCPA ó 2013 i bhfíúirí na bliana 2018.</p> <p>D'fhonn tuairisciú de réir Chaighdeán Tuairiscithe Airgeadais 102 - (FRS 102), críochnaíodh nuashonrú ar an athbhreithniú achtúireach (maidir leis an scéim sochair shainithe mhaoinithe) ar an 30 Meitheamh 2018.</p>		

17. Retirement Benefits (Continued)			
		30	30
		Meitheamh	Meitheamh
		2018	2017
		€'000	€'000
b.	Costais Sochair Scoir Comhdhéanta de:		
	An Scéim Sochair Shainithe		
	Costas seirbhíse reatha	2,886	2,903
	Costas úis	1,368	1,111
	Toradh ionchais ar shócmhainní na scéime	(1,146)	(860)
	Lúide: Ranníocaíochtaí Fostaithe	(372)	(351)
		2,736	2,803
	Scéim Pinsean Seirbhíse Poiblí Aonair (SPSPS)		
	Ranníocaíocht an Fhostóra	941	-
	Costas Seirbhíse Reatha *	499	-
	Costas Úis	27	-
	Coigeartú ar mhaoiniú Pinsean larchurtha an Stáitchiste	(526)	-
		941	-
	Iomlán na gCostas Sochair Scoir	3,677	2,803
	* Tá ranníocaíochtaí fostaithe ar fiú €117,000 iad a seoladh chuig RCPA curtha san áireamh i ríomh an chostais reatha seirbhíse.		
ci.	Glandliteanas Sochair Scoir (Scéim Sochair Shainithe) Comhdhéanta de:		
	Luach cóir shócmhainní na scéime	51,695	47,350
	Luach reatha na n-oibleagáidí sochair scoir	(59,000)	(57,448)
	Glan (Dliteanas)	(7,305)	(10,098)
	Tabhair do d'aire: Is éard atá i nDliteanas an Chláir Chomhardaithe maidir le Sochair Scoir na Scéime Aonair i 2018 ná €1.54m mar Shócmhainn Mhaoinithe larchurtha i leith na Scéime Aonair chun an €1.54m atá mar dhliteanas i leith na Scéime Aonair a mheaitseáil, rud a fhágann nach bhfuil Glandliteanas ar bith ann i leith na Scéime Aonair.		
cii.	Luach Reatha Oibleagáidí Sochair Scoir ag tús na bliana (Scéim Sochair Shainithe)	57,448	57,101
	Costas Seirbhíse Reatha	2,886	2,903
	Costas Úis	1,368	1,111
	(Gnóthachan) Achtúireach	(1,714)	(3,382)
	Sochair Íoctha	(932)	(246)
	Préimheanna Íoctha	(56)	(39)
	Luach Reatha Oibleagáidí maidir le Sochar Scoir ag deireadh na bliana (Scéim Sochair Shainithe)	59,000	57,448

17. Socair Scoir (Ar Lean)			
		30	30
		Meitheamh	Meitheamh
		2018	2017
		€'000	€'000
ciii.	Athrú ar Shócmhainní na Scéime (Scéim Sochair Shainithe)		
	Luach Cóir Sócmhainní na Scéime ag tús na bliana	47,350	43,341
	Toradh ionchais ar shócmhainní na scéime	1,146	860
	Gnóthachan Achtúireach	2,311	1,661
	Ranníocaíochtaí an fhostóra	1,504	1,422
	Ranníocaíochtaí na gComhaltaí	372	351
	Sochair Íoctha	(932)	(246)
	Préimheanna Íoctha	(56)	(39)
	Luach Cóir Sócmhainní na Scéime ag deireadh na bliana	51,695	47,350
	Cuirtear an cleachtas reatha chun sochair scoir a mhéadú i gcomhréir le boilsciú tuarastail na hearnála poiblí agus an oibleagáid sochair scoir sainithe á tomhas.		
