



An Coimisiún um
Rialáil Cumarsáide

Commission for
Communications Regulation

COMREG ANNUAL REPORT

1 July 2020 to 30 June 2021

**Commission for Communications Regulation
Annual Report for the Period July 1, 2020 – June 30, 2021.**

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

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation
1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.
One Dockland Suíomh Central, Guild Street, Dublin 1, Ireland, D01 E4X0.
Teil | Tel +353 1 804 9600 | Web www.comreg.ie



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Content

Section	Page No
1 About ComReg	5
2 Chairperson's Review	11
3 Communications Overview	15
4 Consumers	20
5 Postal Regulation	37
6 Radio Spectrum Management	39
7 Market Analysis and Wholesale Pricing	54
8 Economics, Policy and Research	60
9 Corporate Services Division	64
10 International Affairs	68

Table of Figures	Page No
Figure 1: Fixed Voice Telephony Market Shares.	15
Figure 2: Mobile Subscriptions including and excluding Mobile Broadband and M2M.	16
Figure 3: Mobile Market Share by Subscription.	17
Figure 4: Broadband Subscriptions by Subscription Type.	17
Figure 5: Fixed Broadband Market Share by Subscription.	18
Figure 6: Fixed Broadband Subscription by Sold Speed.	19
Figure 7: Household Broadband Penetration Rate.	19
Figure 8: Example of ComReg Connects advertisements included in relevant publications providing consumers with information.	23
Figure 9: Number of consumer contacts by communication channel.	24
Figure 10: Live Radio Licences at Year End: 2015 – 2021.	45
Figure 11: New Radio Licences issued: 2015 - 2021.	46
Figure 13: RFI response Times.	48
Figure 14: Implementation of the NGN Decision.	51
Figure 15: Comparison of above threshold Incidents 2019 vs. 2020.	52
<hr/>	
Table 1: Details of the COVID-19 Temporary spectrum licences issued.	42

SECTION 1: 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



GARRETT BLANEY
Chairperson



JEREMY GODFREY
Commissioner



ROBERT MOURIK
Commissioner

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: Garrett Blaney (Chairperson), Jeremy Godfrey, and Robert Mourik.

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 Director of Strategy and Economics. The structure is based on cross-functional teams operating in a multi-disciplinary environment.



LEADERSHIP TEAM



JOHN EVANS
Director of Strategy and Economics



CAROLINE DEE-BROWN
General Counsel



JOE HEAVEY
Director of Corporate Services Division



DONAL LEAVY
Director of Wholesale Division



BARBARA DELANEY
Director of Retail and Consumer Services
Division



GEORGE MERRIGAN
Director of 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.



COMREG STRATEGIC FRAMEWORK

Our Values

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 2020 to 30 June 2021.

SECTION 2: CHAIRPERSON'S REVIEW

The year under review was, without doubt, a very challenging period for Ireland's communications sector. As the pandemic entered a second year, the amount of voice and data traffic moving over our communications networks and systems continued to increase as remote working continued to dominate. Indeed, there has never been an equivalent time when our economy, society and community has been so reliant on our communications systems to stay in touch. Throughout the pandemic, telecommunications operators have generally been able to cope with the surge in network traffic with little disruption. There has been a welcome increase in the amount of investment in the market over the last year, both in high-speed fixed broadband and in the provision of high speed 4G and 5G mobile networks.

Despite these challenges, Irish society has shown great resilience as we rebuild our economy. The electronic communications sector has played a central role in fostering this resilience and supporting our essential services.

In response to this evolving situation and the increase in volume over our networks, ComReg has responded by releasing extra radio spectrum to support demand and we have also continued to monitor networks closely to ensure network operators have sufficient capacity to provide for our overall communications needs.



ComReg Covid-19 Initiatives

In April 2021, ComReg released additional radio spectrum on a temporary basis to boost mobile phone and broadband capacity. This initiative was taken on foot of the sharp increase in the use of mobile network by Ireland's mobile phone subscribers. ComReg continued to work with telecoms operators to ensure that the necessary steps and contingencies were put in place by networks to cope with the increased voice and data traffic caused by the impact of Covid-19.

There continued to be strong consumer demand for unlimited data offers due to the ongoing pandemic, making it even more important that information contained on ComReg's price comparison tool about data included in packages was transparent. During the period the tool was updated so that truly unlimited mobile data plans could be identified, as well as fixed plans, by consumers.

During the year ComReg continued to monitor the impact of Covid-19 on consumer use and perception of telecommunications in Ireland. The surveys showed that since the introduction of public health restrictions, households are relying more heavily on fixed, mobile, and wireless technologies to stay connected and informed. Our surveys showed that 81% of respondents believe their household usage of broadband had increased. While 82% of those working from home said that use of their home broadband services had increased due to working remotely. Our research also showed that 77% of remote workers increased their use of video conferencing services to work from home.

Broadband

It is evident that broadband continues to play a pivotal role in our economy and society. By the end of June 2021, there were 1,895,190 broadband subscriptions, an increase of 4.5% over the period. Fibre To The Premises (FTTP) subscriptions rose to 308,924 by the end of June, an increase of 53.6% over the year.

Data usage also continued to grow. By year end, an average fixed broadband subscriber used 324 GB of data per month, this is up from 306.5 GB over the year. The majority of traffic is generated by residential subscribers with an average monthly data usage per residential subscriber reaching 343.9 GB per month. An average business fixed broadband subscriber used 146.2 GB of data per month in Q2 2021. In terms of subscription speed, as of June 2021, 84.1% of all broadband subscriptions had sold speeds equal to or greater than 30Mbps. Ireland (92%) was above the EU average (89%) for household broadband (fixed and mobile) penetration in 2020.

Mobile

At the end of June 2021 there were 7.36 million subscriptions to mobile communications services (including mobile broadband and M2M) in Ireland, which equates to a population penetration rate of 148%. In Q2 2020 total M2M subscriptions stood at 1,353,252 increasing to 1,792,432 in Q2 2021 representing a 32.5% annual growth.

In the three months to June 2021, the average Irish mobile subscriber sent an average of 44 messages per month, compared with an average of 42 per month in the quarter to June 2020.

Consumers

ComReg has a statutory duty to protect and inform consumers. During the period under review, ComReg continued to provide its complaint handling service to consumers. During the year, ComReg's Consumer Line Team received approximately 79,000 contacts from consumers. ComReg continued to publish quarterly statistics of issues raised by those consumers who contacted our Consumer Line Team.

As well as ComReg's complaint handling service (ComReg Consumer Line), ComReg has introduced Formal Dispute Resolution Procedures for mobile phone, home phone and broadband complaints that have been unresolved for 40 working days or more after lodging a complaint with your service provider.

Competition

During the year, ComReg completed its analysis of a number of wholesale markets, as well as continuing a number of other market reviews. Among others, these included, the Wholesale Broadcasting Transmission Services (BTS) and Digital Terrestrial Television (DTT) Multiplexing Services markets and the Wholesale Central Access (WCA) market.

ComReg also continued to monitor the implementation of the Settlement Agreement (SA) and associated performance milestones agreed with eir in December 2018. The SA sets out the regulatory governance measures eir will put in place in order to ensure its compliance with its regulatory obligations. eir agreed to enter into a Performance Agreement and achieve performance milestones as part of its undertakings to ComReg.

Spectrum

During the period under review the demand for spectrum continued to grow, driven by increasing quantities of data transmitted over the internet and rapidly increasing numbers of wireless devices, including smartphones and tablets, Wi-Fi networks and everyday objects connected to the internet. In this period ComReg continued to assist users of 3.6 GHz to transition from this spectrum and allow use by those companies who were awarded this spectrum on foot of a competition.

ComReg also continued to work on its latest Multi-Band Spectrum Award (MBSA) which will make more spectrum available for mobile phone and wireless broadband services. In April 2021, ComReg published its Information Memorandum on the MBSA which commenced the award process.

The total number of new licences issued in this reporting period was 5,420, a decrease of 11.9% on the previous year. This decrease arose as a result of a reduction of 63% in the number of Programme-Making and Special Events (PMSE) licences granted as a result of the Covid-19 pandemic and the non-renewal of 193 temporary digital terrestrial television (DTT) licences which were granted to RTÉ to assist with its migration from the 700 MHz band. RTÉ completed its migration in March 2021.

International

During this year ComReg continued to actively participate in the Body of European Regulators for Electronic Communications (BEREC). ComReg assisted BEREC in finalising projects, mandated in the European Electronic Communications Code (EECC), to develop guidelines on to ensure the consistent application of co-investment criteria in very high-capacity networks. In addition, ComReg was actively involved in BEREC's forward-looking projects related to the regulation of digital platforms, cybersecurity of 5G networks and commencing work to better understand the environmental aspects of electronic communications networks and services.

The International Affairs unit also continued to participate in other ad-hoc and external programmatic workstreams affecting ComReg. It coordinated ComReg's response to the European Commission's Digital Economy and Society Index (DESI) 2020, by filing relevant telecoms market data with the Commission. It was good news that Ireland increased its Index ranking to being in the top five member states, and that improved connectivity was a contributor to Ireland's improved ranking.

ComReg and Ofcom (the UK's communications regulator) international affairs units continue to engage bi-laterally on topics of mutual interest, following the UK's formal withdrawal of its membership from the European Union and consequent departure from BEREC on 31 January 2020.

Conclusion

Covid-19 has had a fundamental transformational effect on all societies and the impact upon Ireland has been profound. The electronic communications and postal sectors have responded well to the challenges brought about by the pandemic and it has also underpinned the need for continued investment in very high capacity networks.

All organisations, ComReg included, were forced to adjust rapidly to a new way of working. During the year, ComReg continued to function remotely with all our staff working from home. I would like to express my gratitude to all of my colleagues in ComReg for continuing to deliver our regulatory functions and obligations, despite the challenges of the Covid-19.

We also look forward to the implementation of primary legislation to enhance our enforcement powers, as set out in the Programme for Government, and welcome the recent increase in ComReg's resources to ensure the effective delivery of our work programme.

I would also like to acknowledge the work and effort of all workers across the entire telecommunications and postal industries who have worked throughout the pandemic to ensure that customers and businesses have been able to use communications systems to support our economy and society.



Robert Mourik
ComReg Chairperson
Appointed January 7 2022

SECTION 3: COMMUNICATIONS OVERVIEW

Fixed Line Market Share

Based on operator data submitted via the Quarterly Report questionnaire, Eircom Limited (trading as “eir”) accounted for 43.2% of the total fixed line market in terms of overall (retail and wholesale) revenue by June 2021, down from 47.2% in June 2020. Other Authorised Operators (OAOs) accounted for the remaining share of the market.

Fixed Voice Telephony

There were 1.33 million fixed voice subscriptions in the Irish market as of June 2021, a decline of 2.7% since June 2020. At the end of June eir accounted for 42.2% of the Fixed Voice market followed by Virgin Media at 21.6%.

Voice traffic originating on fixed networks decreased in Q2 2021 to over 567 million minutes with the average residential subscriber having originated 85 minutes of fixed voice calls compared to 118 minutes in Q2 2020. An average business subscriber originated 476 minutes of fixed voice calls in Q2 2021 compared to 504 in Q2 2020.

Fixed Voice Telephony Market Shares

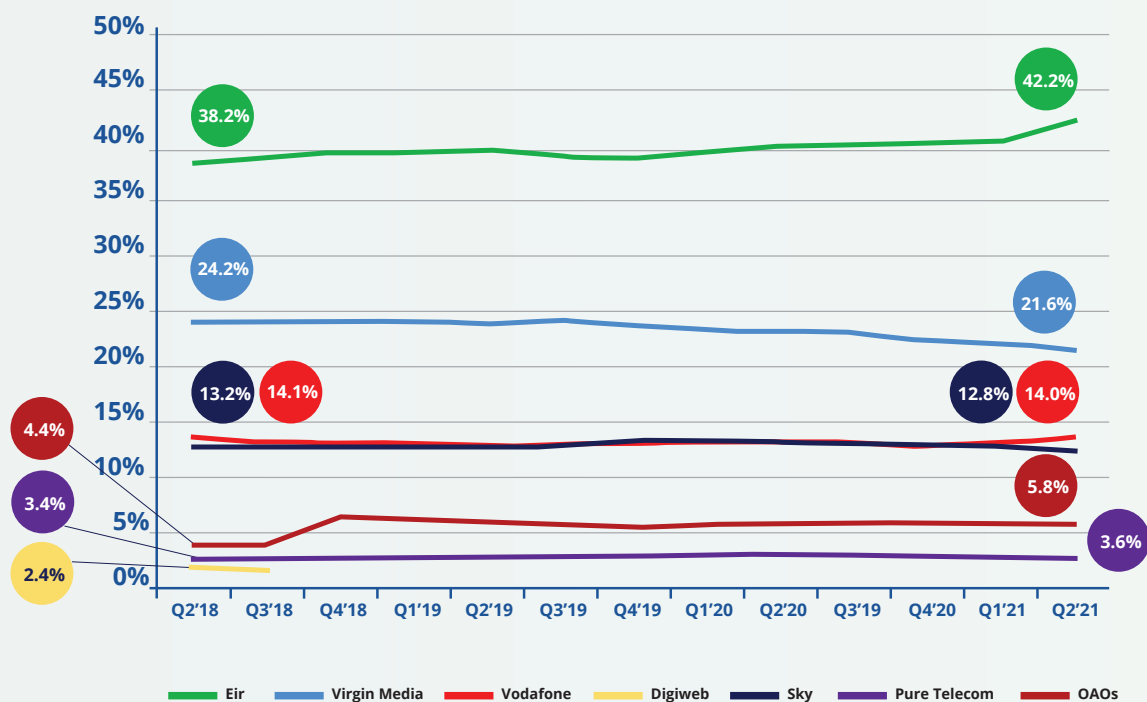


Figure 1: Fixed Voice Telephony Market Shares.

Source: Quarterly Key Data Questionnaire.

Mobile Communications Services

At the end of June 2021 there were 7.36 million subscriptions to mobile communications services (including mobile broadband and M2M) in Ireland, which equates to a population penetration rate of 148%. In Q2 2020 total M2M subscriptions stood at 1,353,252 increasing to 1,792,432 in Q2 2021 representing a 32.5% annual growth.

Mobile Subscriptions including and excluding Mobile Broadband and M2M Q2 2019 - Q2 2021

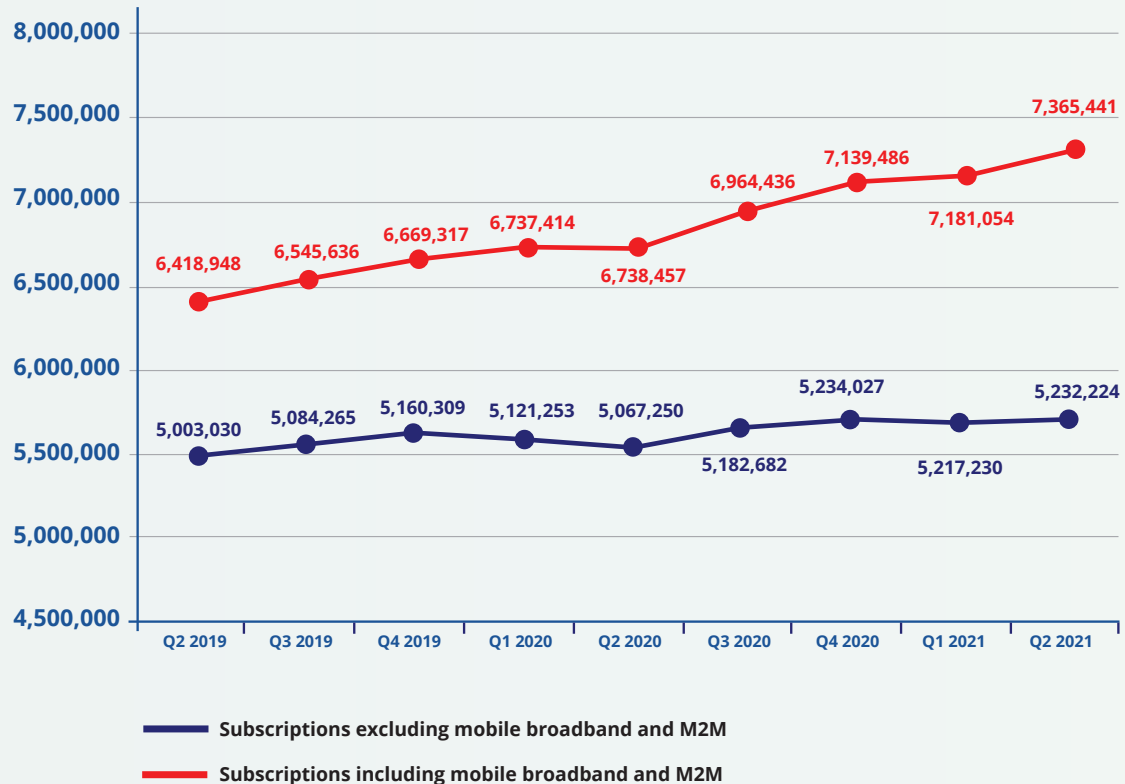


Figure 2: Mobile Subscriptions including and excluding Mobile Broadband and M2M.

The volume of text messaging decreased by 32.5% in Q2 2021 compared to Q2 2020. In the three months to June 2021, the average Irish mobile subscriber sent an average of 44 messages per month, compared with an average of 42 per month in the quarter to June 2020.

Average monthly voice call minutes per mobile subscriber in Ireland decreased to 228 minutes per month in June 2021, down from 246 in June 2020. Average monthly traffic per mobile subscriber using voice and data services was 10.5GB in June 2021 compared to 9.1GB in June 2020.

Three Ireland has the largest share of subscriptions (including mobile broadband and machine to machine subscriptions) and comparing Q2 2020 to Q2 2021, Three increased market share from 35.3% to 37.7%. At the end of Q2 2021, Vodafone had 37.1% of subscribers down from 38.4% in Q2 2020. eir's mobile market share decreased by 1%. Tesco Mobile's market share decreased by 0.4% while other operators' market shares increased 0.2% since Q2 2020.

Market Share by Subscription
(inc. MBB and M2M) Q2 2020 - Q2 2021

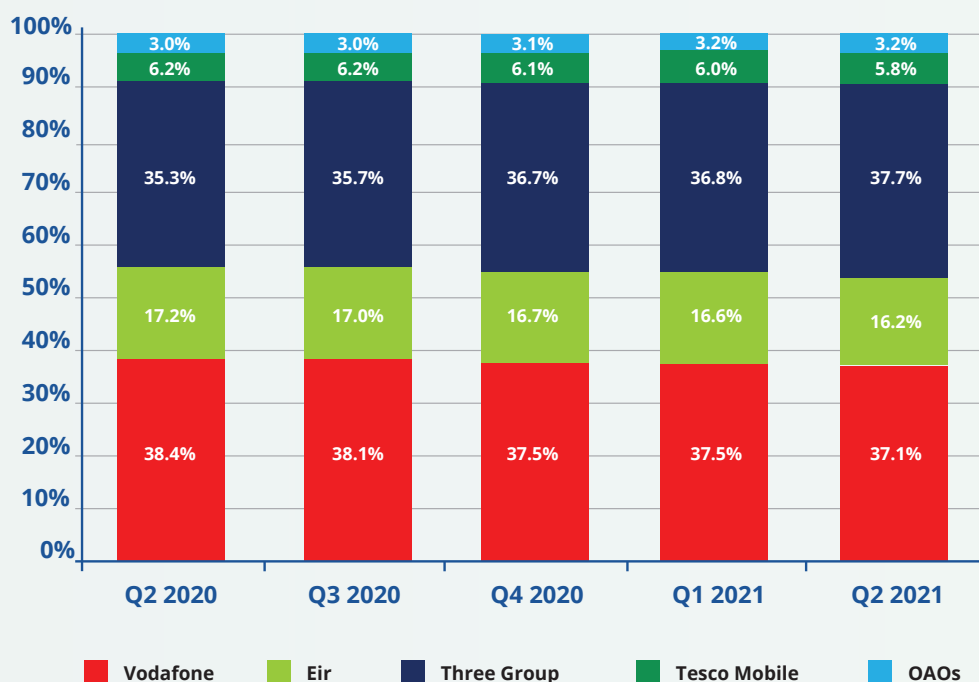


Figure 3: Mobile Market Share by Subscription.

Source: Quarterly Key Data Questionnaire.

Broadband Market

By the end of June 2021, there were 1,895,190 broadband subscriptions. This was an increase of 4.5% on Q2 2020. FTTP subscriptions increased to 308,924 in Q2 2021 an increase of 53.6% since Q2 2020.

Subscription Type	Q1 2021	Quarterly Growth Q1'21 - Q2'21	Annual Growth Q2'20 - Q2'21
DSL Broadband	165,624	-5.6%	-23.1%
VDSL Broadband	625,460	-1.45%	-2.8%
Cable Broadband	376,979	-0.1%	0.7%
FTTP Broadband	308,924	9.5%	53.6%
Satellite Broadband	2,079	-9.2%	-32.6%
FWA Broadband	75,339	8.4%	33.6%
Total Fixed Broadband	1,554,405	0.8%	4.0%
Mobile Broadband	340,785	2.3%	7.1%
Total Broadband	1,895,190	1.1%	4.5%

Figure 4: Broadband Subscriptions by Subscription Type.

In Q2 2021, eir had 28.7% of total retail fixed broadband subscriptions, followed by Virgin Media who had 25.0% of subscriptions. Vodafone had 19.6% (excluding mobile broadband subscriptions), while Sky Ireland, Imagine & Pure Telecom had a 13.8%, 2.7% and 2.2% market share respectively.

All other OAOs combined accounted for the remaining 7.8% share of retail fixed broadband subscriptions.

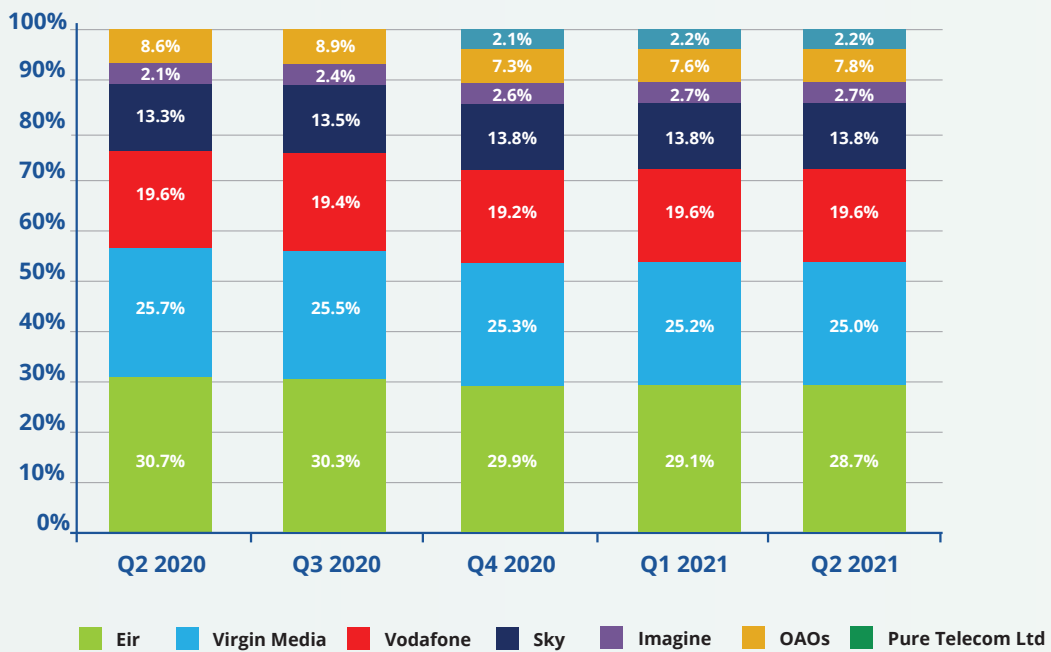


Figure 5: Fixed Broadband Market Share by Subscription.

Source: Quarterly Key Data Questionnaire.

In Q2 2021 an average fixed broadband subscriber used 324 GB of data per month, this is up from 306.5 GB in Q2 2020. The majority of traffic is generated by residential subscribers with an average monthly data usage per residential subscriber reaching 343.9 GB per month. An average business fixed broadband subscriber used 146.2 GB of data per month in Q2 2021. In terms of subscription speed, at the end of Q2 2021, 84.1% of all broadband subscriptions had sold speeds equal to or greater than 30Mbps.

Broadband Sold Speed Q1 2020

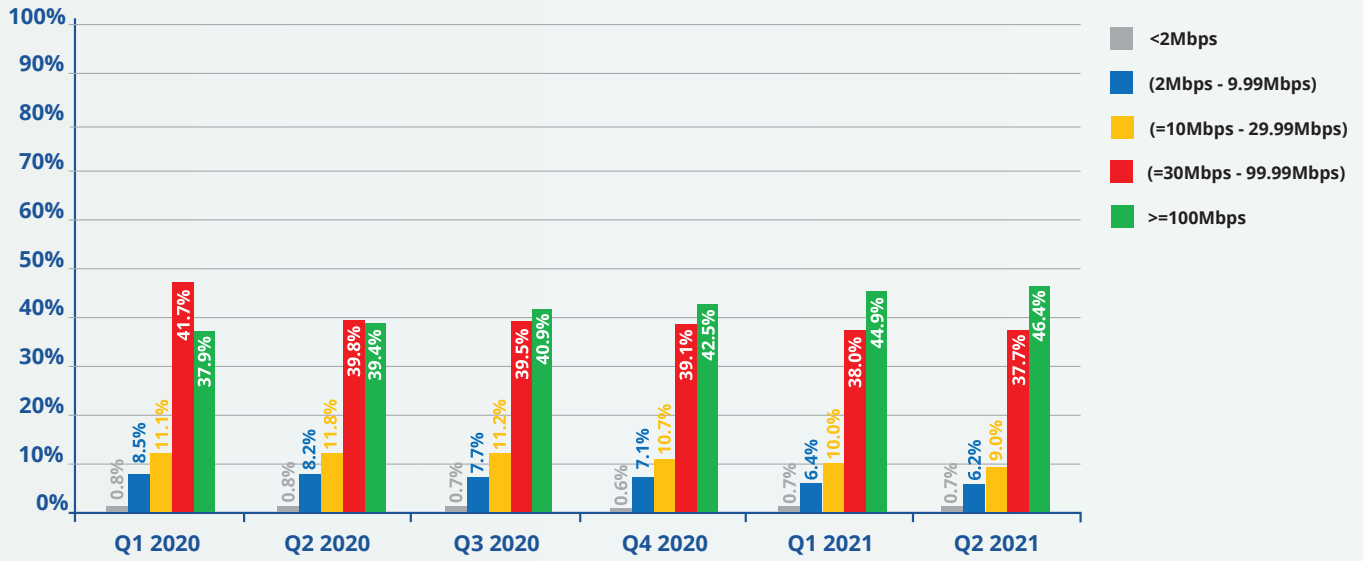


Figure 6: Fixed Broadband Subscription by Sold Speed.

Broadband Penetration

Figure 7 illustrates Ireland’s position compared to the EU28 average in terms of fixed and mobile broadband household penetration. Ireland (92%) was above the EU28 average (89%) for household broadband (fixed and mobile) penetration in 2020.

Household Broadband Penetration Rates, EU-28 & Ireland

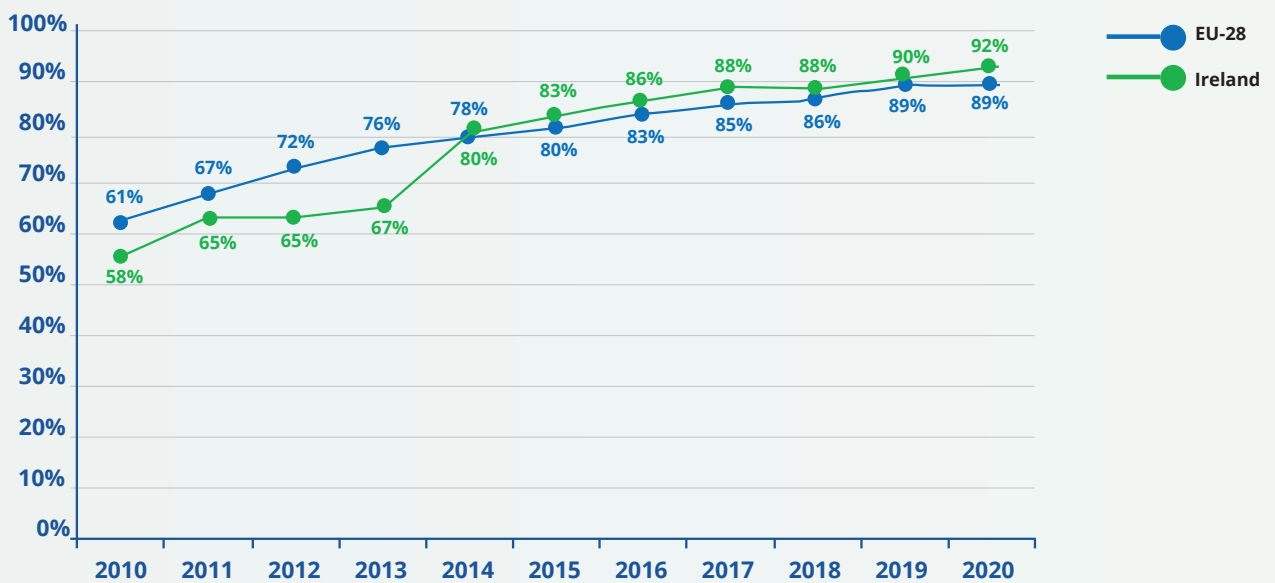


Figure 7: Household Broadband Penetration Rate.

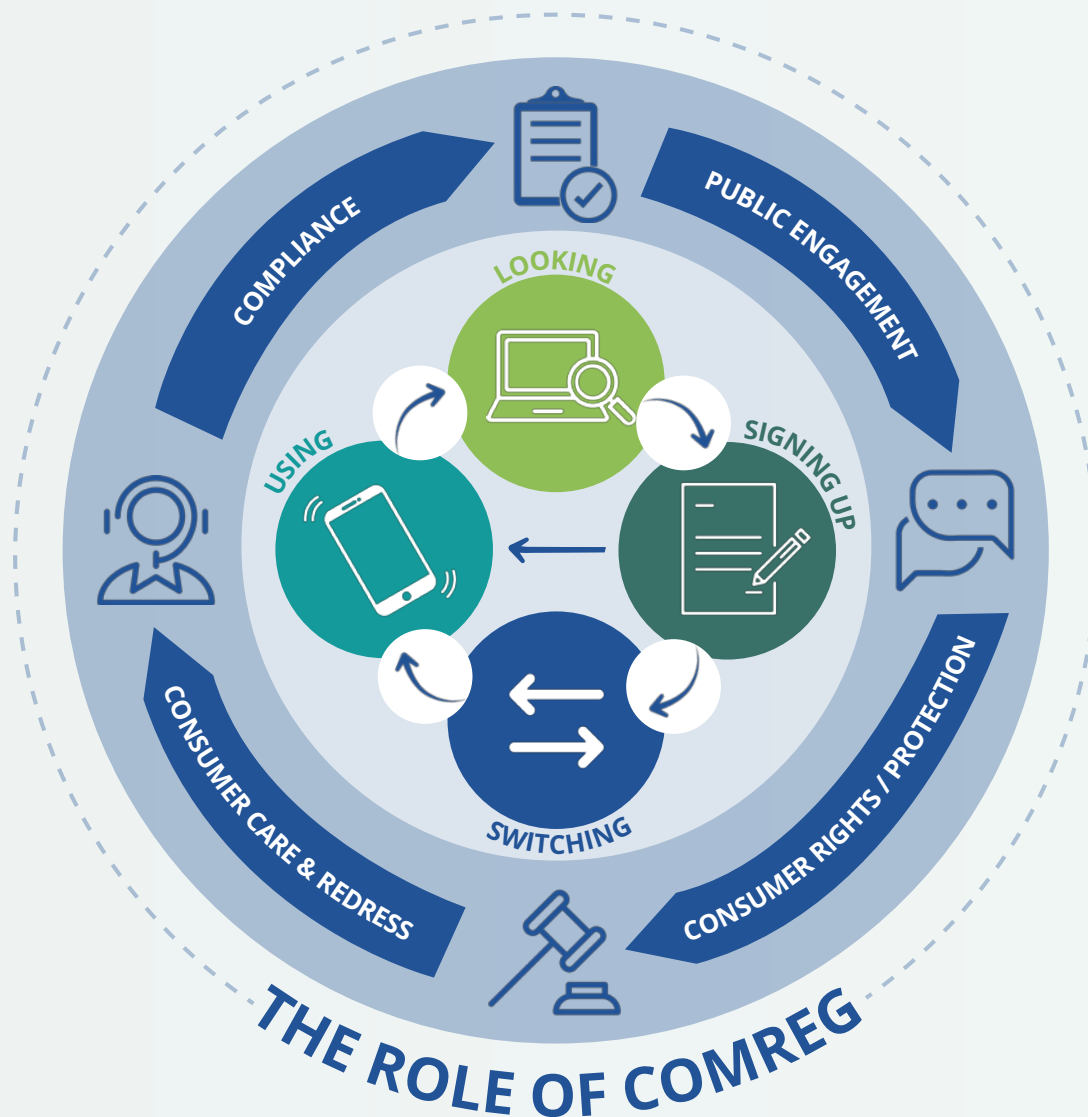
Source: Eurostat, Information Society Indicators, CSO.

SECTION 4: CONSUMERS

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

During the period, ComReg carried out several actions to deliver its associated consumer goals throughout the stages of the consumer journey: Looking, Signing-Up and Switching and Using. ComReg's actions as illustrated below were in the areas of Public Engagement, Consumer Care and Redress, Consumer Rights/Protection and Compliance.

Consumers can choose and use with confidence



Public Engagement

ComReg seeks to empower consumers by ensuring the availability of appropriate and transparent information and tools while also offering an effective complaint handling process. ComReg seeks to understand evolving consumer needs by liaising with various stakeholders using a variety of channels such as through our Consumer Care Team; via our Communication and Engagement programme (including online presence and analysis of trends); via the ComReg Consumer Advisory Panel; the Equivalence of Access & Choice Forum, and by carrying out relevant surveys and by gaining inputs from consumer organisations who we liaise with.

Information on Consumer Rights

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 about choosing and using communications services. During the period the consumer section of the website was consolidated and enhanced including the presentation of consumer news items and consumer publications and the presentation of consumer information and rights through a topic based approach.¹ We published regular consumer news items² covering a range of topics including scam calls, customer service issues, compliance actions, complaint handling and surveys. We also published periodic consumer news summaries³ and information for consumers on Brexit.⁴

Consumer Tools - Mobile Coverage Map, ComReg Compare and Service Checker

ComReg provides an outdoor mobile phone coverage map, at www.comreg.ie/coveragemap, which allows consumers to check ComReg's calculation of operator mobile phone coverage and signal levels at locations throughout the country. The map allows mobile phone users to see the level of mobile coverage where they work or live and helps consumers when making choices between operators based on predicted coverage availability in their area or chosen location. It has been generated using data provided by the main mobile network operators and includes data for the mobile virtual network operators (service providers whose services are hosted by the main mobile network operators). The map data was updated in Q3 2020, Q1 2021 and Q2 2021. The map is set out in a colour-coded format – dark brown shows very good coverage through to beige which shows fringe coverage. The map shows signal strength ranging from very good, good, fair, fringe and no coverage for 2G (Voice), 3G (Data and Voice) and 4G (Data and Voice). An application (App) is also available for mobile phone users.

In addition to the outdoor coverage map, ComReg also 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 updated its value comparison tool, ComReg Compare, at www.comreg.ie/compare, with new functionality. On this calculator, 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. In light of the ongoing COVID-19 pandemic, there continues to be

1. <https://www.comreg.ie/advice-information/>

2. <https://www.comreg.ie/category/consumer-news/>

3. <https://www.comreg.ie/comreg-consumer-news-q2-2021/>
<https://www.comreg.ie/comreg-consumer-news-q2-2020/>

4. <https://www.comreg.ie/advice-information/brexit/>

a demand for unlimited data offers, making it even more important that information on data included in packages is transparent. During the period the tool was updated so that truly unlimited mobile data plans could be identified, as well as fixed plans, by consumers.

To assist consumers who have questions about Premium Rate Services (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/> where 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 are presented with details of the customer service helpline number and email.


Information - Consumer Engagement Programme

ComReg continued its consumer communication and engagement during the period with 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 and functionality, outreach and digital and traditional marketing campaigns to inform consumers.⁵

ComReg introduced its consumer brand, 'ComReg Connects', to help ensure consumers and the public to identify ComReg as a brand at the forefront of consumer protection, capturing the essence of who ComReg is and what it stands for. ComReg engaged with a range of stakeholders on consumer issues including a Departmental Consultative Committee and the National Broadband Officers (of the Government's Mobile and Broadband Task Force), Age Friendly Ireland, Consumer Advisory Forum and Equivalence of Access and Choice Forum.⁶

5. <https://www.comreg.ie/engagement/>

6. <https://www.comreg.ie/engagement/panels-forums/>



ComReg Connects

Trusted Advice and Support

Tips for dealing with issues relating to your Home Phone, Mobile Phone and Broadband Providers

There may come a time when you experience issues with your communications service such as a problem with your bill or difficulty switching to a new provider. We have put together some tips to help you when dealing with such problems so that you know your rights and can seek redress if things go wrong.

How should a service provider deal with my complaint?

You can find your service provider's Code of Practice for complaints handling on their website or by calling their helpline. Their code contains all the details you need, including:

- How to contact your service provider.
- How long it will take them to acknowledge and respond/ resolve your complaint.
- What the procedures are for resolving your complaint.

What should I do when making a complaint to a service provider?

- Act promptly as there may be a time limit in which complaints must be made.
- Clearly outline the problem, providing full details of your complaint.
- Give the service provider a reasonable chance to resolve your complaint.
- Make a note of your complaint reference number, the time and date you made your complaint, along with any commitments made by your service provider.

What should I do if I am dissatisfied with the outcome?

Ask how your complaint can be 'progressed' by your service provider in line with their Code of Practice. Generally, this means that your complaint is passed to your service provider's 'second-line support team', who can help with more complicated complaints.

If you still feel dissatisfied with the outcome, our Consumer Care Team may be able to help you.

How can ComReg Connects' Consumer Care Team help?

If you have followed your service provider's complaint procedures and your complaint remains unresolved, we may be able to review the issue, and:

- Inform you of your service provider's obligations.
- Escalate your complaint on your behalf to your service provider.
- Provide you with a realistic idea of the likely outcome.


Contact our Consumer Care Team today

Phone: 01 8049668
(8am to 8 pm Mon to Fri, and 9am to 1pm Sat)

Email: consumerline@comreg.ie

Post: ComReg Connects Consumer Care, ComReg, 1 Dockland Central, Guild Street, Dublin 1 D01 E4X0

Visit www.comreg.ie/consumer



Commission for
Communications Regulation
An Comisiún um
Rialáil Cumarsáide

Figure 8: Example of ComReg Connects advertisements included in relevant publications providing consumers with information.

Consumer Care and Redress

Complaint Handling

ComReg continues to provide a quality complaint handling service to consumers. During the year, ComReg’s Consumer Line Team received approximately 79,000 contacts from consumers. Consumers can contact ComReg’s Consumer Line Team through the following channels – telephone, email, online complaints form, letter, web chat, SMS and Irish Sign Language.⁷

91% of all calls to ComReg’s Consumer Care Team were answered within 20 seconds and 96% of written contacts were answered within 24 hours.

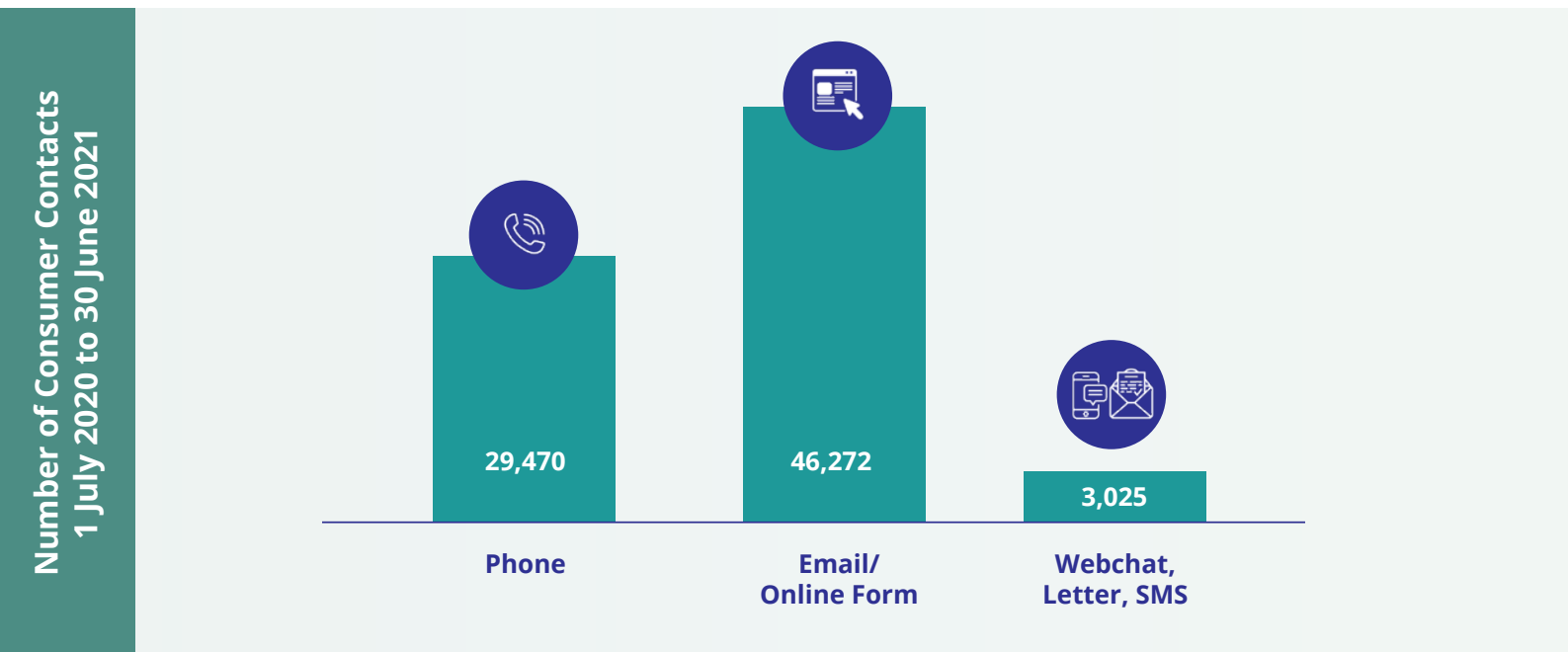


Figure 9: Number of consumer contacts by communication channel.

ComReg continues to publish quarterly statistics of issues raised by consumers who contacted our Consumer Line Team. During the period July 2020 to June 2021 there were approximately 29,000 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.⁸

Approximately 76% of the total issues raised were in relation to electronic communications, with approximately a further 11% relating to premium rate services and the balance were mainly issues which fell outside of ComReg’s remit or were unknown.

Of all issues raised with ComReg during the period, 24% were complaints which were escalated on behalf of the consumers to the relevant Service Providers for both ECS and PRS services.

7. <https://www.comreg.ie/advice-information/consumer-care/contact-our-consumer-care-team/>

8. <https://www.comreg.ie/advice-information/consumer-care/consumer-statistics/>

The majority of ECS issues raised in ComReg's remit were in relation to billing, service issues, contractual matters, and switching/number portability. The majority of PRS issues raised relate to situations where consumers deny that they have engaged with the PRS or where the consumer disputes the PRS charge in question.

ComReg has evolved its quarterly statistics publications throughout the period and the quarterly report now contains details on complaints received by classification type and details of our consumer telephone and email customer satisfaction survey.

Dispute Resolution

As well as ComReg's complaint handling service (ComReg Consumer Line), ComReg has introduced Formal Dispute Resolution Procedures for mobile phone, home phone and broadband complaints that have been unresolved for 40 working days or more after lodging a complaint with the service provider.

Consumer Protection Measures

There are already several consumer protections in place including, measures for consumers with disabilities, measures in relation to pricing of non-geographic numbers, measures for expenditure and cost control, itemised billing and billing mediums and selective call barring.

ComReg's goal is that consumer rights and protections, including those for vulnerable consumers and consumers with disabilities, are adequate to mitigate consumer harms.

Related to the above goal, over the period, ComReg monitored and considered whether it was appropriate to implement, enhance or evolve measures to mitigate against ECS and PRS consumer harms.

Bill Shock

Consumers may incur unexpectedly high charges from their usage of electronic communications services such that bills may not match expectations, known as bill shock.⁹ Under the current legal framework, ComReg has imposed requirements on relevant providers to help consumers control their expenditure and to mitigate consumers propensity to incur bill shock, by means of bill transparency measures¹⁰ and other cost control facilities. During the period, ComReg considered ways in which bill shock for consumers might be avoided through cost control facilities and sought input from industry in its document, Bill Shock Review – Control of Expenditure - Call for Inputs. In the Call for Inputs,¹¹ ComReg set out its concerns in respect of any lack of transparency in contractual terms and conditions for domestic tariff plans which may result in confusion on the part of the consumer and instances of significant bill shock. Following on from the Call for Inputs, ComReg engaged with Telecommunications Industry Ireland (TII) on voluntary commitments by service providers on principles and initiatives to help avoid a risk of bill shock.

ComReg observed that some providers offering "unlimited" tariff plans apply a limit to the usage included in such plans, which is often referred to as an "acceptable" or "fair" usage limit or policy (FUP / AUP). The usage limits often vary by provider and/or by individual tariff plans of a provider and once the FUP / AUP is exceeded, the end user may be impacted by inter alia additional surcharges or a suspension or loss of service. ComReg monitored consumers purchasing and use experience with a view to mitigate a risk of bill

9. Bill shock refers to the negative reaction a consumer can experience if their typical bill has unexpected charges Bill shock refers to the negative reaction a consumer can experience if their typical bill has unexpected charges.

10. ComReg Decision D08/13. This decision defined the ways in which all providers authorised to provide electronic communications networks and services must issue bills to consumers. The measures standardised the rules relating to billing applicable to providers to ensure they were consistent and transparent across the industry.

11. See ComReg "Bill Shock – Control of Expenditure - Call for Inputs" document 19/83, 13 September 2019.

shock from consumers being sold tariff plans that are advertised as unlimited which are in fact limited, while at the same time allowing service providers to implement allowed traffic management measures. In addition, ComReg provided input to the Advertising Standards Authority for Ireland (ASAI) ongoing review of the term “unlimited” in telecommunications advertising.

ComReg’s focus on this area is now on the requirements of the European Electronic Communications Code (EECC).¹² ComReg has set out its initial policy considerations and views on bill shock and on the use of “unlimited” in respect of certain end-user rights based on the Code in ComReg’s Regulatory Guidance.¹³ ComReg will monitor implementation of the requirements of the EECC as regards ensuring consumers can manage their use of, and spend on, electronic communications services and, pursuant to the EECC. ComReg will consider the appropriateness of any consumption limits, to be set by ComReg, to help ensure that consumers are protected and objectives of the EECC are met.

Roaming Regulation

Roaming Regulations¹⁴ and Intra EU Calls Regulation¹⁵ are important tools enabling ComReg to protect consumers and to help avoid a risk of bill shock. In accordance with its statutory function, ComReg continued its work in monitoring the implementation of the Roaming Regulation by Irish mobile companies.¹⁶

The specific EU rules on mobile roaming that protect consumers consist of tariffs when they are travelling in other EU countries and transparency measures. Since June 2017, Customers are charged the domestic retail price for using their mobile phone (for calls, texts and data) when travelling – this is referred to as Roam Like At Home (RLAH). 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 cost. 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. For data usage, consumers who are roaming (applies in the rest of world and not only within EU) 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.

12. On 17 December 2018, the European Parliament adopted a new directive to replace the 2002 Common Regulatory Framework, Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code.

13. See Section 3.2.1 and 3.3.1 of the ComReg Guidance, Regulatory Guidance on Title III: End-User Rights of the European Electronic Communications Code | Commission for Communications Regulation (comreg.ie).

14. 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 Text with EEA relevance.

15. Regulation (EU) 2015/2120 as amended by Regulation (EU) 2018/1971 which Regulation is implemented by the European Union (Retail Charges for Regulated Intra-EU Communications) Regulations 2020, S.I. No. 668 of 2020.

16. References to implementation reports.

In 2020 and 2021, ComReg inputted to the Body of the European Regulators of Electronic Communications (BEREC) Opinion on amending the roaming regulation proposed by the European Commission in which BEREC proposed some additional measures that were not incorporated in the proposed Regulation.¹⁷ Those are, among others, additional transparency measures for roaming in satellite networks, opt-out option for the cut-off limit and additional measures for mobile virtual network operators. ComReg also continues to work with its colleagues at BEREC in relation to its data collection on international roaming for the purposes of reporting on the evolution of pricing and consumption patterns in the Member States both for domestic and roaming services and the compilation of the 2021 Transparency and Comparability Report.

In addition, from 15 May 2019, the cost to Irish consumers for making calls or sending SMS text messages from Ireland to a fixed or mobile number in another EU Member State is capped.¹⁸ EU and Irish consumers will be charged no more than €0.19 (+VAT) per minute for calls made (including any connection charge) and €0.06 (+VAT) for each SMS sent from Ireland to any fixed or mobile number in an EU Member State, which should improve the consumer experience. In the period, ComReg worked with BEREC for the purposes of monitoring the market and price developments for regulated intra-EU communications and reporting to the EU Commission.

ComReg actively monitored the implications of Brexit on the electronic communications sector and has issued consumer guidance and information.¹⁹

Open internet rules

Under the EU open internet rules, in Regulation (EU) 2015/2120,²⁰ consumers are entitled to distribute and have access to information and content, to use and provide applications and services, and use terminal equipment of their choice, regardless of the location of the end user or provider or the location of the information, content, application or service.

The Regulation protects consumer rights and promotes an open and innovative internet. ComReg continued to monitor the openness of the internet with the evolution of services and technologies, including as regards developments in respect of the existence of zero-rated services.

ComReg worked with its colleagues at BEREC in relation to its program on open internet in this period including the public consultation on update of the BEREC Guidelines²¹ (now called the [Guidelines on the implementation of the Open Internet Regulation](#)) and on the Implementation of the Open Internet Regulation.

ComReg published its annual report on the implementation of EU Open Internet Access Regulations in Ireland.²²

17. BEREC input on EC request for the preparation of the legislative proposal for the new roaming regulations (europa.eu)

18. This is in accordance with Regulation (EU) 2018/1971.

19. ComReg web site on Brexit - <https://www.comreg.ie/consumer-information/brexit/> ; Consumer Information page on ComReg website contains most recent updates for consumers – news and advice and tips on how to avoid inadvertent roaming <https://www.comreg.ie/consumer-information/roaming/> as well as updates for consumers on intra EU calls and SMS on ComReg website <https://www.comreg.ie/price-cap-for-calls-sms-text-messages-between-eu-states-intra-eu-communications/>

20. Transposed into Irish law by the European Union (Open Internet Access) Regulations 2019 (S.I No 343 of 2019) (the “Open Internet Access Regulations 2019”) – which implements certain aspects of the Open Internet Access Regulation EU/2015/2120 relating to ComReg’s powers and penalties

21. See https://berec.europa.eu/eng/document_register/subject_matter/berec/regulatory_best_practices/guidelines/9277-berec-guidelines-on-the-implementation-of-the-open-internet-regulation

22. ComReg Document 21/69 [comreg.ie/publications](https://www.comreg.ie/publications)

Protection of Vulnerable Users

ComReg held a number of meetings of its Disability Workshop on Electronic Communications for People with Disabilities in 2020 and 2021 to explore specific accessibility topics and issues, for example, on end users experience with access to and use of the Irish Text Relay Service (ITRS)²³ and accessible information on the official website documenting the ITRS.²⁴ ITRS translates text into voice and voice into text to facilitate Deaf and Hard of Hearing people and those with speaking difficulties in making and receiving calls, including using mobile devices, in Ireland. Calls are relayed through ITRS agents who perform this translation. The ITRS service is operated by eir serving the customers of Three, eir, Sky, Tesco Mobile, Virgin Media, and Vodafone and is funded by each of these operators. ComReg facilitated a discussion on possible obstacles to usability of ITRS facilities and accessible services and information and ways to increase ITRS benefits.

During the period ComReg attended several Departmental Consultative Committee meetings held by the Department of the Environment, Climate and Communications (DECC) on matters relating to accessibility of products and services for consumers with disabilities.

An ongoing ComReg Communications and Engagement programme is underway to inform the public about ITRS and its benefits, including the publication of ITRS information during Covid-19 restrictions. ComReg published a consumer news item²⁵ on ComReg.ie and engages on a regular basis with stakeholders, such as, Age Friendly Ireland on the experiences of older people with access and use of electronic communications service since the introduction of Covid-19 measures in 2020.

There are already a number of consumer protections in place for end-users with disabilities. ComReg is undertaking a review of existing obligations on Service Providers, including the Irish Text Relay Service, to ensure that the measures put in place for end-users with disabilities reflect market evolutions and continue to meet consumer needs. ComReg may consult on any issues identified to be addressed as part of its wider review and considering the EECC provisions relating to accessible information, notably, on the Contract Summary, on the quality of their services, and on measures taken to ensure equivalence in access for end-users with disabilities. ComReg will ensure those end-user access needs are met and support the equivalence of access provisions for end-users with disabilities envisaged by Article 111 of the EECC.