civ.	Dlíteanas Sochar Scoir (SPSPS)		
	Luach Reatha amhail an 1 Iúil 2017	1,105	-
	Costas Seirbhíse Reatha	499	-
	Costas Úis	27	-
	(Gnóthachan) Achtúireach	(74)	-
	Sochair Íoctha	17	-
	Luach Reatha amhail an 30 Meitheamh 2018	1,540	-
d.	Comhdhéanamh Sócmhainní na Scéime (Scéim Sochair Shainithe)		
	Bhí sócmhainní na scéime ag deireadh na bliana comhdhéanta díobh seo a leanas:		
	Gnáthscaireanna	26,544	25,258
	Bannaí	21,059	18,110
	Réadmhaoin	623	594
	Sócmhainní airgid thirim agus sócmhainní leachtacha eile	3,469	3,388
		51,695	47,350
	Tá sócmhainní na scéime ag deireadh na bliana curtha in iúl mar na céatadáin seo a leanas		
	Gnáthscaireanna	51.3%	53.3%
	Bannaí	40.7%	38.3%
	Réadmhaoin	1.2%	1.2%
	Airgead Tirim agus Sócmhainní Eile*	6.8%	7.2%
		100.0%	100.0%
	* comhdhéanta de straitéisí malartacha agus de chistí a bhfuil táirgí feabhsaithe acu		
	Meánthoimídí ualaithe a úsáideadh chun oibleagáidí sochair a chinneadh (Scéim Sochair Shainithe)		
	Ráta Lascaine	2.40%	2.40%
	Méadú ar an ráta cúitimh	3.40%	3.30%
	Meánthoimídí ualaithe a úsáideadh chun costas pinsin a chinneadh (Scéim Sochair Shainithe)		
	Ráta Lascaine	2.40%	1.95%
	Toradh fadtéarmach ionchasach ar shócmhainní scéime	2.40%	1.95%

17. Socair Scoir (Ar Lean)			
		30 Meitheamh	30 Meitheamh
		2018	2017
		€'000	€'000
e.	Príomhthoimhdí Achtúireacha, Airgeadais & Déimeagrafacha (Scéim Sochair Shainithe)		
	Is iad seo a leanas na toimhdí airgeadais a úsáideadh:		
	Ráta Lascaine	2.40%	2.40%
	Méaduithe i dTuarastail	3.40%	3.30%
	Méaduithe i bPinsin	2.90%	2.80%
	Méaduithe i mBoilsciú	1.90%	1.80%
	Is iad seo a leanas na toimhdí déimeagrafacha a úsáideadh		
		2018	2017
	Básmhaireacht Réamhscoir & Iarscoir	S2PMA mar aon le feabhsuithe CMI 2016 (1.5%) do gach ball	S2PMA mar aon le feabhsuithe CMI 2013 (1.5%) do gach ball
	Dul ar scor	Glactar leis go rachaidh gach comhalta a tháinig isteach roimh an 1 Aibreán 2004 ar scor ag aois 60 agus go rachaidh gach comhalta eile ar scor nuair a bheidh siad 65 bliain d'aois	Glactar leis go rachaidh gach comhalta a tháinig isteach roimh an 1 Aibreán 2004 ar scor ag aois 60 agus go rachaidh gach comhalta eile ar scor nuair a bheidh siad 65 bliain d'aois
	Dul ar Scor de bharr Breoiteachta	Gan liúntas	Gan liúntas
	Luathscor	Gan liúntas	Gan liúntas
	Aistarraingtí	Gan liúntas	Gan liúntas
	Céatadán pósta	Glactar leis go bhfuil 90% de na comhaltaí pósta.	Glactar leis go bhfuil 90% de na comhaltaí pósta.
	Difríocht 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
	<p>* Tá na toimhdí mortlaíochta a roghnaíodh bunaithe ar tháblaí caighdeánacha a léiríonn básmhaireacht thipiciúil pinsinéirí agus tá lamháil iontu d'ionchas saoil méadaithe le himeacht ama.</p> <p>Déantar na toimhdí is bunús leis na luachálacha achtúireacha a ndéantar na méideanna a aithníodh sna ráitis airgeadais a chinneadh ina leith (lena n-áirítear rátaí lascaine, rátaí méadaithe i leibhéil chúitimh sa todhchaí agus rátaí mortlaíochta) a nuashonrú gach bliain bunaithe ar na dálaí eacnamaíocha reatha, agus ar aon athruithe ábhartha ar théarmaí agus coinníollacha na bpleananna sochair scoir agus iarscoir.</p> <p>Is féidir leis na nithe seo dul i bhfeidhm ar na toimhdí:</p> <p>a. an ráta lascaine, athruithe sa ráta toraidh ar bhannaí corparáideacha ardháilíochta</p> <p>b. leibhéil chúitimh sa todhchaí, dálaí sa mhargadh saothair amach anseo.</p>		

17. Socair Scoir (Ar Lean)						
		30 Meitheamh	30 Meitheamh	30 Meitheamh	30 Meitheamh	30 Meitheamh
		2018	2017	2016	2015	2014
		€'000	€'000	€'000	€'000	€'000
f.	Stair na n-oibleagáidí sochair shainithe, sócmhainní agus gnóthachain agus cailíteanais ó thaithí					