Premium Rate Services

During this period, ComReg continued to monitor developments in Premium Rate Services (PRS) markets, including new direct carrier billing (DCB) services, to ensure that consumers are not subscribed as a result of their first engagement with the PRS and that they are presented with the appropriate information about the subscription service, including on pricing, prior to confirming their subscription and throughout their use of PRS, as required by ComReg's PRS Code of Practice.²⁶ ComReg has already introduced a measure to allow consumers to block mobile PRS if they do not wish to avail of them. ComReg may review if further protections related to third party billing are appropriate, pursuant to the requirements of the EECC.

In addition, ComReg worked with colleagues at BEREC on an assessment of the status quo and benchmark of the current practices concerning third party billing and how the European Commission's provisions are being implemented in Member States.

23. ComReg Document 14/143 Decision D09/15, [comreg.ie/publications](https://www.comreg.ie/publications)

24. www.itrs.ie

25. www.comreg.ie/irish-text-relay-service-itrs

26. ComReg Decision D03/18. The objective of this decision was to allow consumers prevent access to premium rate SMS or MMS and to reduce the possibility of bill shock.

Regulatory Guidance on the Code

ComReg has had a number of meetings with Irish Business and Employers Confederation (IBEC)/ Telecommunications Industry Ireland (TII) including a subset of Telecoms Service Providers during February, March, April and May 2020, at the request of TII regarding the implementation of end-user aspects of the New European Electronic Communications Code ('EECC').²⁷ The Code is considered as a central piece of legislation to achieve Europe's Gigabit society and ensure full participation of all EU citizens in the digital economy and society.

The EECC introduces new end-user rights including related to the right to receive certain minimum pre-contractual information and the new Contract Summary²⁸ prior to entering into contracts, internet access switching and bundled offers.

On 4 December 2020, DECC published draft regulations in respect of the end-user rights provisions of the Code.

ComReg first published Regulatory Guidance in respect of certain end-user rights on the basis of the EECC on 10 November 2020 and the first update was published on 23 December 2020.²⁹ That Guidance was intended to give providers of electronic communications services ("ECS") to the Irish market an overview of the key retail aspects and end-user rights that will be applicable under the Code. Its purpose was to provide operators with ComReg's views on the impact and application of the end-user rights provisions in Articles 102 to 107.

In addition, in the case of switching between Internet Access Services (IAS) providers Article 106 of the Code, at the request of TII, on 21 January 2021, ComReg convened and hosted the first industry wide meeting. This was intended to facilitate the coming together of the wider industry of IAS providers with a view to a dialogue as regards internet access switching under the Code. At the initial industry meeting, an industry working group was agreed with a view to identifying, discussing, and resolving potential inter-operator issues on IAS switching processes. ComReg will continue to engage with stakeholders on IAS switching, and will continue to evolve its guidance in relation to implementation of end-user rights provisions, as appropriate.

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. In January 2021, ComReg determined, following the review of the costs incurred by the ECAS provider to set the maximum CHF of €2.83 per call from 12 February 2021. In the previous year, from 12 February 2020 to 11 February 2021, the maximum CHF had been determined by ComReg to be €1.77. Prior to that from 1 March 2019 the applicable CHF was €3.93 as per a new contract for the supply of the ECAS agreed between the Minister for the Environment, Climate and Communications and the service provider on 12 February 2018.

27. On 17 December 2018, the European Parliament adopted the European Electronic Communications Code –Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the "European Electronic Communications Code (Recast) Text with EEA relevance.

28. (EU) 2019/2243. The European Commission has issued specific and binding requirements as regards the Contract Summary in the Commission Implementing Regulation Establishing a Template for the Contract Summary.

29. ComReg Document 20/111R [comreg.ie/publications](https://www.comreg.ie/publications)

The consumer is not charged for calls to 999 or 112 as this cost is borne by the presenting telecommunications network.

During the period, ComReg also published two information notices regarding the volumes of calls to the ECAS.

Universal Service for Electronic Communications

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

Payphones

Following public consultation³⁰, in December 2020 ComReg published its decision on the universal service for public payphones. ComReg decided³¹ that there is no longer a need for the imposition of a universal service public payphone obligation. Consumer needs are being met in other ways, including by payphones provided commercially. ComReg will continue to monitor the provision of public payphones ensuring that they remain affordable, and satisfy the reasonable needs of consumers, and will intervene, if necessary, to ensure this.

Access at a Fixed Location

In July 2016, following a series of public consultations, 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 (AFL) for five years until 30 June 2021 (D05/16).³² D05/16 deferred a final decision on Quality of Service (QoS) pending further consideration.

In May 2021 ComReg issued two consultations³³ in respect of Access at a Fixed Location. The first extant consultation set out ComReg's preliminary views on the future of AFL. The second consultation set out ComReg's preliminary view on an interim AFL USO designation to maintain the current designation on eir, until the 30 October 2021 or until the date that ComReg has made a final decision on the future need for a designation of a USP for AFL USO, having considered the responses to the AFL USO extant Consultation, whichever is the earlier.

On the 30 June 2021 ComReg issued an interim designation decision designating³⁴ eir, until the 30 October 2021 or until the date that ComReg has made a final decision on the future need for a designation of a USP for AFL USO.

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 (D03/17³⁵) 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%)).

30. <https://www.comreg.ie/have-your-say-on-the-provision-of-public-payphones/>

31. ComReg Document No.20/127 D12/20 www.comreg.ie/publication
<https://www.comreg.ie/comreg-publishes-its-decision-on-the-provision-of-public-payphones/>

32. ComReg Document 16/65 D05/16 www.comreg.ie/publications

33. ComReg Document 21/51 and 21/66 www.comreg.ie/publications

34. ComReg Document 21/71D05/21 www.comreg.ie/publications

35. ComReg Document 17/10 D03/17 www.comreg.ie/publications

In May 2020, ComReg reviewed the QoS targets including “service availability” targets and re-imposed the existing annual and sub-national targets until 31 June 2021.

ComReg considers that QoS is an important aspect of AFL. Accordingly, ComReg is of the view it is important that the QoS performance is maintained and ComReg is continuing to monitor performance and will continue to publish QoS trends. eir has confirmed that that it intends to continue to ensure QoS performance as before, and that it will continue to report on its QoS performance in the same manner as heretofore. ComReg will monitor QoS performance on an ongoing basis and may intervene, where there are:

- changes in market conditions; and/or
- changes in technological developments; and/or
- events that negatively impact on quality of service on eir’s copper network, where ComReg deems it appropriate to do so.

Universal Service Quality of Service Compliance

Quarterly Information Notices were published by ComReg showing eir's USO performance for each quarterly period of 2018 – 2020 and the annual performance for 2020. ComReg also published an Information Notice showing eir's USO performance for the second quarterly period of 2021.

Cost of the USO - USO Funding Applications 2010-2015

In 2011, ComReg issued a Decision³⁶ (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 2017.³⁷

On 18 April 2019, following the assessments of the applications received from eir, ComReg published these Decisions:

D05/19 "Assessment of eir's 2010-2011 Universal Service Fund Application Assessment of the net cost and unfair burden for the period 2010-2011"

D06/19 "Assessment of eir's 2011-2012 Universal Service Fund Application Assessment of the net cost and unfair burden for the period 2011-2012"

D07/19 "Assessment of eir's 2012-2013 Universal Service Fund Application Assessment of the net cost and unfair burden for the period 2012-2013"

D08/19 "Assessment of eir's 2013-2014 Universal Service Fund Application Assessment of the net cost and unfair burden for the period 2013-2014"

D09/19 "Assessment of eir's 2014-2015 Universal Service Fund Application Assessment of the net cost and unfair burden for the period 2014-2015"

ComReg Decision D05/19 determined that for the year 2010-2011 there was a positive net cost of €7.5m in respect of eir's provision of the Universal Service Obligation and that this positive net cost does not represent an unfair burden on eir.

ComReg Decision D06/19 determined that for the year 2011-2012 there was a positive net cost of €6.7m in respect of eir's provision of the Universal Service Obligation and that this positive net cost does not represent an unfair burden on eir.

36. ComReg Document 12/57 D04/11 www.comreg.ie/publications

37. ComReg Document 16/68 www.comreg.ie/publications

ComReg Decision D07/19 determined that for the year 2012-2013 there was a positive net cost of €7.7m in respect of eir's provision of the Universal Service Obligation and that this positive net cost does not represent an unfair burden on eir.

ComReg Decision D08/19 determined that for the year 2013-2014 there was a positive net cost of €9.5m in respect of eir's provision of the Universal Service Obligation and that this positive net cost does not represent an unfair burden on eir.

ComReg Decision D09/19 determined that for the year 2014-2015 there was a positive net cost of €11.5m in respect of eir's provision of the Universal Service Obligation and that this positive net cost does not represent an unfair burden on eir.

On 15 May 2019, eir appealed to the High Court against ComReg Decisions D05/19; D06/19; D07/19; D08/19; and D09/19.

The proceedings were due to be conducted in May 2020 however due to Covid-19 the case was delayed until October 2020. ComReg will fully defend the proceedings brought by eir.

Following a hearing in the Commercial Division of the High Court on 6 November 2020, the parties were notified on 19 February 2021 of the decision of the Court to refer a question concerning the unfair burden assessment to the Court of Justice of the European Union (the "CJEU") for a preliminary ruling pursuant to Article 267 of the Treaty on the Functioning of the European Union, and that a judgment would issue in relation to this in due course. A judgment was delivered by the Court on 5 May 2021 setting out the question the Court will refer to the CJEU and the reasons for the referral. This judgment has been published by the Courts Service. ComReg will engage fully in the process before the CJEU.

eir's Funding Applications

ComReg commenced a process of consultation (in March 2021) on the assessment of eir's application for funding for the year 2015-2016. ComReg will issue a decision in due course.

eir has informed ComReg that it reserves its right to make applications for USO funding for the financial periods 2016-2017, 2017-2018, 2018-2019 and 2019-2020, and for any further funding applications that become due before eir's appeal of ComReg's decisions in respect of the 2010-2011 to 2014-2015 funding applications (High Court Record 2019/167 MCA) (the "Appeal") is determined.

ComReg has outlined to eir that the timely submission of funding applications is required, amongst other things, to inform stakeholders of the fact and amount of any funding application at the appropriate time, with the aim of providing certainty to stakeholders about the potential scale of industry contribution if the net cost in a funding application was found to be an unfair burden.

ComReg has outlined to eir that it does not accept that eir is entitled to unilaterally reserve to itself the decision as to when to submit applications for funding in circumstances where D04/11 is clear as to the timing of USO funding applications. eir has not outlined to ComReg any basis on which it cannot submit its funding applications pending the outcome of the Appeal. D04/11 and the requirements outlined therein remain in place and must be complied with and applied.

Decision 33 of D04/11 provides that ComReg can grant an extension to a deadline for the submission of an application where there are exceptional reasons for doing so. eir has not formally applied to have the deadline for the submission of its funding applications for the years 2016-2017 to 2019-2020 extended. ComReg has informed eir that if eir makes any such applications, ComReg will consider any such requests and make a decision in respect of same.

Compliance and Enforcement

ComReg recognises it is important to ensure that a culture of compliance is engendered so that consumer rights are upheld by their service provider. Effective compliance and enforcement are 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 Regulations³⁸ and associated ComReg Decisions, The Roaming Regulations³⁹, The Unfair Contract Terms Regulations⁴⁰ and the Consumer Information and Cancellation Regulations.⁴¹ ComReg has a co-operation agreement with the Competition and Consumer Protection Commission (CCPC).

With respect to the revised Roaming Regulations, ComReg actively monitors how service providers are implementing the 'Roam Like At Home' regime.

ComReg also enforces the Open Internet Regulations.⁴²

Consumer Compliance Cases & Findings

In December 2020, ComReg reported that it had concluded an investigation into Virgin Media Ireland Limited's ("Virgin Media") practice of charging customers for a service beyond the cancellation of their contract for what are termed "Post Cancellation Charges". Virgin Media issued a bill as normal during the final 30 day period, which may have included monthly recurring charges that extended beyond the cancellation date which Virgin Media then collected as part of that bill. Rather than proactively refunding customers these Post Cancellation Charges, Virgin Media kept them as credits on inactive accounts and would only issue a refund if a customer requested a refund. As part of the investigation, ComReg established that in excess of 140,000 customers had paid Post Cancellation Charges from 1 September 2014 onwards and that Virgin Media held credits in excess of €3 million attributable to Post Cancellation Charges which were due and owing to more than 107,000 customers who had not been refunded. ComReg concluded that Virgin Media was overcharging customers contrary to Sections 45(1)(a)(ii) and 45(1)(b) of the Communications Regulation Act 2002 (as amended) (the "2002 Act"). ComReg informed Virgin Media of the outcome of its investigation and of its intention to seek a restraining order and other orders pursuant to Section 46 of the 2002 Act, and following Virgin Media's co-operation in the resolution of the issues arising in respect of Post Cancellation Charges, Virgin Media committed to cease the practice of imposing Post Cancellation Charges by 1 January

-
38. European Communities (Electronic Communications Networks and Services) Universal Service and User Rights' Regulations 2011
 39. 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.
 40. 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.
 41. 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
 42. Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25 November 2015

2021 and to refund all affected customers by 31 March 2021. Over €3 million was refunded. Virgin Media also committed that in the future it would not allow credit to remain on closed or inactive accounts.

Also, in December 2020, ComReg reported that Kilkenny District Court heard 2 cases taken by ComReg against Zamano Solutions Limited (“Zamano”) in relation to 2 counts of charging customers for premium rate services in circumstances where they were not requested by the customer contrary to Section 13(1) of the Communications Regulation (Premium Rate Services and Electronic Communications Infrastructure) Act 2010 (“the Act”). Zamano pleaded guilty to the 2 counts brought against it. Judge Geraldine Carthy imposed criminal convictions for each count and ordered Zamano to pay a total of €5,000 in fines. Zamano stated that it had discontinued its AppMob premium rate service from August 2020. Costs were awarded to ComReg.

On 10 February 2021, ComReg notified Three Ireland Services (Hutchison) Limited (“Three Services”) of a Finding of Non-Compliance with respect to its obligations under Regulation 13(6) of the European Communities (Electronic Communications Networks and Services) (Privacy and Electronic Communications) Regulations 2011 (“the Privacy Regulations”). ComReg found that Three Services had contacted 180 individuals in circumstances where those individuals were either recorded on the National Directory Database (“NDD”) as not consenting to such communications or had not otherwise consented to receiving such communications on their mobile phone, prior to any communication taking place contrary to Regulation 13(6) of the Privacy Regulations. Three Services was given an opportunity to state its views by 9 March 2020 and following ComReg’s assessment of Three Services representations, ComReg formed an Opinion that Three Services was non-compliant with its obligations under Regulation 13(6) of the Privacy Regulations. However, having taken account of Three Services response and the remedial actions it had implemented to come into compliance with Regulation 13(6) of the Privacy Regulations, ComReg decided to take no further action in respect of the matter.

Also, in February 2021, ComReg formed the Opinion that Imagine Communications Ireland Limited (“Imagine”) was non-compliant with Article 4(1)(d) of the Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25 November 2015 (“the EU Open Internet Access Regulation”) during the period 9 July 2019 to on or about 1 June 2020. This followed on from a notification to Imagine on 18 December 2019 of a finding of non-compliance with respect to obligations under the EU Open Internet Access Regulation. Imagine responded on 30 January 2020 and committed to complying with the requirements. Having taken account of Imagine’s response and its remedial actions to ensure that the required information is now published, ComReg intends to take no further action in respect of this matter.

On 15 March 2021, ComReg notified Three Ireland (Hutchison) Limited and Three Ireland Services (Hutchison) Limited (collectively referred to as “Three”) of its findings of non-compliance with its obligations under the Premium Rate Services Code of Practice (“the PRS Code of Practice”) and PRS licences. The notification of findings of non-compliance were in relation to the provisions of Sections 3.2 and 3.18 of the PRS Code of Practice and was made pursuant to Section 9(1) of the Communications Regulation (Premium Rate Services and Electronic Communications Infrastructure) Act, 2010. Three refunded €824,765 to 26,000 customers who were charged for a PRS that was not supplied to them.

On 29 March 2021, ComReg notified Virgin Media Ireland Limited (“Virgin”) of a finding of non-compliance with Virgin’s obligations under Regulation 25(6)(b) of the European Communities (Electronic Communications Networks and Services) (Universal Service and User’s Rights) Regulations 2011 (“the Universal Service Regulations”). This notified Virgin of a finding that it had failed to ensure that its conditions and procedures for contract termination did not act as a disincentive to a consumer to changing service provider.

The conditions and procedures for contract termination that acted as a disincentive to a consumer changing service provider were: (i) the requirement to provide 30 days notice when changing service provider (outside of fixed term contract); (ii) the lack of information regarding cancellation in writing and the requirement in almost all instances to speak to a Virgin agent on the phone prior to the cancellation being actioned by Virgin; and (iii) the requirement to engage in save activity with Virgin. Virgin had until 4 May 2021 to state its views.

SECTION 5: 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;
- 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.

Universal Postal Service Provider designation

The Communications Regulation (Postal Services) Act 2011 ("2011 Act") designated An Post as the universal postal service provider (USP) until 2023, subject to a review by ComReg. Given the impact of Covid-19, ComReg decided to continue with An Post as the designated USP for the remaining period until 2023.⁴³

Postal service user 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. ComReg continued to resolve such disputes during the year.

Cross border parcel regulation

Under Regulation (EU) 2018/644 of the European Parliament and of the Council of 18 April 2018 on cross-border parcel delivery services, there is requirement by ComReg to assess whether An Post's (as designated USP) cross-border single piece parcel tariffs are unreasonably high and to submit that assessment to the European Commission. During the year, ComReg's assessment⁴⁴ found one tariff to be unreasonably high.

43. ComReg Document 20/131 www.comreg.ie/publications

44. ComReg Document 20/110 comreg.ie/publications

Research study on e-commerce parcel delivery in Ireland

ComReg commissioned and published research on e-commerce parcel delivery in Ireland.⁴⁵

Overall, the study found the following in relation to the current dynamics of the Irish parcel delivery sector:

- Sector concentration appears to be declining
- New operators have entered in recent years
- Price competition between operators appears to have intensified
- Operators appear to have a good understanding of the needs of e-commerce sellers, and sellers demonstrate a good understanding of consumers' needs
- Operators and e-commerce sellers have adapted well to the challenges posed by the COVID-19 pandemic.

45. ComReg Document 21/59 [comreg.ie/publications](https://www.comreg.ie/publications)

SECTION 6: RADIO SPECTRUM MANAGEMENT

Radio Spectrum Management

As part of its mandate, ComReg manages Ireland's radio frequency spectrum and the national numbering resource, in Ireland and in accordance with European Union and Irish law.

Radio spectrum, or spectrum, refers to a specific range of frequencies of electromagnetic energy that is used to communicate information. Applications important for society, such as radio and television broadcasting, civil aviation, satellites, defence, and emergency services, depend on specific allocations of radio frequency. It is a valuable national resource as it underpins much of the communications services in the State. Many services rely on wireless connectivity as part of the backbone linking mobile base stations, providing feeds to broadcast transmitters and telemetry links that allow the monitoring of remote equipment e.g., water levels and status of power transformers.

Recently the demand for spectrum has grown notably, driven by increasing quantities of data transmitted over the internet and rapidly increasing numbers of wireless devices, including smartphones and tablets, Wi-Fi networks and everyday objects connected to the internet.

Radio spectrum is also fundamental in the day-to-day operation of the emergency services and defence forces. It also is a vital input to many other services including important scientific applications, such as weather forecasting and monitoring the Earth's environment.

As it underpins much of the communications services in the State and as the radio spectrum is a finite national resource with competing uses and users, it needs careful management to ensure it is being used effectively and efficiently.

To assist ComReg's management of the radio spectrum, ComReg regularly sets out and updates its strategy. The current Radio Spectrum Management Strategy ⁴⁶ for the period 2019 to 2021, outlines ComReg's work plan and priorities for these two years in relation to ComReg's role as Ireland spectrum manager and complements ComReg's Electronic Communications Strategy Statement.⁴⁷

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

46. ComReg Document 18/118 [comreg.ie/publications](https://www.comreg.ie/publications)

47. ComReg Document 21/70 [comreg.ie/publications](https://www.comreg.ie/publications)

The 3.6 GHz band

Transition

Prior to the 2017 Spectrum Award, the 3.6 GHz Band was used to provide wireless broadband services (and phone services in some cases) to in excess of twenty-one thousand customers, predominantly in rural areas. In those areas the existing operators may have been the only available provider of broadband services to homes and schools.

To ensure continued services for those customers who were at risk of losing their service while winning bidders in the 3.6 GHz award prepared for the deployment of their services (including trials), ComReg developed a transition licensing framework which it consulted upon extensively. This was then implemented by way of the rules of the award, and to which all participants agreed to be bound. These rules are contained in the 3.6 GHz Band Spectrum Award Information Memorandum.⁴⁸

Essentially, this transition licensing framework allows existing operators to continue to provide services to their customers until such time that the new licensees are ready to roll-out commercial services. The principles underpinning this framework can be summarised as follows:

- Minimise the potential for disruption to existing consumer services;
- Introduce liberalised licences as soon as possible not unnecessarily delaying the delivery of future liberalised services;
- Maximise benefits to end users; and
- Ensure the efficient use of spectrum during the transition period.

Considerable progress has been made in the orderly transition of the 3.6 GHz Band with 542 of the 594 spectrum lots, or over 91%, now commenced for the new licensees. This progress has facilitated the new 3.6 GHz Band licensees⁴⁹ to roll out services in the 3.6 GHz Band across the country. In addition, four of the seven previous operators that were granted Transition Protected or Unprotected Licences have now transitioned from the 3.6 GHz band.

ComReg continues to engage with both new licensees and remaining operators to complete what remains of transition and, where required, to develop and implement appropriate transition plans where new licensees have sufficiently developed plans to roll-out new services. ComReg is pleased that the approach used in these circumstances provided for regulatory predictability as well as a smooth transition given the inherent complexities.

48. ComReg Document 16/71 [comreg.ie/publications](https://www.comreg.ie/publications)

49. www.comreg.ie/industry/radio-spectrum/spectrum-awards/3-6-ghz-band-transition/

Spectrum Leasing

In support of the provision of services to end users during the temporary situation presented by the Government measures to tackle COVID-19, and noting the measures taken to provide COVID-19 temporary spectrum licences to the mobile network operators (MNOs), ComReg encouraged the MNOs to consider taking other supporting actions including the leasing of spectrum to other operators.

Following consultation on several notifications for spectrum leases in 3.6 GHz band from the MNOs and Dense Air Limited (Dense Air) to Imagine Communications Ireland Limited (Imagine), ComReg made Spectrum Lease Determinations⁵⁰ on same and subsequently issued a number of 3.6 GHz band spectrum lease licences to Imagine in 2020 and 2021. This enabled the lease of 3.6 GHz band spectrum rights from each of the three MNOs and Dense Air at various locations and time periods.

COVID-19: Temporary Spectrum Management Measures

Given the temporary and extraordinary situation presented by COVID-19 and the increased traffic demands placed on wireless networks arising from the Government measures to address same (the Temporary Situation), and pursuant to requests from affected operators, ComReg has consulted upon and (with the consent of the Minister) put in place three consecutive licensing frameworks for the temporary assignment of spectrum rights of use. These are:

the Temporary ECS licensing framework (from 8 April 2020 to 7 October 2020);⁵¹

the Further Temporary ECS licensing framework (from 8 October 2020 to 1 April 2021);⁵² and

the Further Temporary ECS (No. 2) licensing framework (from 2 April 2021 to 1 October 2021).⁵³

Each of these licensing frameworks has provided for the temporary assignment of spectrum rights in the 700 MHz, 2.1 GHz and 2.6 GHz bands for an overall period of up to 6 calendar months.

Such temporary licensing frameworks are intended solely to address the Temporary Situation and are entirely without prejudice to the award of spectrum in the Multi-Band Spectrum Award. Applicants for a temporary licence have accepted same in the Application Declaration Form when applying for a licence.

To date, six separate temporary spectrum licences covering the overall period from April 2020 to 1 October 2021 have been issued to each of the three mobile network operators (MNOs) (Meteor, Three and Vodafone) as detailed in Table 1 below.

As outlined by the MNOs' submissions to ComReg's consultations and also their most recent renewal applications⁵⁴, the temporary spectrum rights have been used to provide additional network capacity to support the provision of voice and data services to consumers, to address the increased traffic demands arising from the COVID-19 measures. The extent of this deployment varies per MNO.

50. ComReg Documents 20/51, 20/77, 20/87, 20/97 and 21/46 comreg.ie/publications

51. The Wireless Telegraphy (Temporary Electronic Communications Services Licences (S.I. No. 122 of 2020,) Regulations 2020 were made on 8 April 2020 with the consent of the Minister for Communications, Climate Action and Environment.

52. The Wireless Telegraphy (Further Temporary Electronic Communications Services Licences) Regulations 2020 (S.I. No. 407 of 2020) were made on 2 October 2020, with the consent of the Minister for the Environment, Climate and Communications.

53. The Wireless Telegraphy (Further Temporary Electronic Communications Services Licences) (No.2) Regulations 2021 (S.I. No. 137 of 2021) were made on 22 March 2021, with the consent of the Minister for the Environment, Climate and Communications

54. See Annex 1 of ComReg Document 21/74 comreg.ie/publications

Licence		Meteor	Three	Vodafone
Temporary ECS Licensing Framework	Initial Licence	9 April 2020 to 8 July 2020 (700 MHz & 2.1 GHz)	9 April 2020 to 8 July 2020 (700 MHz & 2.1 GHz)	22 April 2020 to 21 July 2020 (700 MHz & 2.1 GHz)
	Renewal Licence	9 July 2020 to 7 October 2020 (700 MHz & 2.1 GHz)	9 July 2020 to 7 October 2020 (700 MHz & 2.1 GHz)	22 July 2020 to 7 October 2020 (700 MHz & 2.1 GHz)
Further Temporary ECS Licensing Framework	Initial Licence	8 October 2020 to 7 January 2021 (700 MHz & 2.1 GHz)	8 October 2020 to 7 January 2021 (700 MHz & 2.1 GHz)	8 October 2020 to 7 January 2021 (700 MHz & 2.1 GHz)
	Renewal Licence	8 January 2021 to 1 April 2021 (700 MHz & 2.1 GHz)	8 January 2021 to 1 April 2021 (700 MHz & 2.1 GHz)	8 January 2021 to 1 April 2021 (700 MHz & 2.1 GHz)
Further Temporary ECS (No2) Licensing Framework	Initial Licence	2 April 2021 to 1 July 2021 (700 MHz & 2.1 GHz)	2 April 2021 to 1 July 2021 (700 MHz & 2.1 GHz)	2 April 2021 to 1 July 2021 (700 MHz & 2.1 GHz)
	Renewal Licence	2 July 2021 to 1 October 2021 (700 MHz & 2.1 GHz)	2 July 2021 to 1 October 2021 (700 MHz)	2 July 2021 to 1 October 2021 (700 MHz)

Table 1. Details of the COVID-19 Temporary spectrum licences issued.

Multi-Band Spectrum Award of spectrum for Wireless Broadband

Following extensive consultation over a number of years, on 18 December 2020, ComReg finalised and published its decisions on the Multi-Band Spectrum Award (MBSA2) for the long-term assignment of spectrum rights of use in the 700 MHz, 2.1 GHz, 2.3 GHz and 2.6 GHz bands (the “Award Bands”) with the publication of ComReg Document 20/122, Decision D11/20, (“the MBSA2 Decision”).

The MBSA2 award comprises **470 MHz of harmonised spectrum rights**, which represents a **46% increase** in the harmonised spectrum assigned for the provision of Wireless Broadband (WBB) services in Ireland. This will significantly enable operators to provide improved services to meet ever-increasing consumer demand.

The **700 MHz band (termed a ‘coverage’ band)** is an important band for the provision of widespread coverage, including in rural areas and on national transport routes, and is highly suitable for the provision of existing 4G and, over time, new 5G services. This is especially important in Ireland, given our challenging demographic characteristics and the high and exponential costs associated with deploying very high levels of coverage.

The **2.1 GHz, 2.3 GHz and 2.6 GHz bands (termed the ‘performance’ bands)** are ideally suited to providing network capacity, if used for mobile, although they can also be used for both capacity and coverage purposes (such as for fixed wireless broadband). Of these bands, the 2.1 GHz band is already in use for 3G and 4G services and the inclusion of the 2.1 GHz band in the award provides opportunity for the three existing licensees to acquire continuation spectrum rights in advance of licence expiry.

Spectrum awards, and particularly those suitable for the deployment of mobile and wireless broadband services, are very important events which occur only every few years and which have economy-wide impact. ComReg’s previous spectrum awards⁵⁵ have, among other things, promoted effective competition including new market entry, and facilitated the rollout of enhanced existing and new services/technologies, including 4G and 5G, to the benefit of Irish consumers.

The MBSA2 is every bit as important as ComReg’s previous spectrum awards and its progress will enable licensees to make long-term capital expenditure decisions and is an important aspect of general economic and social development in Ireland for the foreseeable future for reasons including that it:

- will lead to improved network coverage and capacity, with significant economic benefits;
- will likely result in significant cost savings for existing network operators that secure spectrum in the award; and
- is central to meeting the European Commission’s (“EC”) 5G for Europe Action Plan, a strategic initiative which concerns all stakeholders, private and public, small and large, in all Member States, to meet the challenge of making 5G a reality.⁵⁶

55. See: <http://www.comreg.ie/industry/radio-spectrum/spectrum-awards/3-6-ghz-band-transition/>

56. European Commission, “5G Action Plan”, available at ec.europa.eu/

Appeal of the Multi-Band Spectrum Award

On 14 January 2021, Three Ireland (Hutchison) Limited and Three Ireland Services (Hutchison) Limited (collectively “Three”) lodged an appeal against the MBSA2 Decision to the High Court.

As stated by ComReg in Information Notice 21/04R⁵⁷, Three’s appeal does not of itself affect the taking effect of the MBSA2 Decision or prevent action being taken to implement it and ComReg is opposing the appeal in full. The appeal hearing was held in June and July 2021.

Implementation of the Multi-Band Spectrum Award

ComReg is committed to ensuring the timely delivery of the MBSA2.

On 16 April 2021, the MBSA2 award process formally commenced with the publication of the Information Memorandum (IM)⁵⁸. The IM details the processes and procedures that ComReg is employing to implement its Decision 11/20.

On 28 May 2021, two sets of Wireless Telegraphy (“WT”) regulations associated with the MBSA2 were made by ComReg with the consent of Eamon Ryan, Minister for the Environment, Climate and Communications.

These are:

- SI 264 of 2021 (Wireless Telegraphy (Liberalised Use and Related Licences in the 700 MHz Duplex, 2.1 GHz, 2.3 GHz and 2.6 GHz Bands) Regulations 2021); and
- S.I 265 of 2021 (Wireless Telegraphy (Third Generation and GSM Licence (Amendment) and Interim Licensing) Regulations 2021).

Among other things, these regulations provide for:

- the granting of “liberalised use” licences in the 2.1 GHz band for existing 3G licensees;
- the granting of “interim licences” in the 2.1 GHz band to Three; and
- the granting of “liberalised use” licences for spectrum rights in the 700 MHz, 2.1 GHz, 2.3 GHz and 2.6 GHz bands in accordance with the outcome of the MBSA2 2021.

In June 2021, Three and Vodafone were granted a 2.1 GHz Band Liberalised Use licence.

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 usable 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 15 Test licences and 16 Trial licences. Further details are set out at Test & Trial Ireland www.testandtrial.ie which includes a short video promoting this initiative⁵⁹.

57. <https://www.comreg.ie/publication/>

58. ComReg Document 21/40 comreg.ie/publications

59. See https://www.youtube.com/watch?time_continue=2&v=s6ctjMo_bf4

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); and
- Broadcasting Act 2009

As of 30 June 2021, the total number of live radio licences was 20,121, an increase of 3.3% over the previous reporting period. Figure 10 shows the total number of live radio licences at year end for the period 2015 to 2021.

The total number of new licences issued in this reporting period was 5,420, a decrease of 11.9% on the previous year. This decrease, in the main, arose as a result of:

- a reduction of 63% in the number of PMSE licences granted as a result of the Covid-19 pandemic; and
- the non-renewal of 193 temporary digital terrestrial television (DTT) licences which were granted to RTÉ to assist with its migration from the 700 MHz band. RTÉ completed its migration in March 2021.

Figure 11 shows total number of new radio licences issued by ComReg from 2015 to 2021.

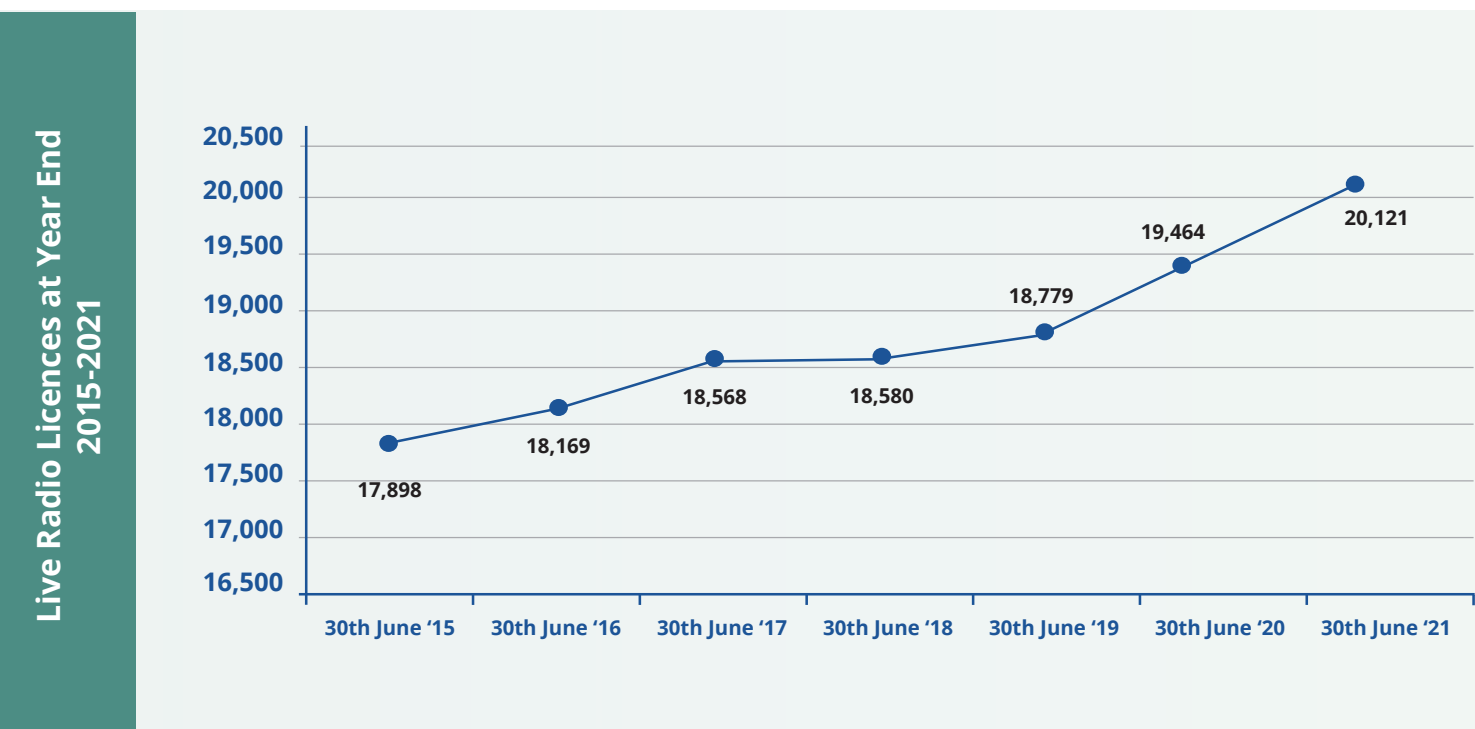


Figure 10: Live Radio Licences at Year End: 2015 – 2021.

New and Amended radio licences issued 2015-2021

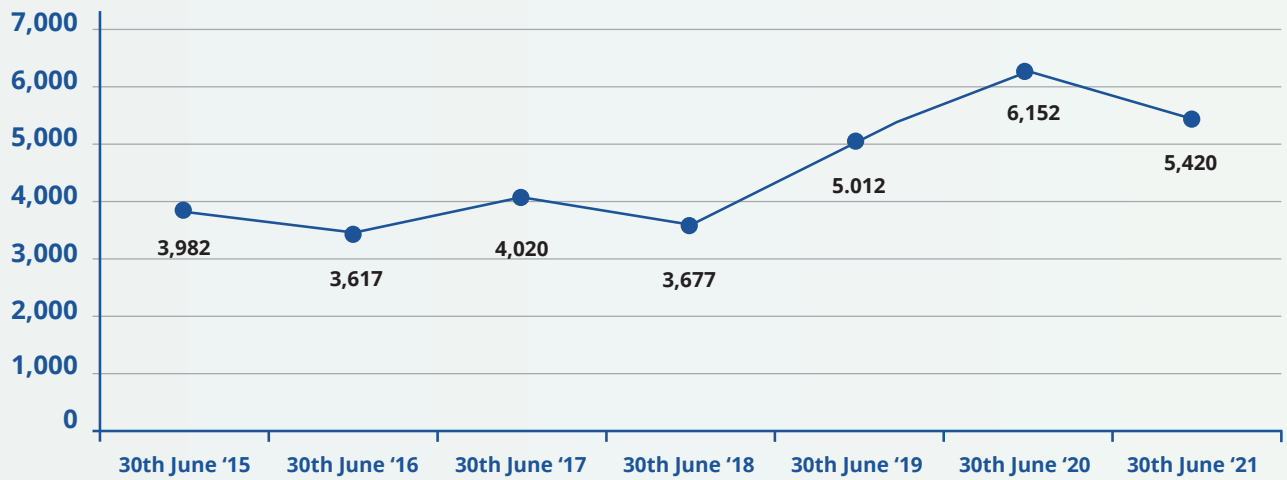


Figure 11: New and amended radio licences issued: 2015 - 2021.

Market surveillance of products

Desktop market surveillance is focused on identifying non-compliant products offered for sale via online platforms. During the 2020 – 2021 work period ComReg considerably increased its desktop market surveillance activity with consistent and strategic monitoring of all the major online platforms such as, Alibaba, AliExpress, Wish, eBay, DoneDeal/Adverts and Amazon.

During this time ComReg was provided with access to eBay’s new regulatory portal, which has been created for government and regulatory agencies to report illegal, prohibited, or non-compliant items safely and efficiently to eBay. This allows ComReg to track key offenders and to enact a faster response from eBay as regards the removal of products being sold by these offenders.

In 2020 ComReg broadened its online platform investigation by establishing relevant contacts with Alibaba, AliExpress and Wish for the purpose of addressing the sale of devices that can potentially cause interference. These new relations have been very beneficial and have notably contributed to the removal of over 5,000 non-compliant products from the Irish marketplace.

During the period under review, and through its close work with Customs, ComReg seized a total of 2,804 non-compliant products, up from 695 in the previous year.

ComReg has observed a step change increase in non-compliant products seized and withdrawn from sale, both online and instore, during the last year. Furthermore, ComReg notes that Ericsson predicts that around

29 billion connected devices are forecast by 2022, of which around 18 billion will be related to the internet of things (IoT)⁶⁰. Scaled for Ireland, this equates to approximately 57 million devices, all of which would fall under ComReg's remit under the Radio Equipment (RE) Regulations (and may also be subject to the Low Voltage Directive (LVD)). It therefore seems certain that there will be a considerable increase in the number and range of products that will fall within ComReg's market surveillance remit.

In order to ensure its preparedness to meet this expected increase in the number and range of radio products ComReg has recently commenced the establishment of a new Product Safety Unit. This unit will be tasked with responsibility to:

- develop and drive a comprehensive risk-based product safety and national market surveillance strategy consistent with the relevant legislation;
- monitor and control the entry of relevant products into the State through engagement with relevant economic operators (e.g., manufacturers, importers, distributors and retailers) and relevant State authorities (e.g. Customs authorities, An Post etc.);
- carry out, or commission the carrying out of, product evaluations and risk assessments;
- develop and maintain relationships with relevant stakeholders such as the Competition and Consumer Protection Commission (CCPC) and other relevant authorities in Ireland and other Member States, including customs authorities, economic operators, and industry; and
- where appropriate, engage with the relevant economic operators (e.g., manufacturers, importers, distributors, retailers) to bring about timely and effective compliance, such as requiring corrective action, product withdrawals or product recalls etc.

Radio Frequency Interference (RFI) Investigations

ComReg continuously improves its processes to reflect today's radio environment and introduced a revised RFI complaint classification process along with revised complaint response times in July 2020, following a public consultation.⁶¹ The previous classification process perhaps placed an undue emphasis on the identity of the complainant rather than the impact the reported interference had on the complainant's ability to provide service. ComReg sought to address this, among other things, by placing appropriate emphasis on the nature and impact of the reported interference and the complainant's ability to continue to provide services.

Under the new process all RFI complaints are classified into three categories, Type A, Type B and Type C dependent on the impact of interference. Further details of this classification process can be found in the Response to Consultation on the management of Radio Spectrum Interference Complaints.⁶²

60. See <https://www.ericsson.com/en/mobility-report>

61. ComReg Document 19/108 [comreg.ie/publications](https://www.comreg.ie/publications)

62. ComReg Document 20/62 [comreg.ie/publications](https://www.comreg.ie/publications)

Complaint Type	Response Time
Type A	Immediate
Type B	5 working Days
Type C	N/A

Figure 13: RFI response Times.

In tandem with the introduction of the revised RFI compliant classification process and associated response times, ComReg also introduced a reporting protocol for all RFI complaints and a process for closing complaints once the investigation is complete. The reporting protocol requires complainants to provide evidence of suspected interference, and that they have taken reasonable steps to ensure that the interference is outside of their control. The focused and in-depth information required for RFI reporting assists ComReg in its triage and prioritisation of complaints.

By documenting a clear close out process, ComReg considers that this has improved transparency by providing feedback to a complainant once an interference complaint is concluded. Where possible, the nature of the interfering source and any actions that the complainant may need to take to remedy the situation are communicated to them by ComReg within 5 working days.

In parallel to the new RFI processes above, ComReg also moved to a new RFI case management system which, aside from enhanced efficiencies, also offers a number of benefits including:

- the ability to track RFI response times;
- improved reporting of case details to identify trends and inform ComReg’s future workplans for the Spectrum Intelligence and Investigations Unit;
- the ability to record and track RFI complaints for both internal and outsourced work; and
- a web-based portal providing the capability to upload RFI reports in real time;

ComReg responds to circa 100 complaints of RFI each year. During this reporting year, and since the implementation of the revised RFI complaint classification process, ComReg responded to 94 reports of harmful interference and queries.

Non-Ionising Radiation

Licensees holding a Wireless Telegraphy Licence and those operating under a General Authorisation⁶³ for the provision of an electronic communications networks and/or services must ensure that public exposure to Non-Ionising Radiation (NIR) emissions from transmitters are within the limits set by the International Commission on Non-Ionising Radiation Protection (ICNIRP)⁶⁴, as endorsed by the World Health Organisation (WHO), the European Commission and the Environmental Protection Agency (EPA).

Each year, ComReg measures NIR levels in public areas at circa 80 different sites, located throughout the country. In this reporting period, 80 sites were surveyed. ComReg also publishes quarterly reports on the NIR site surveys.⁶⁵

So far, over 1600 sites have been surveyed and NIR levels at all surveyed sites have been found, without exception, to fall well below the international limits for public exposure set by ICNIRP.

ComReg has revised the methodologies by which it conducts NIR surveys to take account of new ICNIRP guidelines published in 2020. The revised methodologies were published in ComReg Document 08/51R4.⁶⁶

ComReg makes all NIR measurement reports available online at: www.comreg.ie/nir-reports-2/. These are also viewable via ComReg's Siteviewer website at www.siteviewer.ie

Further information regarding NIR, ComReg's role in relation to NIR, along with information on the roles of other public bodies, can be found on ComReg's website.⁶⁷

Mobile Network Operator Licence Compliance – Drive Testing

Due to the Government restrictions as consequence of the COVID-19 pandemic, ComReg's bi-annual drive testing programme which is designed to assess compliance⁶⁸ with obligations set down in both the 3G and Liberalised Use Licences was suspended. The programme was last conducted during the Winter of 2019. During 2020, ComReg issued the results of the Winter 2019 drive testing programme.⁶⁹

63. ComReg, Document 03/81R6 comreg.ie/publications

64. www.icnirp.org

65. ComReg Document 20/34 comreg.ie/publications

ComReg Document 20/92 comreg.ie/publications

ComReg Document 20/126 comreg.ie/publications

ComReg Document 21/26 comreg.ie/publications

66. ComReg, Document 08/51R4 comreg.ie/publications

67. <https://www.comreg.ie/industry/radio-spectrum/site-viewer/non-ionising-radiation-information/>

68. It should be emphasised that the drive test does not assess user experience but licence compliance.

69 ComReg Document 20/16 comreg.ie/publications

Managing the National Numbering Scheme

ComReg manages the National Numbering Scheme in Ireland. This encompasses geographic numbers, non-geographic numbers, mobile numbers, premium rate service numbers, short codes, and network codes. Telephone numbers and codes are essential to the provision of electronic communications services and enable the effective routing of national and international communications and support the proper functioning of 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 in some cases. ComReg is committed to effective number management, to ensure the efficient use of numbers by operators and the continued availability of numbers for end users.

ComReg's Numbering Conditions⁷⁰ detail the rules for number use and eligibility criteria for number holders. These conditions and eligibility criteria protect consumers and promote competition by ensuring operators have equal access to numbering resources.

The Numbering Conditions are updated regularly to take account of the latest market and legislative developments. The most recent review was completed in July 2021⁷¹, following a public consultation. The consultation considered market developments since the last review in 2019, including an in-depth analysis of numbers for cloud communications platforms. It also factored new and amended numbering obligations in the European Electronic Communications Code.⁷² Amendments were also included to address matters that have arisen as part of the Non-Geographic Numbers (NGN) implementation project.

Non-Geographic Number Review

Non-Geographic Numbers (NGNs) are phone numbers starting with 1800, 1850, 1890, 0818 and 076, and are used by organisations to provide services such as helplines, public services and banking. A key ComReg project in the past 12 months has been the continuing implementation of ComReg's 2018 NGN Decision.⁷³

The NGN Decision addresses the widespread confusion on the cost of calling NGNs and the differences between the NGN ranges. The overarching purpose is to restore trust and confidence in NGNs by improving the NGN platform for consumers and organisations alike.

Implementation of the NGN Decision is due to be concluded at the end of 2021. ComReg facilitates a Working Group (WG) with industry, the NGN WG, which continues to meet monthly to discuss the practical implementation of the NGN Decision.

Two measures were set out in the NGN Decision (i) Geo Linking Condition and (ii) NGN Consolidation as shown in Figure 14.

The Geo-Linking Condition was implemented on 1 December 2019 and means that calls to any 1850, 1890, 0818 or 076 NGNs are now included in customer call bundles that include calls to landline numbers. When not in a bundle, these calls cost no more than calling a landline.

The NGN Consolidation measure will reduce the number of NGN ranges from five (1800, 1850, 1890, 0818 and 076) to two (1800 and 0818) by 31 December 2021. From 1 January 2022, only the 1800 Freephone and 0818 Standard Rate NGN ranges will operate.

70. ComReg Document 15/136R3 comreg.ie/publications

71. ComReg Document 21/75 comreg.ie/publications

72. Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code

73. ComReg Document 18/106 and D15/18 comreg.ie/publications

74. See www.comreg.ie/ngn

To inform consumers and organisations of the implementation of Geo-Linking, ComReg continues to run communications campaigns across digital and social media. This will be supplemented with radio and press advertising later in 2021. ComReg publishes infographics, animations and maintains dedicated NGN webpages⁷⁴ to explain the NGN changes to consumers and organisations. Feedback from consumers and the media coverage around the implementation of the Geo-Linking Condition has been positive, with commentators fully appreciating the benefits for both consumers and organisations that use NGNs.

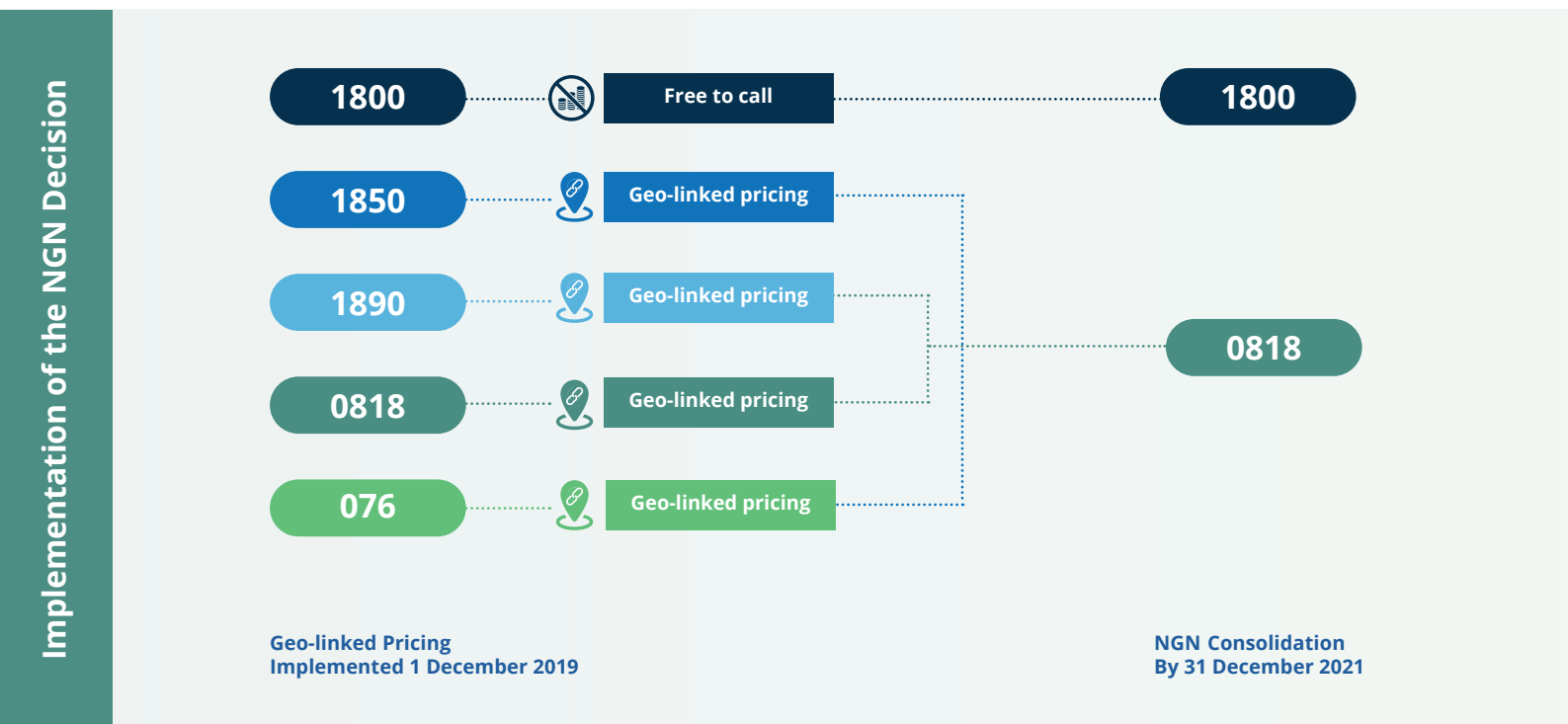


Figure 14. Implementation of the NGN Decision.

A key element of the communications message is the significant cost savings for organisations in migrating to 0818 and 1800 numbers, particularly since the introduction of a new wholesale regime for NGN calls by ComReg in May 2020. A noteworthy element of the new wholesale regime is the 92% reduction in mobile origination charges for mobile calls to 1800 Freephone numbers. In the past 12 months to 30 June 2021, 80 % of all new NGNs assigned by ComReg are 1800 Freephone.

Together, these improvements ensure that Ireland has a fit for purpose and easy to understand NGN platform, and a competitive market for NGN services, where organisations can choose from more than 20 operators to provide their NGN services.

Network Operations

The Network Operations Unit (NOU) is a specialised unit that sits within ComReg’s Market Framework Division, whose remit includes:

- supporting the activities of ComReg across all its functions in respect of technical network issues,
- overseeing reporting on network incidents by providers of public electronic communications networks and services, and
- effective oversight of undertakings’ compliance with legislative provisions
- and with regulatory conditions and obligations imposed on them in respect of the security and resilience of publicly available electronic network communications and services.

Network Incidents, Reporting and the 2020 ENISA Report for Ireland

All incidents reported to the European Union Agency for Cybersecurity (ENISA) are drawn from the notifications made to ComReg by undertakings using the ComReg reporting form 14/02⁷⁵ and conveyed via the incident reporting portal, available to registered undertakings on ComReg’s e-licensing platform.⁷⁶ The portal uses two-factor authentication, with only registered undertakings able to use it and it enables the modification of submitted information while an incident is still in progress. If an incident no longer presents a concern and if the root cause analysis has been satisfactorily completed, then the incident report can be closed by the reporting undertaking. A summary of the major incidents is presented at Figure 15 below.