	Oibleagáidí sochair sainithe	59,000	57,448	57,101	45,053	43,480
	Luach cóir shócmhainní na scéime	(51,695)	(47,350)	(43,341)	(40,979)	(35,758)
	Easnamh / (Barrachas) don Scéim mhaoinithe	(7,305)	(10,098)	(13,760)	4,074	7,722
	Coigeartú ó Thaithí ar Shócmhainní na Scéime	2,311	1,661	(93)	1,821	2,675
	céatadán de shócmhainní na scéime	4.5%	3.5%	0.2%	4.4%	7.5%
	Gnóthachain / (cailíteanais) ó thaithí ar dhliteanais na Scéime:					
	méid	533	823	1,226	1,828	(1,549)
	céatadán de Dhliteanais na Scéime	0.9%	1.4%	2.1%	4.1%	(3.6%)
g.	Seirbhís Inphinsin Roimh Ré Baineann dliteanais na scéime pinsin le sochair scoir a eascraíonn as seirbhís leis an gCoimisiún agus as seirbhís le comhlachtaí poiblí eile sula ndeachaigh siad ag obair sa Choimisiún nuair a bhíonn an tseirbhís sin ar eolas ag an gCoimisiún. Tá an Coimisiún i dteideal iarracht a dhéanamh an costas a bhaineann le maoiniú na seirbhíse roimh ré a aisghabháil ó chomhlachtaí poiblí eile faoi théarmaí a bhallaíochta i Líonra Aistrithe na Seirbhíse Poiblí. Maidir le seirbhís a d'aistrigh comhaltaí roimh an 30 Meitheamh 2018, ba é luach iomlán na n-íocaíochtaí sin a fuarthas sa bhliain go dtí an 30 Meitheamh 2018 ná Nialas (2017: Nialas). Taispeántar íocaíochtaí i leith seirbhíse aistrithe (nuair a fhaightear iad) mar mhír ar leith sa Ráiteas ar Ioncam Cuimsitheach.					
h.	Maoiniú sochair scoir Rinneadh luacháil achtúireach thríbhliantúil ar an scéim amhail an 1 Eanáir 2016 agus comhaontaíodh an ráta ranníocaíochta molta ina dhiaidh sin. Tá an chéad luacháil achtúireach thríbhliantúil eile le déanamh amhail an 1 Eanáir 2019.					
i.	Sócmhainn Mhaoinithe Iarchurtha do Phinsin (Scéim Pinsean Seirbhíse Poiblí Aonair) I gcomhréir le hAcht na bPinsean Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile) 2012, rinne an Coimisiún, mar "Údarás Ábhartha", an sochar scoir is infheidhme maidir leis an Scéim Pinsean Seirbhíse Poiblí Aonair a ríomh ar an 30 Meitheamh 2018. Baineann an tsócmhainn mhaoinithe iarchurtha do phinsin le sócmhainn a chruthú atá cothrom le dliteanas sochair shainithe na scéime seo. Déantar sócmhainn mhaoinithe iarchurtha a mheaitseáil leis an dliteanas i leith chomhaltaí na Scéime Aonair ar bhonn fhorálacha Alt 44 d'Acht na bPinsean Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile) 2012.					
18. Dliteanais Theagmhasacha						
	Rinneadh soláthar iomlán do na costais dlí a tabhaíodh go dtí seo sna ráitis airgeadais seo. Mar sin féin, tá an Coimisiún páirteach i roinnt cásanna dlí, nach féidir a bheith cinnte cén toradh a bheidh orthu. Maidir leis na costais a d'fhéadfadh teacht chun cinn amach anseo i ndáil leis na cásanna sin, ní dhearnadh aon soláthar dóibh mar gheall ar an éiginnteacht atá ann faoin toradh agus faoi na costais a d'fhéadfaí a thabhtú.					
19. Idirbhearta le páirtithe gaolmhara						
	Mar chuid den ghnáthchúrsa gnó, bhí idirbhearta ag an gCoimisiún le ranna rialtais eile agus le comhlachtaí stáit eile. Tá Luach Saothair na bPríomhbhainisteoirí nochta i Nóta 3.					
20. Asbhaint a Bhaineann le Pinsean						
	Íocadh suim €630,000 (2017: €568,000) a baineadh as tuarastail faoin Asbhaint a Bhaineann le Pinsean leis an Roinn Cumarsáide, Gníomhaíochta Aeráide agus Comhshaoil sa bhliain dar críoch 30 Meitheamh 2018.					
21. Imeachtaí Iarchláir Chomhardaithe						
	Ní raibh aon imeachtaí i ndiaidh dheireadh na bliana a d'fhéadfadh tionchar ábhartha a bheith acu ar aon fhaisnéis sna ráitis airgeadais seo.					
22. Faomhadh na Ráiteas Airgeadais						
	D'fhaomh an Coimisinéir, Jeremy Godfrey, na ráitis airgeadais seo ar son an Choimisiúin ar an 25 Márta 2019.					