Causes of major incidents in 2020⁷⁷ included but were not limited to: software bugs, poorly implemented software updates and hardware failures. The number of hours lost, to each outage, was often compounded by policy and procedural flaws. This frequently arose from inadequate, or in some instances a lack of, Standard Operating Procedures (SOPs). These incidents typically arose during network changes (including to both hardware and software) where inadequate supervision and training of staff and contractors, appeared to be notable factors.

2019 - 2020 Above Threshold Incident Comparison

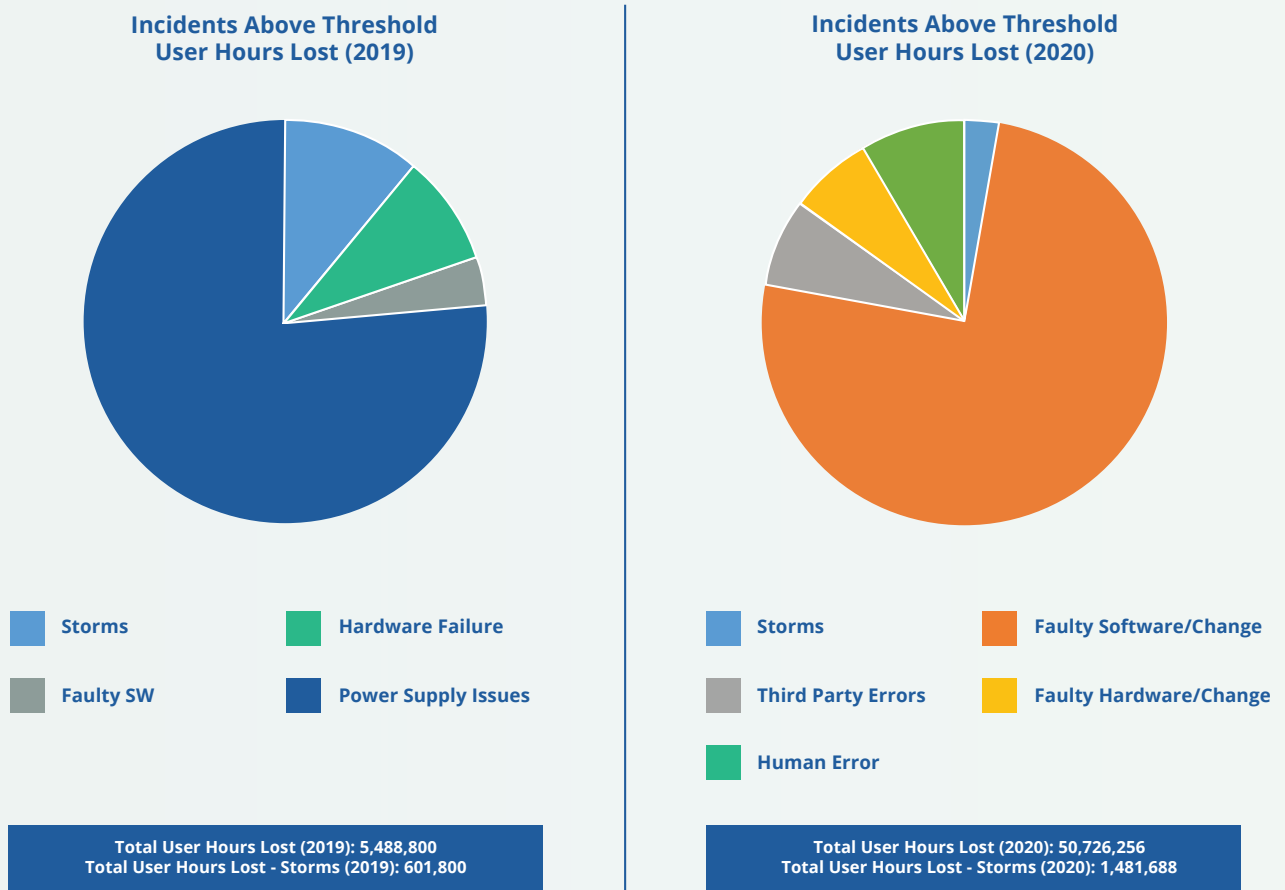


Figure 15. Comparison of above threshold Incidents 2019 vs. 2020.

75. ComReg Document 14/02 [comreg.ie/publications](https://www.comreg.ie/publications)

76. See <https://www.elicensing.comreg.ie/>

77. ComReg Document 21/29 [comreg.ie/publications](https://www.comreg.ie/publications)

COVID-19

ComReg took proactive steps with fixed and mobile telecommunications operators for the purposes of ensuring network resilience during the COVID-19 pandemic.

This included ComReg acting as a central coordination point for undertakings and monitoring network stability and resilience in order that essential services, such as telecommunication networks, were capable of supporting the increased load on both fixed and mobile data services and fixed and mobile voice services.

Over the last year, this has involved regular interaction with undertakings, DECC and other stakeholders.

Handset Testing

Factors such as terrain, network density and the spectrum band being used can affect the quality of a mobile service at any given location. While most of these factors vary over time and by location (as can be seen from the results of the drive testing programme) the one factor that is relatively constant, from the mobile user's perspective, is the mobile handset.

ComReg has independently acquired mobile handsets available on the Irish market from various sources and measured their antenna performances in a manner that replicates mobile user experience. This programme has given ComReg a better insight as to the factors that affect the experience of users of mobile services, in making voice calls or in streaming data.

ComReg has published one Handset Testing Report during 2020 and it is available on the ComReg website.⁷⁸

Cybersecurity of networks

On 26 March 2019, the European Union published the Commission Recommendation on Cybersecurity of 5G networks (2019) 2335 final (Rec. 2335).⁷⁹ Since then, ComReg has continued to work in close collaboration with the National Cyber Security Centre (NCSC) to assist with the deliverables from this Recommendation -which include the implementation of the European Toolbox on the security of 5G networks (the Toolbox).⁸⁰

Further to this, ComReg continues to provide input into the relevant EU, ENISA and The Body of European Regulators for Electronic Communications (BEREC) working groups and subsequent output documents. ComReg will continue to collaborate with the NCSC to assist with the implementation of the Toolbox in the coming year.

NCSC published its National Cyber Security Strategy 2019 – 2024 (“NCSS 2019 – 2024”) in December 2019.⁸¹ The NCSS 2019 – 2024 lists ComReg as a stakeholder in two of its measures relating to the cybersecurity of telecommunications networks:

- **Measure 4:** The NCSC, with the assistance of the Defence Forces and An Garda Síochána, will perform an updated detailed risk assessment of the current vulnerability of all Critical National Infrastructure and services to cyber-attack.
- **Measure 7:** Government will introduce a further set of compliance standards to support the cyber security of telecommunications infrastructure in the State.

ComReg will continue to work with the NCSC to assist in the delivery of these measures.

78. ComReg Document 20/121 [comreg.ie/publications](https://www.comreg.ie/publications)

79. Available at <https://ec.europa.eu/digital-single-market/en/news/>

80. See information and links available at https://ec.europa.eu/commission/presscorner/detail/en/qanda_20_127

81. See “The National Cyber Security Strategy, 2019 – 2024”, https://www.ncsc.gov.ie/pdfs/National_Cyber_Security_Strategy.pdf, published in December 2019.

SECTION 7: MARKET ANALYSIS AND WHOLESALE PRICING

Market Analysis & Pricing

In Ireland the scope and nature of electronic communications regulation is determined by a market analysis process as set out under the European common regulatory framework for electronic communications networks and services. Under this framework, ComReg must firstly define what markets are potentially within the scope of regulation having regard to the European Commission's 2020 Recommendation, which identifies those markets which are susceptible to ex ante regulation. Having defined the relevant market, ComReg must assess whether any company has Significant Market Power (SMP) within that market, a concept akin to that of dominance under competition law. If it is concluded that a company does have SMP, ComReg must impose at least one remedy (or obligation) to ameliorate the likely effect of identified competition problems having regard to their impact on competition and consumers. For example, ComReg may require an SMP 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, with the European Commission having the ability to comment on such draft measures, including in some case the ability to block their implementation. Regulated markets are reviewed from time to time under this market analysis process.

It is a guiding principle of the common regulatory framework that SMP obligations are imposed at the wholesale level, and that obligations are imposed at the retail level only where obligations at the wholesale level are insufficient to address competition issues on retail markets.

At the end of June 2021 only one retail market (with three sub-segments) in Ireland was subject to regulation, namely 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 and ComReg has proposed publicly to remove this existing regulation.

During the year, ComReg completed its analysis of a number of wholesale markets, as well as continuing/commencing a number of other market reviews, as follows:

1

The Wholesale Broadcasting Transmission Services (BTS) and Digital Terrestrial Television (DTT) Multiplexing Services markets, are two wholesale markets enabling the provision of free-to-air retail DTT and quasi-national radio services. In February 2021, ComReg issued a decision⁸² in which it set out that the continuation of regulation in the BTS and DTT Multiplexing markets is warranted, with 2rn and RTÉ designated as having SMP in these markets respectively.

82. ComReg Document 20/31 [comreg.ie/publications](https://www.comreg.ie/publications)

2

The Retail Fixed Voice Access (RFVA) and Wholesale Fixed Access and Call Origination (FACO) markets, are two markets relating to the provision of retail fixed telephony services. In June 2021 ComReg notified the European Commission of its draft decision⁸³ in which ComReg proposed removing regulation in the national RFVA market and an Urban FACO Market, while also proposing that regulation is maintained in the Regional FACO Market. The European Commission raised concerns regarding ComReg's proposed measures and ComReg engaged it and BEREC on these concerns. While BEREC only partially agreed with the EC's concerns, the EC decided to require ComReg to withdraw its proposed measures and to re-notify them, having regard to the EC's decision. In the meantime, the existing regulatory measures remain in place.

3

The Wholesale Central Access (WCA) market relates to the provision of retail broadband (and other) services. In 2018 ComReg adopted a decision with respect to the WCA markets. At that time, it deregulated the Urban WCA Market but continued to regulate the Regional WCA market. It also, at that time, indicated it would carry out a mid-term assessment to take account of any further changes in the Regional WCA Market. In this respect, in November 2020 ComReg issued a consultation in which it proposed some further de-regulation of parts of the Regional FACO Market. A decision on this is expected in Q4 2021.⁸⁴

For the purposes of its market reviews and other regulatory functions, ComReg continues to engage in the gathering of information from service providers using its statutory information gathering powers. ComReg is engaged in a major multi-annual data gathering transformation project which is seeking to improve the systems and procedures between it and operators in order to enable the more effective and efficient gathering of granular information. During the year this included updating information gathered with respect to fixed voice telephony services and leased lines. While much progress has been made, the depth and quality of information provided by some operators with respect to certain communications services remains an issue, including in relation to the provision of information at an appropriate geographic level.

In September 2020 ComReg published a Consultation⁸⁵ in relation to eir's existing pricing obligations for Civil Engineering Infrastructure ('CEI') (i.e., access to eir's poles and ducts) arising from the 2018 WLA/WCA Market Review Decision.⁸⁶ In this Consultation (the 'CEI Consultation') ComReg assessed whether the existing costing / pricing approach for CEI access is appropriate particularly in the context of CEI access by National Broadband Ireland ('NBI') for the purposes of the Irish Government's National Broadband Plan ('NBP'), or whether alternative costing / pricing methodologies should be considered and adopted. The CEI Consultation proposed maximum pole and duct access charges derived from the draft Pole Access Model and the draft Duct Access Model. A decision on the review of these prices is expected to be completed in Q4 2021.

83. ComReg Document 20/65 [comreg.ie/publications](https://www.comreg.ie/publications)

84. ComReg Document 21/94 [comreg.ie/publications](https://www.comreg.ie/publications)

85. ComReg Document 20/81 [comreg.ie/publications](https://www.comreg.ie/publications)

86. ComReg Document 18/94 [comreg.ie/publications](https://www.comreg.ie/publications)

Following on from a 2019 Consultation⁸⁷, ComReg published a Decision in October 2020⁸⁸ on the Weighted Average Cost of Capital (WACC) in the mobile, fixed line and broadcasting sectors to be used for the purpose of price control obligations imposed on SMP operators. As set out in the October 2020 Decision, ComReg will every year recalculate the WACC for each sector and, each year on or before 30 June publish, by way of an Information Notice, updated WACC values. An Information Notice was published in June 2021 with the 2021 WACC Annual Update⁸⁹ and the updated values will be applied in any forthcoming price reviews. The 2022 WACC Annual Update will be published in Q2 2022.

Also, in October 2020 ComReg published a Consultation⁹⁰ concerning the review and update of the cost model used to determine cost-oriented prices for services on eir's access network. The updated model is referred to as the Access Network Model ('ANM') and the Consultation (the 'ANM Consultation') includes proposals on updated prices derived from the draft ANM for LLU, SLU, Line Share, Dark Fibre and Current Generation ('CG') SABB. The ANM Consultation also assessed the combined impact of updating the inputs issued from the ANM and the latest WACC rate on Fibre to the Cabinet ('FTTC') prices and CG Bitstream prices. A decision on the review of these prices is expected to be completed in Q4 2021. This decision will also consider the submissions to the ANM Consultation on the market impact of the existing Fibre to the Home ('FTTH') connection and migration prices and assess the level of costs associated with FTTH connections and migrations.

Regulatory Governance

ComReg has continued to monitor the implementation of the Settlement Agreement (SA)⁹¹ and associated performance milestones agreed with eir in December 2018. The SA sets out the regulatory governance measures eir will put in place, referred to as the Regulatory Governance Model (RGM) Undertakings, in order to ensure its compliance with its regulatory obligations. eir agreed to enter into a Performance Agreement and achieve performance milestones related to the implementation of the RGM Undertakings which were underpinned by a deposit, by eir of €9M into an escrow account. The SA required ComReg to assess each milestone completed by eir and refund or withhold payment to eir depending on the outcome of ComReg's assessment of each milestone. In this context the following are the key activities for the period under review (July 2020 to June 2021):

Milestones 4, 5 and 13

Milestones 4, 5 and 13 were due for assessment by ComReg in December 2020.

■ **Milestone 5** required eir to produce one annual cycle of reports and submit them to the IOB, which eir confirmed to ComReg it had done by 30 September 2020 in accordance with the requirements of the Settlement Agreement. As for Milestone 13, it required eir to have completed the full systems remediation for structured data as set out in the RGM Undertakings. Following engagement with eir, on 1 December 2020, eir submitted documents to ComReg which ComReg found met the requirements of the Performance Agreement. ComReg instructed the Escrow Agent to make a refund payment of €1.025 million to eir with respect to Milestone 5 and €1.125 million with respect to Milestone 13.

87. ComReg Document 19/54 [comreg.ie/publications](https://www.comreg.ie/publications)

88. ComReg Document 20/96 [comreg.ie/publications](https://www.comreg.ie/publications)

89. ComReg Document 21/68 [comreg.ie/publications](https://www.comreg.ie/publications)

90. ComReg Document 20/101 [comreg.ie/publications](https://www.comreg.ie/publications)

91. ComReg Document 18/110 [comreg.ie/publications](https://www.comreg.ie/publications)

■ **Milestone 4** requires eir to provide an updated Risk and Control Matrix (RACM) for all risks (operational, non-operations and systems). This necessitates a risk review of the eir organisation in order for regulatory risks to be identified and controls to be implemented. A RACM is a document which sets out the full risk environment and the system of controls in place to manage those risks. Therefore, as the identification of risks and the development and operation of a corresponding control environment is essential for effective regulatory governance, ComReg considers that the output of Milestone 4 has particular significance in terms of eir's overall implementation of the Settlement Agreement and the operation of its RGM.

On 30 September 2020, eir provided an updated RACM and an associated report which eir considered fulfilled its obligations with respect to Milestone 4. However, on review of the documentation provided, ComReg considered that a number of aspects of Milestone 4 remained to be addressed and both parties agreed to amend the Settlement Agreement in order to provide additional time for eir and ComReg to resolve this disagreement. The dates for the completion of Milestone 4 were amended by way of a third side letter to the Settlement Agreement.

eir was now required to provide an updated RACM for all risks (operational, non-operations and system), reviewed according to the agreed process, by 31 March 2021 and to implement the associated remediation plan by 30 April 2021.

Following submissions by eir by the due date there followed a period of correspondence between ComReg and eir regarding clarification requests from ComReg and associated responses from eir. ComReg having considered the matter, determined that Milestone 4 had not been met and advised eir in June 2021 of its decision. eir are disputing the ComReg decision and will bring it to mediation as allowed for under the SA. An update on the outcome of this process will be provided in the next Annual Report.

Furthermore, ComReg is continuing its project to identify whether any regulatory measures would be appropriate, having regard to its objectives and functions, including those under the Access Regulations. ComReg may consult on proposals in this regard.

The IOB has continued to meet and plans to provide its first report in Q3 2021.

Wholesale Products

The Wholesale Products team is responsible for the Strategy and Operational elements of the Wholesale Division's work plan and the technical specification of remedies on the basis of analysis provided by the Market Analysis team.

The Wholesale Products team actively monitor the operation of remedies in regulated markets – across Fixed Access Call Origination (FACO), Wholesale Local Access (WLA), Wholesale Central Access (WCA) and Wholesale High Quality Access (WHQA) markets. Given its Significant Market Power in the WLA, WCA and WHQA markets, eir are required to provide access in line with remedies imposed by ComReg. The Wholesale Products team's activities include the monitoring of the ongoing build out of fibre wholesale networks by eir, Siro and NBI, given that all of these utilise Civil Engineering Infrastructure ('CEI') Regulated Access Products ('RAPs') from eir. Wholesale Products maintain interactions with industry stakeholders both bi-laterally and at formal industry meetings, including participating in the eir hosted monthly Product Development Workshop. Another key environment for Industry interaction had been the ComReg hosted Industry Engagement Forum ('IEF'). In 2020, ComReg evolved this through a relaunch of the IEF under an externally procured Chairperson and Secretariat. This has enhanced the interaction between access seekers and eir on active and in-development Regulated Access Products.

In addition to the deployment of the above referenced fibre networks utilising RAPs – the Wholesale Products team continues to monitor the active RAPs offered on eir's network. Additionally, eir's ongoing deployment of its Network Modernisation project is monitored. This eir project is an enabler for the evolution of its legacy core network, while maintaining access to PSTN and ISDN services.

A number of ongoing and planned consultations were core to the 2020/21 work program. In April 2021, ComReg published a consultation on Key Performance Indicators ('KPIs') for the broadband and fixed call origination regulated markets. KPIs are intended to measure the performance of eir in respect of its transparency and non-discrimination obligations and the treatment of the Other Authorised Operators ('OAOs') versus eir's own downstream operations. This constitutes a review of the operation of the previous ComReg KPI Decision D05/11. Wholesale Products also undertook extensive reviewing and, where required, rescoping of proposed technical remedies for the Fixed Access Call Origination ('FACO') market. Preparation work was also put in place for the upcoming consultation on a potential Physical Infrastructure Access ('PIA') market.

In March 2021, eir published its "Copper switch-off: Leaving a Legacy for the Future" paper expressing its intention to migrate its copper-based services to fibre-based services. ComReg responded welcoming this development and communicating the consultation process to be followed. The Wholesale Products team also invited stakeholders to bi-lateral meetings as an input to scoping a Call for Inputs on the key issues in the transition from copper networks. This Call for Inputs was published in August 2021, with responses received in September. The opinions received in the Call for Inputs responses will feed into the consultation paper on this topic, which is scheduled to be published in Q4 2021.

Wholesale Compliance

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

When dealing with investigators 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:

- 6 cases opened
- 4 cases closed
- 23 active cases

Misuse of Irish numbers:

- 36 cases opened
- 34 cases closed

Of the 23 cases that were active during the year, regarding regulatory compliance (including 4 cases closed during the year), ComReg carried out 19 active compliance investigations into the incumbent fixed line operator and 1 active compliance investigation into mobile operators.

On 8 March 2021, eir was notified of a finding of non-compliance with its obligations imposed under ComReg Decision D10/18.⁹² The notification related to the provision of access to Civil Engineering Infrastructure ('CEI') in particular Passive Access Records ('PAR'). eir replied to this notification on 22 April 2021. At the time of this report, the ComReg is considering these representations.

Throughout the year, the wholesale compliance team supported the exit of three operators from the Irish Telecommunications Market.

92. ComReg Document: 21/19 [comreg.ie/publications](https://www.comreg.ie/publications)

SECTION 8: ECONOMICS, POLICY AND RESEARCH

Electronic Communications Services (ECS) Strategy

In June 2021, ComReg published its five-year ECS Strategy (ComReg Document 21/70), outlining its Vision, Role, Mission and Strategic intents, including Goals, for the period 2021-2026. The same document also acts as ComReg's Strategy Statement for the period 2021-2023 and sets out the various projects and programmes of work to be undertaken to implement the first two years of the five-year ECS Strategy.

The five-year ECS Strategy sets out five strategic intents for the organisation:

1. Competition & Investment	A competitive sector that delivers efficient investment, innovation, and choice.
2. Consumer Protection	Consumers can choose and use electronic communications services with confidence.
3. Connectivity & Network Resilience	End-Users have widespread access to high-quality and secure communications networks, services, and applications.
4. Compliance & Enforcement	Regulated entities comply with regulatory requirements.
5. Organisation	We are an effective, agile, and relevant regulator.

These intents are underpinned by 29 goals.

In October 2020 ComReg issued a public Call for Inputs to help prepare this five-year ECS Strategy. A public consultation on a draft five-year ECS Strategy was published in March 2021. ComReg used the responses to the Call for Inputs and Consultation to ensure the Strategy meets the needs of a range of stakeholders, the sector itself and ComReg staff.

Impact of Covid-19 on Consumer Use and Perception of Telecommunication Services

In 2020 and 2021, ComReg commissioned a series of surveys on the impact of Covid-19 on consumer use and perception of telecommunications in Ireland. Findings of the surveys show that since the introduction of public health restrictions, households are relying more heavily on fixed, mobile and wireless technologies to stay connected and informed.

The latest results from 2021 found that:

81%

of respondents believe their household usage of broadband has **increased**.

55%

believe that an interruption in their home broadband service would be a **serious problem** during the Covid-19 pandemic.

Over half of respondents reported an **increase** in usage of:

66%
mobile phones

59%
laptop or desktop computers

61%
connected TV or streaming services

82%

of those working from home at present believe that use of their home broadband services has increased due to working remotely.



77%

of remote workers have increased their use of video conferencing services to work from home.



9/10

More than 9 in 10 of those currently working from home expect to continue working remotely to some degree for the remainder of 2021.



The 2020 Connectivity Survey

In 2020, ComReg commissioned a face-to-face survey to review the consumer connectivity experience, assessing a range of telecommunications services in the home, including broadband, telephone, and TV services. Questions covered topics relating to current ownership of services, usage, satisfaction, and switching experiences.

The survey, which included 1,480 adults in Ireland, highlights the important role of broadband services for remote working and the likely take-up of faster broadband services in the future. The research also highlights the potential benefits of switching service providers to get a better service.

Some of the key findings are:

79% of respondents say home broadband is very important.

95% of those working from home say home broadband is very important.

45% of people consider they would benefit from a faster broadband connection.

72% are likely to take up high-speed broadband if it becomes available.

74%

of broadband users are satisfied with their overall experience. The most common issues reported are slow/variable speed and quality of internet connection.



Overall, the vast majority of people who have switched broadband providers have seen an improvement in overall experience, download speeds and reliability.

1/5

1 in 5 bundle owners who are out of contract or whose contract expires within 12 months state they are likely to switch bundle within the next 12 months.



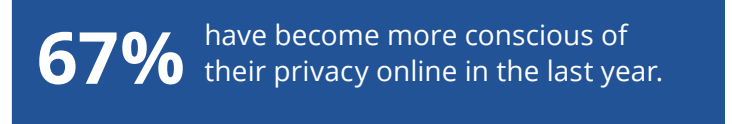
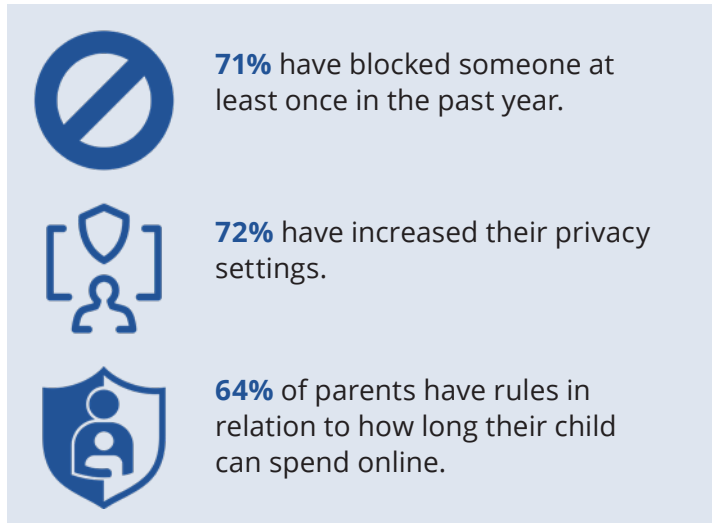
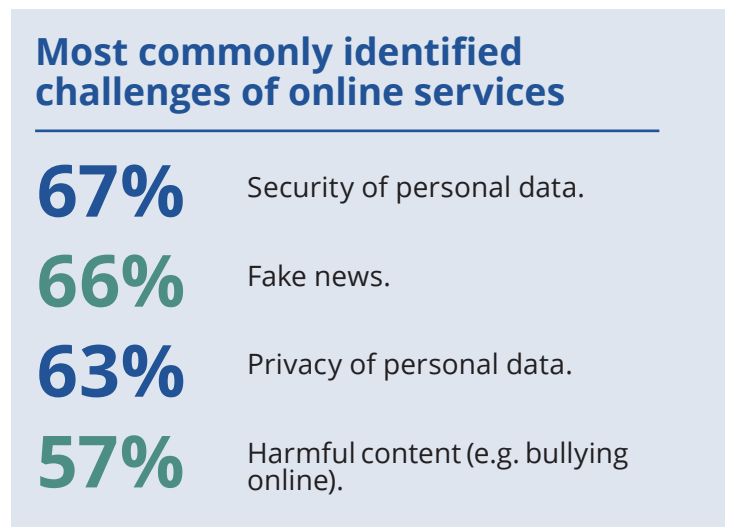
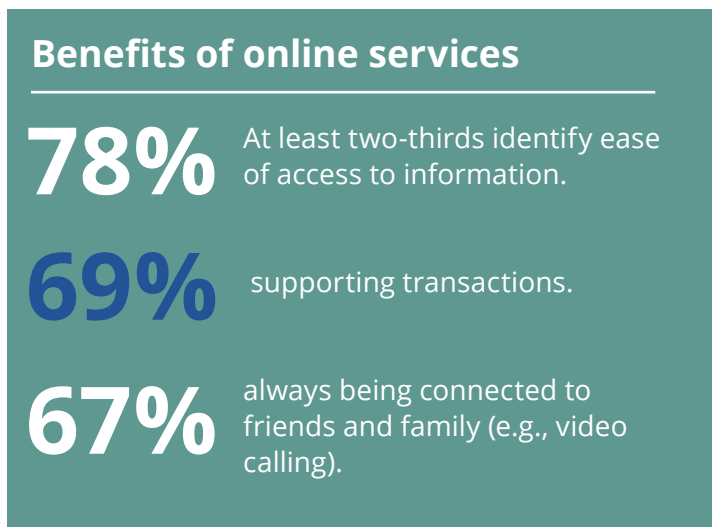
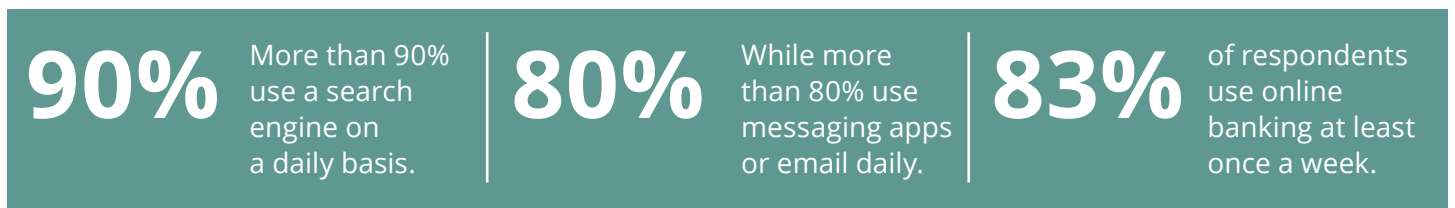
45%

of those who switched bundles previously now have a lower bill within the current bundle.


The 2020 Digital Services, Online Safety & Technology Survey

In 2020, ComReg commissioned a survey on consumers' usage and attitudes towards digital services and technology. The survey was comprised of a representative sample of 2,000 adults and parents in Ireland and shows the importance of online services and connected technologies in consumers' daily lives. Findings highlight the benefits of online services, awareness and perceptions of online harms, and consumer approaches to protecting themselves and their children online.

Some of the key findings are:



A considerably smaller percentage of parents are using more advanced digital controls such as GPS tracking or software that limits who a child can contact.



SECTION 9: CORPORATE SERVICES DIVISION

Human Resources and Operational Excellence 2021

In response to the Covid 19 pandemic, our workforce has, for the most part, operated remotely. We have adapted to virtual working and continue to deliver on our mission which is to support the development of a competitive communications sector in Ireland that attracts investment, encourages innovation, and empowers consumers to choose and use communications services with confidence.

As a knowledge-based organisation, we seek to nurture skills and expertise in specific disciplines and to create an environment where; people who work with us are positively challenged, new perspectives and thinking are encouraged, and diversity is welcomed. With the increasing complexity of regulation and our enlarged remit, we received consent in December 2020 to increase our resources. As we seek to grow our workforce, attracting, hiring, developing, engaging, and retaining people continues to be a key priority for the organisation. The achievement of our mission relies on a team of dedicated, multi-disciplinary professionals working collaboratively to deliver our mandate. We recognise that our real assets are our people and during the year, we have continued to add talented individuals to the organisation who will enhance our knowledge base, increase our specialist skills, and support the delivery of our objectives.

The collective knowledge and expertise of those who work at ComReg is central to our success and we are passionate about enabling skills development and lifelong learning. Through investment in developing people, we endeavour to ensure that the people who work at ComReg are supported in achieving their potential. This support for development is provided through on-the-job training, coaching, mentoring, bespoke courses, and formal education. During the period under review, we delivered an extensive learning and development calendar including leadership development, professional, technical, and regulatory programmes as well as sharing networks to encourage collaboration and information sharing. Our curriculum was reviewed and refreshed to ensure optimal delivery in a virtual environment. We continue to sponsor education and strongly encourage staff to supplement their existing knowledge and qualifications.

We have continued to make improvements to our performance model, the Performance and Development Dialogue (PDD) to ensure optimal use in a remote environment. This process links our Competency Framework to performance and 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 where monthly conversations take place between reviewer and reviewee.

ComReg is strongly committed to sustaining an inclusive and fair working environment. We want people to enjoy the working environment and to be confident that they will be treated with respect and expected to treat colleagues the same way. Our values of Integrity, Impartiality, Transparency, Excellence and Effectiveness - and the behaviours associated with these values - are woven into our interactions and decisions. The creation of an inclusive workplace is central to the ethos of ComReg. We are proud to acknowledge the diversity of our workforce through the celebration of Pride month and through the recognition of important occasions across a broad range of cultures.

Over the past year, we developed and delivered our Dignity and Respect at Work Programme to support embedding and sustaining our RESPECT charter. This charter was launched in early 2020 and has its foundation in discussions involving the whole organisation. The purpose of our 2021 Programme was two-fold and was delivered through a series of workshops. The first set of workshops focused on ensuring we have a shared understanding of how we create and maintain an environment that embodies our RESPECT charter and is inclusive for all. The follow-on workshops focused on how we can each take personal responsibility for bringing the Charter to life by considering how we can - Be Kind, Be Brave, Be Fair and Be Committed – in our daily interactions.

During the period of remote working, through surveys and focus groups, we have sought the opinion and feedback of the people of ComReg. This ensures the organisation is aware of challenges and positive experiences, thus making informed decisions regarding the current and future working model. This feedback will provide the foundation for evolving how and where we work in the future as we explore blended working as a long-term option for the organisation.

We have made further improvements to our on-boarding process to ensure new employees have a positive and consistent experience. Our Wellness Programme recognises the importance of taking care of mental and physical wellbeing and is more important than ever in a challenging year for all. We have delivered initiatives on mindfulness, stress management the importance and nutrition. Our steps challenge got everyone up and moving and our yoga has helped keep joints flexible after long days of sitting in Zoom and Teams meetings.

ComReg is 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 also accessible to people with disabilities.

The achievements of ComReg are built on the professional standards of the people who work here. We are grateful to our workforce of committed and competent people.

Communications and Public Affairs

In keeping with ComReg's strategy, a key goal for ComReg is to engage 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 as a national regulatory authority. During the period, we published 207 documents.

ComReg appeared before Oireachtas Committees on two occasions. In December 2020, ComReg appeared before the Joint Oireachtas Committee on Transport and Communications Networks to discuss the issue of complaints to telecommunications companies and redress for consumers. In February 2021 ComReg appeared before the Joint Oireachtas Committee on Enterprise, Trade and Employment to discuss proposals contained in the Competition (Amendment) Bill 2021.

Environmental, Social and Governance

As a State agency, ComReg is conscious of the impact of its activities on sustainability and society. ComReg keen to understand how the electronic communications sector can reduce its own carbon footprint and how it can adapt to a changing environment. From tele-working and videoconferencing, reducing Green House Gas (GHG) emissions associated with transport, to Internet of Things (IoT) devices improving efficiency in agricultural operations and energy consumption in the home, the sector can enable a more sustainable and circular inclusive economy.

ComReg's Electronic Communications Strategy Statement 2021-2023 states that at all times ComReg seeks to be an organisation that values environmental sustainability. ComReg has undertaken a number of green initiatives in recent years to lower its organisational carbon footprint, in line with best practice. For example, ComReg uses 'keep cups' and no longer uses disposable cups as part of its efforts to reduce waste.

In December 2019, ComReg launched a Call for Inputs (CFI) 'Connectivity and Decarbonisation' to better understand the electronic communications sector's relationship with climate change, including how the sector can assist in facilitating decarbonisation across the economy, how the sector can reduce its own carbon footprint and how it can adapt to a changing environment.

ComReg has carefully considered the responses received in order to inform its own strategy, to shape a number of key projects and commitments, and to facilitate discussions with a range of stakeholders, including operators and other Irish agencies. ComReg has also taken a number of initiatives as part of its work on the issue of sustainability.

Spectrum for Smart Grids

ComReg has made efforts to ensure that it facilitates decarbonisation. Smart Grids are efficient utility network systems that typically use digital automation technology for monitoring, control, and analysis within the supply chain. Acknowledging the key role of Smart Grid as an enabler in the reduction of GHG emissions, in 2019, ComReg assigned radio spectrum rights of use specifically for the provision of Smart Grid in a 400 MHz Award process.

Social

ComReg firmly believes in the importance of an inclusive and fair environment for all those working in ComReg. It is imperative that people in ComReg are treated with respect and dignity. Our values of Integrity, Impartiality, Transparency, Excellence and Effectiveness - and the behaviours associated with these values - are woven into our daily interactions and decisions. The values also form part of ComReg's Respect Charter.

In September 2019 ComReg rolled out a bespoke unconscious bias e-learning course for our staff. This e-learning was provided to all workers at ComReg whether permanent or agency staff. Currently, when a new person starts at ComReg they will also complete the e-learning course. Managers who take part in our recruitment process, also attend interview training to make them aware of unconscious bias.

In ComReg, we treat everyone we come into contact within the course of our work equally and with respect. There is an obligation to understand when our unconscious biases may affect our decisions and influence the way we treat each other. This is an issue we inform all new staff about during induction.

From a societal perspective, ComReg has a statutory obligation to protect and inform consumers and we aim to achieve this goal through the publication of timely, relevant, clear, and accessible information. We recognise the need for consumers to be appropriately informed to make choices in respect of electronic

communications, and to assist them in their dealings with service providers. In this respect, we continually update the consumer section of our website, www.comreg.ie/advice-information, with relevant information and news about choosing and using communications services. We also provide a number of online services to assist consumers make informed choices in relation to electronic communications. These include an outdoor mobile phone coverage map. The map is available at [Service Coverage - Commission for Communications Regulation \(comreg.ie\)](http://Service Coverage - Commission for Communications Regulation (comreg.ie)) and it allows consumers to check ComReg's calculation of operator mobile phone coverage and signal levels at locations throughout the country.

ComReg also provides an online facility to assist consumers who have questions about Premium Rate Services (PRS) charges that have been applied to their bill or deducted from their phone credit. The online tool, Service Checker, is available at Service Checker - ComReg.

Information Technology

ComReg has continued to develop and secure its Information Technology services in line with current eGovernment policy. ComReg enhanced its consumer and industry facing services significantly over the period with further improvements in the area of cybersecurity and spectrum licensing as well as online consumer resources & information services accessible through comreg.ie. Significant further developments have also been achieved in relation to ComReg's market data gathering and analysis systems and processes. IT resources and attention have been directed to the implementation of modern secure collaborative platforms, supporting process improvements and control of cyber security and data management threats. ComReg has been able to leverage its modern and secure IT environment to support the necessary move to staff remote working during the Covid-19 pandemic. The organisation is making preparation to move to a blended working style with the necessary technical changes that will facilitate this in the most efficient and productive manner possible.

Corporate Governance

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

It is ComReg's policy to comply with the 2016 Code of Practice for the Governance of State Bodies and it has reported on its compliance with relevant sections of the Code either in this Annual Report or separately by way of a letter to the Minister for the Environment, Climate and Communications.

ComReg has an extensive internal audit programme in place, overseen by the Audit and Risk Committee which met 5 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 outsourced services. We have followed European Procurement Directives for larger contracts 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 2021 83% of payments were made within the requisite time.

SECTION 10: INTERNATIONAL AFFAIRS

Body of European Regulators for Electronic Communications

During this year ComReg continued to actively participate in the Body of European Regulators for Electronic Communications (BEREC), which acts as an important platform for ensuring the consistent implementation of the regulatory framework for electronic communications in the European Union and allows for regulatory exchange between national regulatory authorities (NRAs) on telecommunications matters. BEREC's membership includes each of the NRAs from the 27 Member States of the European Union, representatives from the European Commission, the countries of European Economic Area (EEA), as well as the official candidate countries and the potential candidate countries of the European Union.

During the first half of this reporting period, ComReg Commissioner, Jeremy Godfrey held the position of BEREC Vice-Chair for 2020, having previously served as BEREC Chair during 2019. In his role Mr. Godfrey had responsibility for BEREC's international activities and outreach with other regional regulatory associations and NRAs. ComReg's international activities focused on contributing to BEREC's projects and outputs as set out in the BEREC Work Programme 2020 and 2021. This necessitated active participation by ComReg experts in twelve BEREC Working Groups.

Of note, ComReg assisted BEREC in finalising projects, mandated in the European Electronic Communications Code (EECC), to develop guidelines to ensure the consistent application of co-investment criteria in very high-capacity networks as well as the consistent approach to symmetric regulation. In addition, ComReg was actively involved in BEREC's forward-looking projects related to the regulation of digital platforms, cybersecurity of 5G networks and commencing work to better understand the environmental aspects of electronic communications networks and services.

The Independent Regulators Group

ComReg continued to actively participate in the Independent Regulators Group (IRG), which works in close cooperation with BEREC and was established in 1997 by a group of European NRAs. IRG assists NRAs in capacity building, sharing of experiences, and intelligence gathering on important issues relating not only to the regulation of the European telecommunications market but also to new issues, such as potential digital platform regulation. In 2020, ComReg experts attended IRG workshops on Artificial Intelligence, Fibre to the Home (FTTH) deployment, and IRG the next decade charter.

In relation to the IRG's experience sharing function, ComReg sought the views of IRG Members on their experiences on two different matters being studied by ComReg experts in the period, namely, over-the-air (OTA) provisioning to promote consumer switching of mobile network operators and a benchmarking exercise to determine which NRAs have competence for the Free Flow of Non-personal Data Regulation. ComReg also responded to more than 56 individual questionnaires circulated by other IRG Members.

ComReg's ongoing participation in IRG is an important activity, as it helps to promote information sharing and peer learning between NRAs, which improves levels of harmonisation of regulation across Europe.

The Communications Committee (CoCom)

The Communications Committee (CoCom) is a high-level advisory committee to the European Commission that was established in 2002 under the Framework Directive (Directive 2002/21/EC, as amended). CoCom is composed of Member State representatives and its main role is to provide opinions on draft measures that the Commission intends to adopt. ComReg participated as part of the Irish delegation to CoCom, in support of representatives from the Department of the Environment, Climate and Communications.

Amongst the implementing regulations published this year were those specifying the characteristics of small-area wireless access points (small cells) to facilitate the deployment of 5G networks as well as updating the regulation setting the weighted average of maximum mobile termination rates across the Union, which impacts any surcharges that might be applied by mobile network operators to their roaming customers.

Other programmatic duties carried by the International Affairs unit

The International Affairs unit also continued to participate in other ad-hoc and external programmatic workstreams affecting ComReg. For example, it coordinated ComReg's response to the European Commission's Digital Economy and Society Index (DESI) 2020, by filing relevant telecoms market data with the Commission.

ComReg and Ofcom (the UK's communications regulator) international affairs units continue to engage bi-laterally on topics of mutual interest, following the UK's formal withdrawal of its membership from the European Union and consequent departure from BEREC on 31 January 2020.

FINANCIAL STATEMENTS

Of The Commission For Communications Regulation
For The Year Ended 30 June 2021



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Content

Section	Page No
1 Commission Members and Other Information	72
2 Governance Statement and Commission Members' Report	73
3 Statement on Internal Control	80
4 Report of The Comptroller And Auditor General For Presentation to The Houses Of The Oireachtas	83
5 Statement of Income and Expenditure and Appropriation Account	85
6 Statement of Comprehensive Income	87
7 Statement of Financial Position	88
8 Statement of Cash Flows	89
9 Notes to the Financial Statements	90

SECTION 1: COMMISSION MEMBERS AND OTHER INFORMATION

Commission

As at 30 June 2021 the Commission comprised of 3 Commissioners:

Garrett Blaney - Chairperson

Jeremy Godfrey - Commissioner

Robert Mourik - 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

SECTION 2: GOVERNANCE STATEMENT AND COMMISSION MEMBERS' REPORT

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 & Risk Committee / working groups
- financial reports / management accounts
- performance reports, and
- reserved matters.

Commission Responsibilities (cont'd)

Section 32 of the Communications Regulation Act, 2002, requires the Commission to keep in such form as may be approved by the Minister for the Environment, Climate and Communications, 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 June 2021.

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 2021.

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 2021 the Commission comprised three Commissioners all of whom were appointed by the Minister for the Environment, Climate and Communications. 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
Garrett Blaney – Chairperson*	7 January 2019
Jeremy Godfrey	2 September 2013
Robert Mourik**	7 January 2019

*Chairperson until 6 January 2022

**Chairperson from 7 January 2022



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 Robert Mourik were members of the ARC in the year ended 30 June 2021. The external members of the Audit and Risk Committee at 30 June 2021 were: Patricia Byron (Chairperson), Marie Collins and Jimmy Murphy. There were 5 meetings of the ARC in the year ended 30 June 2021.

Schedule of Attendance, Fees and Expenses

A schedule of attendance at the Audit & Risk Committee meetings for 2021 is set out below including the fees received by each member. There were no expenses paid in 2021.

Audit Committee Members

Name	Role	Number of Meetings Attended	Fees 2021 €
Patricia Byron - Chairperson	External Member	5	10,000
Marie Collins	External Member	5	6,000
Jimmy Murphy	External Member	5	6,000
Jeremy Godfrey	Commissioner	5	N/a
Robert Mourik	Commissioner	5	N/a

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:

Range (€'000)	30 June 2021 <i>Number</i>	30 June 2020 <i>Number</i>
60 - 70	15	17
70 - 80	17	12
80 - 90	19	25
90 - 100	12	7
100 - 110	7	6
110 - 120	7	7
120 - 130	9	9
130 - 140	7	5
140 - 150	3	1
150 - 160	0	1
160 - 170	1	0
170 - 180	0	1
180 - 190	1	0
190 - 200	0	0
200 - 210	0	2
210 - 220	2	0
220 - 230	0	0
230 +	2	2

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. Legal Advice costs of €2.0m (2020: €1.2m) are shown separately as part of Legal Costs below.

	2021 €'000	2020 €'000
Professional & Technical Advice	7,500	8,662
Contact Management	912	888
Market Research	300	119
Quality of Service Monitoring	552	527
Staff Training and Professional Development	419	601
	9,683	10,797

Legal Costs

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

	2021 €'000	2020 €'000
Legal Advice	2,038	1,229
Legal Costs relating to Legal Proceedings	1,157	992
	3,195	2,221

Legal expenses are stated net of costs recovered from third parties. There were no conciliation and arbitration payments or settlement payments made in the year.

Travel and Subsistence Expenditure

Travel and subsistence expenditure is categorised as follows:

	2021 €'000	2020 €'000
Domestic Travel	-	16
International Travel	-	190
	-	206

Hospitality Expenditure

The Income and Expenditure Account includes the following hospitality expenditure:

	2021 €'000	2020 €'000
Staff Hospitality Costs	13	7
Contribution to Sports and Social Club	3	10
	16	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 published by the Department of Public Expenditure and Reform is the foundation on which our corporate governance policies are based.

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

On behalf of the Commission



Robert Mourik
 Chairperson
 Date: 27 January 2022

SECTION 3: STATEMENT ON INTERNAL CONTROL

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 2021 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 five times in the year ended 30 June 2021.

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.

Risk and Control Framework (continued)

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 2021 expenditure of €8,000 (2020: €39,000) was incurred in respect of one contract for IT services where our operational needs deemed it necessary to roll over the existing contract pending conclusion of a competitive tender process. The service provider is no longer used for these services and the professional services contract was tendered as part of a competitive dialogue process which has since concluded. The total value of non-compliant procurement was €8,000 (2020: €289,000).

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 2021 which was completed on 8 June 2021.

Internal Control Issues

No weaknesses in internal control were identified in relation to 2021 that require disclosure in the financial statements.

Covid 19

The Covid-19 pandemic continued to be a significant challenge for the organisation and the industries we regulate. Since March 2020, in accordance with Government guidelines we moved to a situation where, the vast majority of staff worked remotely. Appropriate social distancing and other safety measures were introduced in our offices where an on-site presence was required (for a small number of staff) to ensure essential services were maintained for those we regulate.

ComReg was fortunate that its Business Continuity Plan and infrastructure provided technically for full organisation remote working. Staff were provided with the necessary support from our IT colleagues regarding the move to remote working and the use of virtual conference facilities etc. Demonstrations and user guides have been developed for staff for using the various communication tools. In addition, ComReg's IT team regularly monitored for vulnerabilities or intrusions in the ICT environment. Existing practices for remote working were leveraged and reported & monitored more frequently.

The Commission established a separate Covid 19 Risk Register in March 2020 to monitor these risks. Since then the Commission has continued to actively review and respond to the risks and uncertainties arising from the rapidly changing environment. Preventative measures have been implemented and are being regularly re-assessed to ensure the safety of our employees and stakeholders.

The Commission continues to monitor the impact of Covid-19 on the control environment, including the impact on the financial day to day operations. Appropriate procedures were put in place since 2020 for the remote working environment to ensure that segregation of duties and all financial controls were maintained. There was no diminution in the control environment as a consequence of Covid 19. We have confirmed in this statement that there were no weaknesses identified in internal control that require disclosure in the financial statements. During this time, we have confirmed to the Audit and Risk Committee that we were maintaining our existing control environment and there was no diminution in the control environment.

On behalf of the Commission



Robert Mourik
Chairperson
Date: 27 January 2022

SECTION 4: REPORT OF THE COMPTROLLER AND AUDITOR GENERAL FOR PRESENTATION TO THE HOUSES OF THE OIREACHTAS



Ard Reachtair Cuntas agus Ciste Comptroller and Auditor General

Report for presentation to the Houses of the Oireachtas

Commission for Communications Regulation

Opinion on the financial statements

I have audited the financial statements of the Commission for Communications Regulation for the year ended 30 June 2021 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 2021 and of its income and expenditure for the year then ended 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.

Andrew Harkness
For and on behalf of the
Comptroller and Auditor General
31 January 2022

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 annual 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.

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.

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 I identify 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 I identify 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.

SECTION 5: STATEMENT OF INCOME AND EXPENDITURE AND APPROPRIATION ACCOUNT FOR YEAR ENDED 30 JUNE 2021

	Notes	Year to 30 June 2021				Year to 30	
		Electronic Communications		Post	Premium Rate Services	Total	Total
		Levy €'000	Other €'000	Levy €'000	Levy €'000	€'000	€'000
Income							
Levy		7,148		1,900	318	9,366	9,792
Licensing Fees	2		44,072			44,072	44,834
Spectrum Income	2		7,600			7,600	7,920
Other Income	2		1,163			1,163	2,052
Total Income		7,148	52,835	1,900	318	62,201	64,598
Expenditure							
Staff Costs	3	9,125	4,723	660	301	14,809	13,161
Retirement Benefit Costs	17(b)	1,713	886	124	56	2,779	2,919
Technical Advice	4	5,222	3,056	1,114	291	9,683	10,797
Legal Expenses	5	1,080	1,993	93	29	3,195	2,221
Advertising		90	7			97	224
Administrative Expenses	6	1,407	1,095	99	84	2,685	2,915
Auditors' Remuneration		16	10	1	1	28	21
Premises and Related Expenses		1,365	869	82	82	2,398	2,459
Depreciation	7	1,337	788	80	80	2,285	2,527
Loss (Profit) on Disposal of Assets			5			5	-
Subscriptions to International Organisations	15	722				722	699
Total Expenditure		22,077	13,432	2,253	924	38,686	37,943
Surplus / (Deficit) before Appropriations		(14,929)	39,403	(353)	(606)	23,515	26,655
Less: Appropriations							
Transfer from Capital Reserve	12					330	966
Payable to Central Fund	13					(23,712)	(27,668)
Pension Reserve adjustment	13					(133)	47
Surplus after Appropriations						0	0

The Statement of Cash Flows and Notes 1 to 23 form part of these financial statements.
On behalf of the Commission



Robert Mourik
Chairperson
Date: 27 January 2022

SECTION 6: STATEMENT OF COMPREHENSIVE INCOME FOR YEAR ENDED 30 JUNE 2021

		Year to 30 June 2021	Year to 30 June 2020
	Notes	Total €'000	Total €'000
Surplus after Appropriations			
ComReg Defined Benefit Scheme			
Actual return less expected return on scheme assets	17 (f)	8,284	(378)
Experience (losses) / gains on retirement benefit obligations	17 (f)	(14)	(17)
Changes in assumptions underlying the present value of Retirement benefit obligations		(7,698)	7,428
Transfers in for prior service	17 (g)	-	-
Actuarial (loss) / gain in the year		572	7,033
Single Public Sector Pension Scheme			
Experience (losses) on retirement benefit obligations		(72)	(299)
Changes in assumptions underlying the present value of Retirement benefit obligations		(698)	483
Adjustment to Deferred Funding		770	(184)
Actuarial (loss) / gain in the year		-	-
Total actuarial gain / (loss) in the year		572	7,033
Movement in Retirement Benefit Reserve			
Balance at 1 July		(9,041)	(16,027)
Total Recognised Gains in the year		572	7,033
Pension Reserve adjustment	13	133	(47)
Balance at 30 June		(8,336)	(9,041)

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 23 form part of these financial statements.

On behalf of the Commission



Robert Mourik
Chairperson
Date: 27 January 2022

SECTION 7: STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2021

		30 June 2021	30 June 2020
	Notes	€'000	€'000
Fixed Assets			
Property, Plant & Equipment	7	5,889	6,219
		-----	-----
Current Assets			
Receivables	8	4,124	5,127
Short-Term Investments	9	40,000	73,500
Cash and Cash Equivalents		13,617	8,847
		57,741	87,474
Current Liabilities (Amounts falling due within one year)			
Payables	11	(57,741)	(87,474)
Net Current Assets		0	0
Total Assets less Current Liabilities		5,889	6,219
Total Net Assets excluding Retirement Benefits (Liability)		5,889	6,219
Retirement Benefits			
Deferred Funding Asset for SPSPS Pensions	17c(i)	5,304	3,317
Single Public Sector Pension Scheme (Liability)	17c(iv)	(5,304)	(3,317)
ComReg Scheme (Liability)	17c(i)	(8,336)	(9,041)
Total Net Assets / (Liabilities) including Retirement Benefits (Liability)		(2,447)	(2,822)
Representing			
Capital Reserves	12	5,889	6,219
Retirement Benefit Reserve		(8,336)	(9,041)
		(2,447)	(2,822)

The Statement of Cash Flows and Notes 1 to 23 form part of these financial statements.

On behalf of the Commission

Robert Mourik
 Chairperson
 Date: 27 January 2022

SECTION 8: STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2021

		Year to 30 June 2021	Year to 30 June 2020
	Notes	€'000	€'000
Net Cash Flows from Operating Activities			
Excess Income over Expenditure (before Appropriations)		23,845	27,621
Difference between pension charge and contributions		(133)	47
Depreciation	7	2,285	2,527
Loss on Disposal of Asset		5	-
Capital reserve transfer	12	(330)	(966)
Decrease / (Increase) in Receivables		1,003	(1,170)
Increase / (Decrease) in Payables (excluding Central Fund)		689	(2,245)
Net Cash Inflow from Operating Activities		27,364	25,814
Cash Flows from Investing Activities			
Payments to acquire Property, Plant & Equipment	7	(1,991)	(1,561)
Cash Flows from Financing Activities			
Receipt from sale of Asset		31	-
Payment to Central Fund		(54,134)	-
Net Increase / (Decrease) Cash and Cash Equivalents		(28,730)	24,253

SECTION 9: NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

1. Accounting Policies

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.

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.

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 a Public Benefit Entity (PBE).

b) Statement of Compliance

The financial statements of the Commission for the year ended 30 June 2021 have been prepared in compliance with the applicable legislation, and with FRS 102 The Financial Reporting Standard applicable in the UK and the Republic of Ireland issued by the Financial Reporting Council in the UK.

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.

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 the Environment, Climate and Communications 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.

1.1 Income Recognition

The Commission receives income from a number of sources.

- Levies on certain providers to fund the costs of regulation. The relevant levies are as follows:

(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.

1. Accounting Policies (continued)

1.1 Income Recognition (continued)

(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. 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.

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 the Environment, Climate and Communications (See Note 13).

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:

Technical Equipment	-15% per annum
Computer Equipment and Software	-33 1/3% per annum
Fixtures & Fittings	- 9% per annum
Office Furniture & Office Equipment	-15% per annum
Motor Vehicles	-20% per annum

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.

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.

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.

1. Accounting Policies (continued)

1.5 Capital Reserve

The capital reserve represents the unamortised amount of income used to purchase fixed assets.

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.

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.

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.

1.8 Retirement Benefits

(a) Main Scheme

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 applies to persons appointed before 1 January 2013 or those appointed after that date with continuous qualifying prior service before 1 January 2013 in another public service body. The scheme is funded by contributions from Commissioners, employees and the Commission, which are transferred to a separate trustee administered fund.

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.

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.

(b) Single Public Sector Pension Scheme

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.

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 pension charge in the Statement of Income and Expenditure comprises the employer contribution. The current service cost plus interest on the SPSPS liability is offset by an equivalent amount of deferred funding. The SPSPS liability is calculated on the same basis as the main scheme set out above.

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.

1. Accounting Policies (continued)

1.8 Retirement Benefits (continued)

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.

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.

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.

2. Non Levy Income

	Year to 30 June 2021	Year to 30 June 2020
	Total €'000	Total €'000
Electronic Communications Licensing Fee		
2G & 3G Radio Licensing Fees	7,936	7,936
Liberalised Use Licensing Fees	22,633	22,729
Other Radio Licensing Fees	13,503	14,169
	44,072	44,834
Electronic Communications Spectrum Income		
3G Spectrum Income	7,600	7,600
400MHz Spectrum Income	-	320
	7,600	7,920

3G Spectrum Income of €7.6m (2020: €7.6m) was earned in 2021 in respect of a 3G licences issued in 2007.

A 400 MHz Band Spectrum Award was conducted during 2019 and the result was announced in November 2019. The upfront fee received amounted to €0.32m and was recognised as Income in 2020.

	Year to 30 June 2021	Year to 30 June 2020
	Total €'000	Total €'000
Other Income		
Sundry Income	1,163	2,052

Sundry Non Levy Income in 2021 includes:

In December 2018 ComReg reached a settlement with Eircom Limited ("Eircom") in respect of certain compliance litigation which had been brought to the High Court. It was agreed that Eircom will pay ComReg a total of €3 million in respect of the compliance litigation and certain open compliance cases. Of the total of €3m, €2m was paid in the year to 30 June 2020 and the final payment of €1m was made in July 2020.

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. Bank interest earned is also included here.

3. Staff Costs

	Electronic Communications		Post	PRS	Year to 30 June 2021	Year to 30 June 2020
	Levy €'000	Other €'000	Levy €'000	Levy €'000	Total €'000	Total €'000
Employee Short-term benefits	8,324	4,309	602	275	13,510	12,007
Employer's contribution to social welfare	801	414	58	26	1,299	1,154
	9,125	4,723	660	301	14,809	13,161
The average number of staff employed by the Commission during the year, analysed by category, was as follows:	83	49	5	5	142	136
Employee Short term benefits						
Basic Pay					12,442	10,925
Performance related pay#					1,051	1,065
Allowances					17	17
					13,510	12,007

#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, €1,051,000 (or 8%) 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 (2020: €1,065,000 (9%)).

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.

	Total Remuneration €'000
Garrett Blaney – Chairperson	183
Jeremy Godfrey – Commissioner	166
Robert Mourik – Commissioner	166

4. Technical Advice

	30 June 2021	30 June 2020
	€'000	€'000
Professional/Technical Advice and other Advice/Services	9,264	10,196
Staff Training and Professional Development	419	601
	9,683	10,797

5. Legal Advice

	30 June 2021	30 June 2020
	€'000	€'000
Legal expenses are stated net of costs recovered from third parties	3,195	2,221

6. Administrative Expenses

	30 June 2021	30 June 2020
	€'000	€'000
Equipment and IT Maintenance	1,687	1,289
Subscriptions to Databases/Research Reports	425	416
Travel and Subsistence	-	206
Conferences/Meetings	44	137
Postal and Telecommunications	119	146
Stationery	15	27
Publishing and Promotion	102	212
Recruitment	43	60
Light, Heat and Cleaning	10	134
Insurance	52	44
Other Administrative Costs	188	244
	2,685	2,915

7. Property, Plant And Equipment

	Technical Equipment	Computer Equipment & Software	Fixtures, Fittings & Office Equipment	Motor Vehicles	Total
	€'000	€'000	€'000	€'000	€'000
Cost					
At 30 June 2020	3,051	10,836	4,521	312	18,720
Additions	88	1,855	-	48	1,991
Disposals	(55)	-	-	(42)	(97)
At 30 June 2021	3,084	12,691	4,521	318	20,614
Accumulated Depreciation					
At 30 June 2020	2,323	8,545	1,475	158	12,501
Disposals	(31)	-	-	(30)	(61)
Charge for period	274	1,522	443	46	2,285
At 30 June 2021	2,566	10,067	1,918	174	14,725
Net Book Value					
30 June 2021	518	2,624	2,603	144	5,889
30 June 2020	728	2,291	3,046	154	6,219

Computer Equipment Additions in 2021 includes €1.267m of IT Development Costs (2020: €1.104m).

8. Receivables

	30 June 2021	30 June 2020	
	€'000	€'000	
<i>Due within one year:</i>			
Electronic Communications administration levy	267	1,203	
Radio Licence Income	2,476	2,713	
Accrued Income	746	34	
Pre-payments & Recoverable expenses	635	1,177	
	4,124	5,127	

9. Short Term Investments

	30 June 2021	30 June 2020	
	€'000	€'000	
Short Term Investments	40,000	73,500	

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

	30 June 2021	30 June 2020	
	€'000	€'000	
Increase / (Decrease) in Cash and Cash Equivalents in the period	4,770	(747)	
(Decrease) in Short Term Investments	(33,500)	25,000	
Change in Cash and Cash Equivalents	(28,730)	24,253	
Opening Cash and Cash Equivalents	82,347	58,094	
Closing Cash and Cash Equivalents	53,617	82,347	

11. Payables

	30 June 2021	30 June 2020	
	€'000	€'000	
Payables			
<i>Amounts falling due within one year</i>			
Trade Creditors	1,902	1,693	
Other Creditors	6,123	6,319	
Value-added tax	95	134	
Accruals	1,215	1,259	
Deferred income (see analysis below)	24,796	24,670	
Payroll	1,378	745	
Payable to Central Fund (see Note 13)	22,232	52,654	
	57,741	87,474	

Other Creditors includes potential refunds of €6.1m (2020: €6.3m) 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.

Analysis of Deferred Income			
Radio Licence Income	24,655	24,257	
Other	141	413	
	24,796	24,670	

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.

12. Capital Reserves

	30 June 2021	30 June 2020	
	€'000	€'000	
Opening Balance	6,219	7,185	
<i>Transfer (to) / from Income and Expenditure Account:</i>			
Additions to fixed assets	1,991	1,561	
Amortisation in line with fixed asset depreciation	(2,321)	(2,527)	
Amount released on disposal of Fixed Assets	-	-	
Net Amount from Income and Expenditure Account	(330)	(966)	
Closing Balance	5,889	6,219	

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 2021.

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 2020	54,454	(1,800)	52,654
Surplus for 2021	23,845		23,845
Paid in 2021	(54,134)		(54,134)
Pension reserve adjustment (a)	(133)		(133)
Pension fund payment clawback (b)	(320)	320	-
Balance at 30 June 2021	23,712	(1,480)	22,232

The comparative figures in respect of the amount owed to the Exchequer as at 30 June 2020 are shown below.

13. Appropriation of Surplus (continued)

	Gross Amount Due	Pension Adjustment (b)	Net Amount Due
	€'000	€'000	€'000
Balance due to Exchequer at 30 June 2019	27,106	(2,120)	24,986
Surplus for 2020	27,621		27,621
Paid in 2020	-		-
Pension reserve adjustment (a)	47		47
Pension fund payment clawback (b)	(320)	320	
Balance at 30 June 2020	54,454	(1,800)	52,654

(a) The pension reserve adjustment represents the difference between the pension amount charged to the Income and Expenditure Account in 2021 of €2,779,000 (2020: €2,919,000) and the employer contributions in the period of €2,912,000 (2020: €2,872,000).

(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 2021 one year of payments was made resulting in a clawback of €320,000 (2020: €320,000).

14. Premises and Accommodation

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.

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:

	30 June 2021	30 June 2020	
	€'000	€'000	
Payable:			
Within one year	1,679	1,662	
Between one and five years	6,500	6,648	
More than five years	150	3,561	
	8,329	11,871	

15. Membership Of International Telecommunications Organisations

Certain payments to International Telecommunications Organisations are met by the Department of the Environment, Climate and Communications (DECC) out of the proceeds of the Electronic Communication Administrative Levy. The charge to the Income and Expenditure Account includes €722,000 (2020: €699,000) for that purpose. Such charges are invoiced to DECC who are subsequently reimbursed by ComReg.

16. Commissioners, Staff And Advisors/Consultants – Disclosure Of Interests

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.

17. Retirement Benefits

a) Description of Scheme

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.

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.

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 28/2020. The Commission has accounted for its costs and liabilities under the single public services pension scheme (since 1 July 2017) on an incurred basis.

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 2021.

17. Retirement Benefits (continued)

	30 June 2021	30 June 2020
	€'000	€'000
b) Retirement Benefit Costs		
Made up of:		
<i>Defined Benefit Scheme</i>		
Current service cost	2,302	2,469
Interest cost	1,207	1,140
Expected return on Scheme Assets	(1,067)	(904)
Less: Employees' Contributions	(393)	(389)
	2,049	2,316
<i>Single Public Service Pension Scheme (SPSPS)</i>		
Employer Contribution	730	603
Current Service Cost*	1,157	920
Interest Cost	60	41
Adjustment to deferred Exchequer Pension funding	<u>(1,217)</u>	<u>(961)</u>
	730	603
Total Retirement Benefit Costs	2,779	2,919
*Employee contributions of €242,000 (2020: €201,000) remitted to DPER, have been included in the calculation of the current service cost.		
c) Net Retirement Benefit Liability (Defined Benefit Scheme)		
(i) Made up of:		
Fair value of Scheme Assets	69,724	58,194
Present Value of Retirement benefit obligations	(78,060)	(67,235)
Net (Liability)	(8,336)	(9,041)

Note: The Balance Sheet Liability in respect of Single Scheme Retirement Benefits in 2021 comprises a Deferred Funding Asset of €5.304m (2020: €3.317m) to match the Single Scheme Liability of €5.304m (2020: €3.317m) giving a nil Net Liability.

17. Retirement Benefits (continued)

	30 June 2021	30 June 2020	
	€'000	€'000	
(ii) Present Value of Retirement Benefit Obligations at beginning of year (Defined Benefit Scheme)	67,235	71,386	
Current Service Cost	2,302	2,469	
Interest Cost	1,207	1,140	
Actuarial (Gain) / Loss	7,712	(7,411)	
Benefits Paid	(329)	(288)	
Premiums Paid	(67)	(61)	
Present Value of Retirement Benefit Obligations at end of year (Defined Benefit Scheme)	78,060	67,235	
(iii) Change in Scheme Assets (Defined Benefit Scheme)			
Fair Value of Scheme Assets at beginning of year	58,194	55,359	
Expected return on Scheme Assets	1,067	904	
Actuarial (Loss) / Gain	8,284	(378)	
Employer Contributions	2,182	2,269	
Members' Contributions	393	389	
Benefits Paid	(329)	(288)	
Premiums Paid	(67)	(61)	
Fair Value of Scheme Assets at end of year	69,724	58,194	
<p>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.</p>			
(iv) Retirement Benefits Liability (SPSPS)			
Present Value as at 1 July 2020	3,317	2,540	
Current Service Cost	1,157	920	
Interest Cost	60	41	
Actuarial (Gain) / Loss	770	(184)	
Benefits Paid	-	-	
Present Value as at 30 June 2021	5,304	3,317	

17. Retirement Benefits (continued)

	30 June 2021	30 June 2020	
	€'000	€'000	
(d) Scheme Asset Composition (Defined Benefit Scheme) <i>The scheme assets at the year end were composed of:</i>			
Equities	31,310	23,338	
Bonds	26,466	23,581	
Property	615	629	
Cash and Other liquid assets	11,333	10,646	
	69,724	58,194	
<i>The scheme assets at the year end expressed in % terms comprised</i>	%	%	
Equities	44.9%	40.1%	
Bonds	38.0%	40.5%	
Property	0.9%	1.1%	
Cash and Other assets*	16.2%	18.3%	
	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	1.75%	1.80%	
Rate of compensation increase	3.20%	2.80%	
Weighted average assumptions used to determine pension expense (Defined Benefit Scheme)	%	%	
Discount Rate	1.80%	1.60%	
Expected long-term return on scheme assets	1.75%	1.80%	

17. Retirement Benefits (continued)

	30 June 2021	30 June 2020
	%	%
(e) Principal Actuarial, Financial & Demographic Assumptions (Defined Benefit Scheme)		
<i>The financial assumptions used were as follows:</i>		
Discount rate	1.75%	1.80%
Salary increases	3.20%	2.80%
Pension increases	2.70%	2.30%
Inflation increases	1.70%	1.30%

The Demographic assumptions used were as follows:

	2021	2020
Mortality Pre-Retirement & Post-Retirement	S2PMA with CMI 2019 (1.5%) improvements for all members.	S2PMA with CMI 2016 (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.

* The mortality assumptions chosen are based on standard tables reflecting typical pensioner mortality and they allow for increasing life expectancy over time.

17. Retirement Benefits (continued)

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:

- (a) the discount rate, changes in the rate of return on high-quality corporate bonds
- (b) future compensation levels, future labour market conditions

	30 June 2021 €'000	30 June 2020 €'000	30 June 2019 €'000	30 June 2018 €'000	30 June 2017 €'000
(f) History of defined benefit obligations, assets and experience gains and losses					
Defined benefit obligations	78,060	67,235	71,386	59,000	57,448
Fair value of Scheme Assets	(69,724)	(58,194)	(55,359)	(51,695)	(47,350)
Deficit for funded Scheme	8,336	9,041	16,027	7,305	10,098
Experience Adjustment on Scheme Assets	8,284	(378)	747	2,311	1,661
- Percentage of scheme assets	11.9%	0.6%	1.3%	4.5%	3.5%
Experience (losses) / gains on ComReg Scheme Liabilities					
- Amount	(14)	(17)	904	533	823
- Percentage of Scheme Liabilities	0%	0%	1.3%	0.9%	1.4%
Experience gains / (losses) on Single Public Sector Pension Scheme Liabilities					
- Amount	(72)	299	(28)	10	
- Percentage of Scheme Liabilities	1.4%	9.0%	1.1%	0.6%	

(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 2021, the total value of such payments received in the year to 30 June 2021 was Nil (2020: Nil).

Payments in respect of transferred in service (when received) are shown as a separate item in the Statement of Comprehensive Income.

17. Retirement Benefits (continued)

(h) Funding of retirements benefits

A triennial actuarial valuation of the scheme was carried out as at 1 January 2020 and the recommended contribution rate was subsequently agreed. The next triennial actuarial valuation is due to be carried out as at 1 January 2022.

(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 2021. 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. Additional Superannuation Contribution

An amount of €508,000 (2020: €484,000) deducted from salaries in respect of the Additional Superannuation Contribution was paid to the Department of the Environment, Climate and Communications in the year ended 30 June 2021.

21. Post Balance Sheet Events

There are no events between the reporting date and the date of approval of these financial statements for issue that require adjustment to the financial statements.

The Commission recognises that the Covid-19 pandemic is a significant event which is ongoing since the reporting date. The Commission is taking the situation seriously and is monitoring the situation, in conjunction with management, on an ongoing basis. The business continues to operate with measures in place to protect staff and clients. Commissioners and staff are working remotely and services continue to be provided. To date, the operations and all of ComReg's activities are being maintained while adjusting to the different way in which the business is being delivered. Our industry levy's and fees are collected on a statutory basis and the performance and operations of ComReg are being monitored closely and regular financial reports are provided to the Commission.

22. Going Concern

The Commission considers that, as levy and fee receipts as provided for in Statutory Instruments are being collected in line with projections, it is appropriate to prepare these financial statements on a going concern basis.

23. Approval Of Financial Statements

These financial statements were approved by Robert Mourik, Chairperson, for the Commission, on the 27 January 2022.



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation
1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.
One Dockland Suíomh Central, Guild Street, Dublin 1, Ireland, D01 E4X0.
Teil | Tel +353 1 804 9600 | Web www.comreg.ie



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation



An Coimisiún um
Rialáil Cumarsáide

Commission for
Communications Regulation

COMREG TUARASCÁIL BHLIANTÚIL

1 Iúil, 2020 - 30 Meitheamh, 2021

An Coimisiún um Rialáil Cumarsáide
Tuarascáil Bhliantúil don Tréimhse 1 Iúil, 2020 - 30 Meitheamh, 2021.

**Arna chur faoi bhráid an Aire Cumarsáide, Gníomhaithe ar son
na hAeráide agus Comhshaoil de réir Alt 32 den Acht um Rialáil
Cumarsáide, 2002.**

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation
1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.
One Dockland Suíomh Central, Guild Street, Dublin 1, Ireland, D01 E4X0.
Teil | Tel +353 1 804 9600 | Web www.comreg.ie

Ábhar

	Leathanach
1 Maidir le ComReg	5
2 Athbhreithniú an Chathaoirligh	11
3 Forbhreathnú ar Chumarsáid	15
4 Tomhaltóirí	20
5 Rialachán Poist	38
6 Bainistíocht Speictrim Raidió	40
7 Pricing Anailís Mhargaidh agus Praghsáil Mórdhíola	57
8 Eacnamaíocht, Beartas agus Taighde	63
9 Rannóg na Seirbhísí Corparáideacha	67
10 Gnóthaí Idirnáisiúnta	72

Tábla na bhfigiúirí

Leathanach

Figiúr 1: Scaireanna Margaidh Teileafónaíochta Guth Seasta.	15
Figiúr 2: Síntiúis Shoghluaiste lena n-áirítear Leathanbhanda Soghluaiste agus M2M 13 agus gan é a áireamh.	16
Figiúr 3: Sciar den Mhargadh Soghluaiste de réir Síntiúis.	17
Figiúr 4: Síntiúis Leathanbhanda de réir Cineál Síntiúis.	17
Figiúr 5: Sciar den Mhargadh Leathanbhanda Seasta de réir Síntiúis.	18
Figiúr 6: Síntiúis Leathanbhanda Seasta de réir Luas Díolta.	19
Figiúr 7: Ráta Treá Leathanbhanda Teaghlaigh.	19
Figiúr 8: Sampla d'fhógraí ComReg Connects atá san áireamh i bhfoil seacháin ábhartha a chuireann faisnéis ar fáil do thomhaltóirí.	23
Figiúr 9: Líon na dteagmhálacha tomhaltóirí de réir cainéil chumarsáide.	24
Figiúr 10: Ceadúnais Raidió Bheo ag Deireadh na Bliana: 2015 – 2021.	46
Figiúr 11: Ceadúnais raidió nua agus leasaithe eisithe: 2015 - 2021.	47
Figiúr 13: Amanna freagartha RFI.	49
Figiúr 14: Cinneadh an NGN a chur chun feidhme.	52
Figiúr 15: Comparáid idir teagmhais os cionn na tairsí 2019 vs. 2020.	54
Tábla 1: Sonraí faoi na ceadúnais speictrim shealadaigh COVID-19 a eisíodh.	43

1. MAIDIR LE COMREG

Is é ComReg an comhlacht reachtúil atá freagrach as rialáil cumarsáide leictreonáí (líonraí teileachumarsáide, cumarsáide raidió agus craolacháin), seirbhísí poist agus ardráta. Is é ComReg an t-údarás rialála náisiúnta do na hearnálacha seo, de réir Dhlí an AE agus na hÉireann. Ina theannta sin, bainistímid an speictream minicíochta raidió agus an acmhainn uimhrithe náisiúnta, i measc freagrachtaí eile.



NA COMISINÉIRÍ



GARRETT BLANEY
Cathaoirleach



JEREMY GODFREY
An Coimisinéir



ROBERT MOURIK
An Coimisinéir

STRUCHTÚR EAGRAÍOCHTÚIL

Bunaíodh an Coimisiún um Rialáil Cumarsáide (ComReg) an 1 Nollaig 2002 leis an Acht um Rialáil Cumarsáide 2002 agus tá sé faoi stiúir Coimisiún de suas le triúr Coimisinéirí. Ag deireadh na tréimhse tuairiscithe seo bhí triúr Coimisinéirí ag an gCoimisiún: Garrett Blaney (Cathaoirleach), Jeremy Godfrey, agus Robert Mourik.

Tá an Coimisiún, i gcomhar 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 ár misean a bhaint amach agus ár gcuispóirí rialála a bhaint amach.

Tá Ceithre Rannán i gComReg, le tacaíocht ó Abhcóide Ginearálta agus Stiúrthóir Straitéise agus Eacnamaíochta. Tá an struchtúr bunaithe ar fhoirne trasfheidhmiúla atá ag feidhmiú i dtimpeallacht ildisciplíneach.



FOIREANN CEANNAIREACHTA



JOHN EVANS
Stiúrthóir Straitéise agus Eacnamaíochta



CAROLINE DEE-BROWN
Abhcóide Ginearálta



JOE HEAVEY
Stiúrthóir Rannóg na Seirbhísí Corparáideacha



DONAL LEAVY
Stiúrthóir na Rannóige Mórdhíola



BARBARA DELANEY
Stiúrthóir na Rannóige Miondíola agus
Seirbhísí Tomhaltóirí



GEORGE MERRIGAN
Stiúrthóir na Rannóige um Chreat Margaidh

FEIDHMEANNA

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

Tá ár gcuispóirí leagtha amach i gcomhréir leis an reachtaíocht phríomha agus thánaisteach araon, agus tá an creat reachtach seo ag teacht chun cinn i gcónaí ó Acht Cumarsáide (Rialáil) 2007. In 2007, chuir an tAcht um Rialáil Cumarsáide (Leasú) 2007 le freagrachtaí agus cumhachtaí ComReg, chomh maith leis na bearta forfheidhmiúcháin a bhí ar fáil. Go háirithe, bronnadh cumhachtaí an Achta Iomaíochta ar ComReg maidir le cumarsáid agus seirbhísí leictreonacha. D'aistrigh an tAcht um Rialáil Cumarsáide (Seirbhísí Ardráta agus Bonneagar Cumarsáide Leictreonáil) 2010 freagracht as seirbhísí ardráta a rialáil chuig ComReg 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.



CREAT STRAITÉISEACH COMREG

Ár Luachanna

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 post a sholáthar.

Áirítear leis sin:

- A chinntiú go gcomhlíonann oibreoirí oibleagáidí
- Iomaíocht a chur chun cinn
- Cur le forbairt an mhargaidh inmheánaigh
- Leasanna úsáideoirí laistigh den Chomhphobal Eorpach a chur chun cinn
- Bainistíocht agus úsáid éifeachtúil an speictrim radaimhnicíochta agus uimhreacha ón scéim uimhrithe náisiúnta a chinntiú
- Forbairt na hearnála poist a chur chun cinn agus, go háirithe, seirbhís uilíoch a bheith ar fáil
- Leasanna úsáideoirí deiridh seirbhísí ardráta a chosaint

Clúdaíonn an Tuarascáil Bhliantúil seo ár bpríomhghníomhaíochtaí ón 1 Iúil 2020 go dtí an 30 Meitheamh 2021.

2. ATHBHREITHNIÚ AN CHATHAOIRLIGH

Tréimhse an-dúshlánach d'earnáil chumarsáide na hÉireann a bhí sa bhliain a bhí faoi athbhreithniú gan dabht. De réir mar a chuaigh an phaindéim isteach sa dara bliain, lean an méid tráchtá gutha agus sonraí a bhí ag bogadh thar ár líonraí agus ár gcórais chumarsáide ag méadú de réir mar a lean an chianobair ar aghaidh. Go deimhin, ní raibh am coibhéiseach ann riamh nuair a bhí ár ngeilleagar, ár sochaí agus ár bpobal ag brath chomh mór sin ar ár gcórais chumarsáide chun fanacht i dteagmháil. Le linn na paindéime, de ghnáth d'éirigh le hoibreoirí teileachumarsáide déileáil leis an mborradh atá tagtha ar thrácht líonra gan mórán cur isteach. Tá méadú mór tagtha ar an méid infheistíochta sa mhargadh le bliain anuas, i leathanbhanda seasta ardluais agus i soláthar líonraí soghluaiste ardluais 4G agus 5G.

In ainneoin na ndúshlán sin, tá teacht aniar iontach léirithe ag sochaí na hÉireann agus ár ngeilleagar á atógáil againn. Bhí ról lárnach ag earnáil na cumarsáide leictreonaí maidir leis an athléimneacht sin a chothú agus tacú lenár seirbhísí riachtanacha.

Mar fhreagra ar an staid seo atá ag teacht chun cinn agus ar an méadú ar mhéid thar ár líonraí, d'fhreagair ComReg trí speictream raidió breise a scaoileadh chun tacú leis an éileamh agus leanamar orainn ag déanamh dlúthmhonatóireachta ar líonraí chun a chinntiú go bhfuil cumas leordhóthanach ag oibreoirí líonra soláthar a dhéanamh dár riachtanais chumarsáide fhoriomlána.



Tionscnaimh ComReg Covid-19

I mí Aibreáin 2021, d'eisigh ComReg speictream raidió breise ar bhonn sealadach chun borradh a chur faoi acmhainn fón póca agus leathanbhanda. Tógadh an tionscnamh seo mar gheall ar an méadú mór atá tagtha ar úsáid líonra soghluaiste ag síntiúsóirí fón póca na hÉireann. Lean ComReg ar aghaidh ag obair le hoibreoirí teileachumarsáide chun a chinntiú gur chuir líonraí na céimeanna agus na teagmhais riachtanacha i bhfeidhm chun déileáil leis an méadú ar an trácht gutha agus sonraí de bharr thionchar Covid-19.

Bhí éileamh láidir ó thomhaltóirí i gcónaí ar thairiscintí sonraí neamhtheoranta mar gheall ar an bpaindéim leanúnach, rud a fhágann go bhfuil sé níos tábhachtaí fós go mbeadh an fhaisnéis a bhí ar uirlis comparáide praghsanna ComReg faoi shonraí atá san áireamh i bpacáistí trédhearcach. Le linn na tréimhse tugadh an uirlis cothrom le dáta ionas go bhféadfadh tomhaltóirí pleananna sonraí soghluaiste fíortheoranta a shainaitint, chomh maith le pleananna seasta.

Lean ComReg ar aghaidh ag déanamh monatóireachta i rith na bliana ar thionchar Covid-19 ar úsáid tomhaltóirí agus ar thuiscint teileachumarsáide in Éirinn. Léirigh na suirbhéanna, ó tugadh isteach srianta sláinte poiblí, go bhfuil teaghlaigh ag brath níos mó ar theicneolaíochtaí seasta, soghluaiste agus gan sreang chun fanacht ceangailte agus ar an eolas. Léirigh ár suirbhéanna go gcreideann 81% de na freagróirí go raibh méadú tagtha ar an úsáid a bhain siad as leathanbhanda sa teaghlach. Cé go ndúirt 82% díobh siúd a bhí ag obair ón mbaile go raibh méadú tagtha ar úsáid a gcuid seirbhísí leathanbhanda baile mar gheall ar oibriú go cianda. Léirigh ár dtaighde freisin gur mhéadaigh 77% d'oibrithe iargúlta an úsáid a bhain siad as seirbhísí físchomhdhála chun oibriú ón mbaile.



Leathanbhanda

Is léir go bhfuil ról lárnach i gcónaí ag leathanbhanda inár ngeilleagar agus inár sochaí. Faoi dheireadh mhí an Mheithimh 2021, bhí 1,895,190 síntiús leathanbhanda ann, méadú 4.5% thar an tréimhse. D'ardaigh síntiús Fiber To The Premises (FTTP) go 308,924 faoi dheireadh mhí an Mheithimh, méadú 53.6% i rith na bliana.

Lean úsáid sonraí ag fás freisin. Faoi dheireadh na bliana, d'úsáid meán-shíntiúsóir leathanbhanda seasta 324 GB de shonraí in aghaidh na míosa, tá sé seo suas ó 306.5 GB i rith na bliana. Gineann síntiúsóirí cónaithe an chuid is mó den trácht le meánúsáid mhíosúil sonraí in aghaidh an suibscríobhaí cónaithe ag sroicheadh 343.9 GB in aghaidh na míosa. D'úsáid meánshíntiúsóir leathanbhanda seasta gnó 146.2 GB de shonraí in aghaidh na míosa i R2 2021. Maidir le luas síntiús, amhail Meitheamh 2021, bhí luasanna díolta ag 84.1% de na síntiús leathanbhanda go léir cothrom le nó níos mó ná 30Mbps. Bhí Éire (92%) os cionn mheán an AE (89%) do dhul i bhfód leathanbhanda teaghlaigh (fosaithe agus soghluaiste) in 2020.



Soghluaiste

Ag deireadh mhí an Mheithimh 2021 bhí 7.36 milliún síntiús do sheirbhísí cumarsáide soghluaiste (lena n-áirítear leathanbhanda soghluaiste agus M2M) in Éirinn, arb ionann é agus ráta treá daonra de 148%. I R2 2020 bhí síntiús iomlána M2M ag 1,353,252 ag méadú go 1,792,432 i R2 2021, arb ionann é agus fás bliantúil 32.5%. Sna trí mhí go Meitheamh 2021, sheol an gnáth-shíntiúsóir soghluaiste Éireannach 44 teachtaireacht ar an meán in aghaidh na míosa, i gcomparáid le 42 in aghaidh na míosa ar an meán sa ráithe go Meitheamh 2020.



Tomhaltóirí

Tá dualgas reachtúil ar ComReg tomhaltóirí a chosaint agus a chur ar an eolas. Le linn na tréimhse atá faoi athbhreithniú, lean ComReg ar aghaidh ag soláthar a sheirbhíse láimhseála gearán do thomhaltóirí. I rith na bliana, fuair Foireann Líne Tomhaltóirí ComReg thart ar 79,000 teagmháil ó thomhaltóirí. Lean ComReg ar aghaidh ag foilsiú staitisticí ráithiúla ar shaincheisteanna a d'ardaigh na tomhaltóirí sin a rinne teagmháil lenár bhFoireann Líne do Thomhaltóirí.

Chomh maith le seirbhís láimhseála gearán ComReg (Líne Tomhaltóirí ComReg), tá Nósanna Imeachta Foirmiúla um Réiteach Díospóidí tugtha isteach ag ComReg maidir le gearáin fhón póca, fón baile agus leathanbhanda neamhréitithe ar feadh 40 lá oibre nó níos mó tar éis gearán a thaisceadh le do sholáthraí seirbhíse.



Comórtas

I rith na bliana, chríochnaigh ComReg a anailís ar roinnt margaí mórdhíola, chomh maith le leanúint le roinnt athbhreithnithe margaidh eile. Ina measc seo, bhí na margaí Seirbhísí Tarchuir Craolacháin Mórdhíola (TCS) agus Seirbhísí Ilphléacsála Teilifíse Digití (SITD) agus an margadh Rochtana Mórdhíola Lárnach (RML).

Lean ComReg freisin le monatóireacht a dhéanamh ar chur i bhfeidhm an Chomhaontaithe Socraíochta (SA) agus ar na garspriocanna feidhmíochta gaolmhara a comhaontaíodh le eir i mí na Nollag 2018. Leagtar amach sa SA na bearta rialachais rialála a chuirfidh eir i bhfeidhm chun a chinntiú go gcomhlíonfaidh sé a oibleagáidí rialála. D'aontaigh EIR Comhaontú Feidhmíochta a dhéanamh agus garspriocanna feidhmíochta a bhaint amach mar chuid dá ghealltanais do ComReg.

Speictream

Le linn na tréimhse atá faoi athbhreithniú lean an t-éileamh ar speictream ag fás, arna thiomáint ag méadú cainníochtaí sonraí a tharchuirtear ar an idirlíon agus líon na bhfeistí gan sreang a bhí ag méadú go tapa, lena n-áirítear fóin chliste agus táibléid, líonraí Wi-Fi agus gnáthrudáí atá ceangailte leis an idirlíon. Sa tréimhse seo lean ComReg ag cabhrú le húsáideoirí 3.6 GHz aistriú ón speictream seo agus úsáid na gcuideachtaí sin ar bronnadh an speictream seo orthu a cheadú de bhun comórtais.

Lean ComReg ar aghaidh ag obair freisin ar an nGradam Speictrim Ilbhanda (GSI) is déanaí a chuirfidh níos mó speictrim ar fáil do sheirbhísí leathanbhanda fón póca agus gan sreang. I mí Aibreáin 2021, d'fhoilsigh ComReg a Mheabhrán Faisnéise ar an MBSA a chuir tús leis an bpróiseas dámhachtana.

Ba é 5,420 líon iomlán na gceadúnas nua a eisíodh sa tréimhse tuairiscithe seo, laghdú 11.9% ar an mbliain roimhe sin. Tháinig an laghdú seo chun cinn mar thoradh ar laghdú 63% ar líon na gceadúnas Clár Déanta agus Imeachtaí Speisialta (CDIS) a deonaíodh mar thoradh ar phaindéim Covid-19 agus neamh-athnuachan 193 ceadúnas sealadach teilifíse trastíre digití (DTT) a deonaíodh do RTÉ chun cabhrú lena imirce ón mbanda 700 MHz. Chríochnaigh RTÉ a imirce i mí an Mhárta 2021.

Idirnáisiúnta

Le linn na bliana seo lean ComReg de bheith rannpháirteach go gníomhach i gComhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach (CRECL). Chuidigh ComReg le CRECL tionscadail a thabhairt chun críche, a bhfuil sainordú acu sa Chód um Chumarsáid Leictreonach Eorpach (CCLE), treoirlínte a fhorbairt chun a chinntiú go gcuirfear critéir chomhinfeistíochta i bhfeidhm go comhsheasmhach i líonraí fíor-ardacmhainne. Ina theannta sin, bhí ComReg rannpháirteach go gníomhach i dtionscadail réamhbhreathnaitheacha CRECL a bhaineann le rialáil ardán digiteach, cibearshlándaíl líonraí 5G agus tús a chur le hobair chun tuiscint níos fearr a fháil ar ghnéithe comhshaoil líonraí agus seirbhísí cumarsáide leictreonaí.

Lean an t-aonad Gnóthaí Idirnáisiúnta ar aghaidh ag glacadh páirte i sruthanna oibre cláir ad-hoc agus seachtracha eile a théann i bhfeidhm ar ComReg. Chomhordaigh sé freagairt ComReg ar Innéacs an Choimisiúin Eorpaigh um an nGeilleagar Digiteach agus an tSochaí Dhigiteach (GDSD) 2020, trí shonraí ábhartha an mhargaidh teileachumarsáide a chomhdú leis an gCoimisiún. Dea-scéal a bhí ann gur mhéadaigh Éire a rangú Innéacs go dtí a bheith sna cúig bhallstát is fearr, agus go raibh nascacht fheabhsaithe ina cur le rangú feabhsaithe na hÉireann.

Leanann aonaid gnóthaí idirnáisiúnta ComReg agus Ofcom (rialtóir cumarsáide na Ríochta Aontaithe) de bheith rannpháirteach go débhlíantúil ar ábhair leasa choitinn, tar éis don Ríocht Aontaithe a ballraíocht ón Aontas Eorpach a tharraingt siar go foirmiúil agus imeacht ó CRECL dá bharr an 31 Eanáir 2020.

Conclúid

Bhí tionchar bunathraithe ag Covid-19 ar gach sochaí agus bhí tionchar mór aige ar Éirinn. D'fhreagair na hearnálacha cumarsáide leictreonaí agus poist go maith do na dúshláin a tháinig as an bpaindéim agus chuir sé taca faoin ngá atá le hinfeistíocht leanúnach i líonraí fíor-ardacmhainne.

B'éigean do gach eagraíocht, ComReg san áireamh, dul i dtaithe go tapa ar bhealach nua oibre. I rith na bliana, lean ComReg ag feidhmiú go cianda lenár bhfoireann go léir ag obair ón mbaile. Ba mhaith liom mo

bhuíochas a ghabháil le mo chomhghleacaithe go léir i ComReg as leanúint lenár bhfeidhmeanna agus ár n-oibleagáidí rialála a chomhlíonadh, in ainneoin na ndúshlán a bhaineann le Covid-19.

Táimid ag tnúth freisin le reachtaíocht phríomhúil a chur i bhfeidhm chun ár gcumhachtaí forfheidhmithe a fheabhsú, mar atá leagtha amach i gClár an Rialtais, agus fáiltímid roimh an méadú le déanaí ar acmhainní ComReg chun seachadadh éifeachtach ár gclár oibre a chinntiú.

Ba mhaith liom aitheantas a thabhairt freisin d'obair agus d'iarracht na n-oibrithe go léir ar fud na dtionscal teileachumarsáide agus poist ar fad a d'oibrigh le linn na paidéime chun a chinntiú go raibh custaiméirí agus gnólachtaí in ann córais chumarsáide a úsáid chun tacú lenár ngeilleagar agus lenár sochaí.



Robert Mourik
Cathaoirleach ComReg
Ceaptha an 7 Eanáir 2022

3. FORBHREATHNÚ AR CHUMARSÁID

Sciar den Mhargadh Líne Seasta

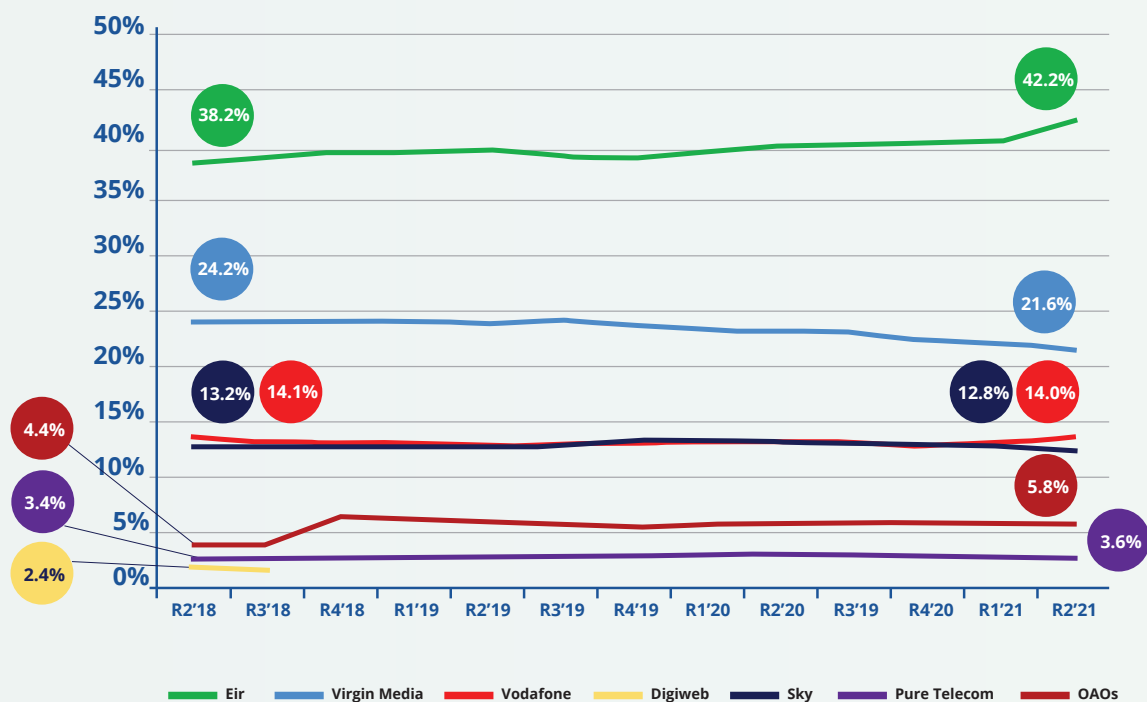
Bunaithe ar shonraí oibreora a cuireadh isteach trí cheistneoir na Tuarascála Ráithiúla, b'ionann Eircom Limited (ag trádáil mar "eir") agus 43.2% den mhargadh líne seasta iomlán i dtéarmaí ioncam foriomlán (miondíola agus mórdíola) faoi Mheitheamh 2021, síos ó 47.2% i Meitheamh 2020. B'ionann Oibreoirí Údaraithe Eile (OAOanna) agus an sciar eile den mhargadh.

Teileafónaíocht Guth Seasta

Bhí 1.33 milliún síntiús gutha seasta i margadh na hÉireann amhail Meitheamh 2021, laghdú 2.7% ó Mheitheamh 2020. Ag deireadh mhí an Mheithimh b'ionann eir agus 42.2% de mhargadh an Ghutha Sheasta agus Virgin Media ina dhiaidh sin ag 21.6%.

Tháinig laghdú ar thrácht gutha a tháinig ó líonraí seasta i R2 2021 go dtí os cionn 567 milliún nóiméad agus tháinig an meán-suibscríobhaí cónaithe 85 nóiméad de ghlaonna gutha seasta i gcomparáid le 118 nóiméad i R2 2020. Tháinig meán-shíntiúsóir gnó 476 nóiméad de ghlaonna gutha seasta i R2 2021 i gcomparáid le 504 i R2 2020.

Scaireanna Margaidh Teileafónaíochta Guth Seasta

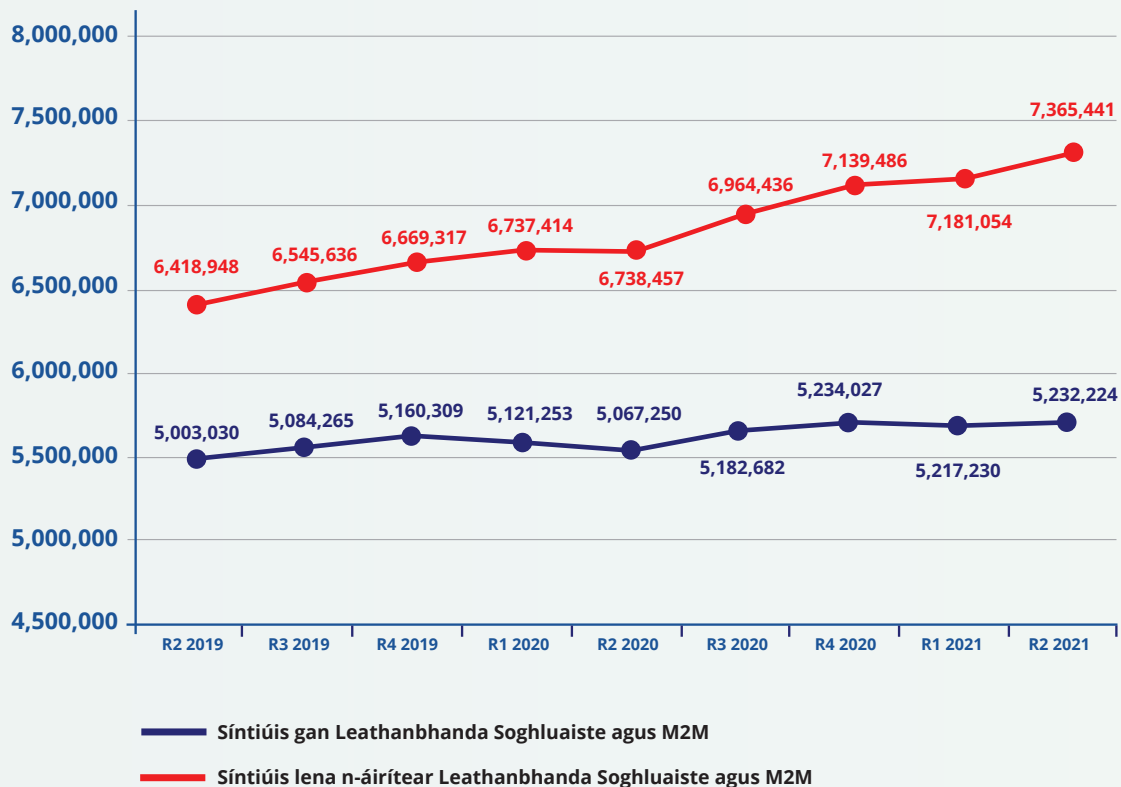


Figiúr 1: Scaireanna Margaidh Teileafónaíochta Guth Seasta.

Foinse: Quarterly Key Data Questionnaire.

Seirbhísí Cumarsáide Soghluaiste

Ag deireadh mhí an Mheithimh 2021 bhí 7.36 milliún síntiús le seirbhísí cumarsáide soghluaiste (lena n-áirítear leathanbhanda soghluaiste agus M2M) in Éirinn, arb ionann é agus ráta treá daonra de 148%. I R2 2020 bhí síntiúis iomlána M2M ag 1,353,252 ag méadú go 1,792,432 i R2 2021, arb ionann é agus fás bliantúil 32.5%.

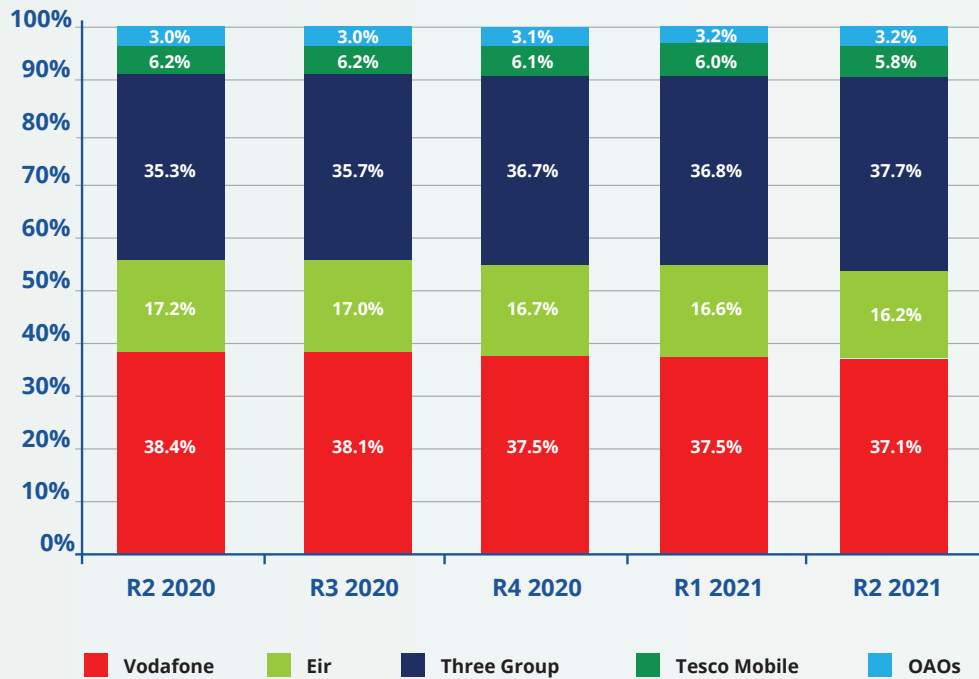


Figiúr 2: Síntiúis Shoghluaiste lena n-áirítear Leathanbhanda Soghluaiste agus M2M san áireamh agus gan é a áireamh.

Tháinig laghdú 32.5% ar líon na dteachtaireachtaí téacs i R2 2021 i gcomparáid le R2 2020. Sna trí mhí go Meitheamh 2021, sheol an gnáth-shíntiúsóir soghluaiste Éireannach 44 teachtaireacht ar an meán in aghaidh na míosa, i gcomparáid le 42 in aghaidh na míosa ar an meán sa ráithe go Meitheamh 2020.

Laghdaigh meán-nóiméid ghlaio gutha míosúla in aghaidh an suibscríobhaí soghluaiste in Éirinn go 228 nóiméad in aghaidh na míosa i mí an Mheithimh 2021, síos ó 246 i Meitheamh 2020. Ba é 10.5GB an meántrácht mhíosúil in aghaidh an suibscríobhaí soghluaiste ag baint úsáide as seirbhísí gutha agus sonraí i mí an Mheithimh 2021 i gcomparáid le 9.1GB i mí an Mheithimh 2020.

Tá an sciar is mó de shíntiúis ag *Three Ireland* (lena n-áirítear leathanbhanda soghluaiste agus síntiúis meaisín le meaisín) agus comparáid a dhéanamh idir R2 2020 agus R2 2021, Trí sciar méadaithe den mhargadh ó 35.3% go 37.7%. Ag deireadh R2 2021, bhí 37.1% de shíntiúsóirí ag Vodafone síos ó 38.4% i R2 2020. tháinig laghdú 1% ar sciar an mhargaidh mhóibíligh de chuid eir. Tháinig laghdú 0.4% ar sciar margaidh Tesco Mobile agus tháinig méadú 0.2% ar scaireanna margaidh oibreoirí eile ó R2 2020.



Figiúr 3: Sciar den Mhargadh Soghluaiste de réir Síntiúis.

Foinse: Quarterly Key Data Questionnaire.

Margadh Leathanbhanda

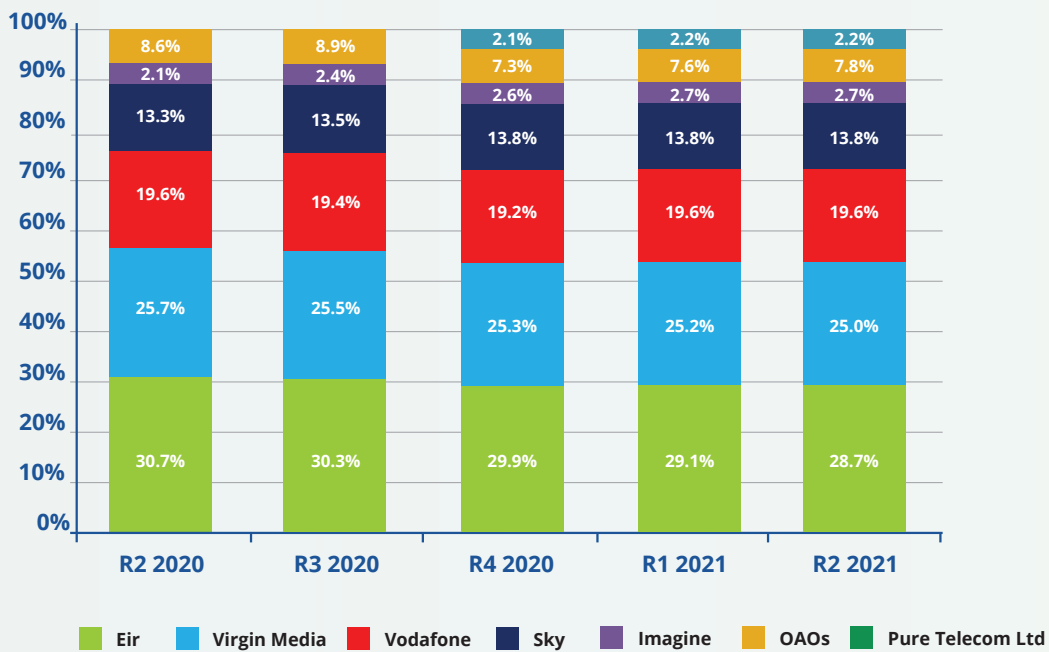
Faoi dheireadh mhí an Mheithimh 2021, bhí 1,895,190 síntiús leathanbhanda ann. Ba mhéadú 4.5% é seo ar R2 2020. Mhéadaigh síntiúis FTTP go 308,924 i R2 2021 méadú 53.6% ó R2 2020.

Cineál Síntiúis	R1 2021	Fás Ráithiúil R1'21 - R2'21	Fás Bliantúil R2'20 – R2'21
Leathanbhanda DSL	165,624	-5.6%	-23.1%
Leathanbhanda VDSL	625,460	-1.45%	-2.8%
Leathanbhanda Cábla	376,979	-0.1%	0.7%
Leathanbhanda FTTP	308,924	9.5%	53.6%
Leathanbhanda Satailíte	2,079	-9.2%	-32.6%
Leathanbhanda FWA	75,339	8.4%	33.6%
Leathanbhanda Seasta Iomlán	1,554,405	0.8%	4.0%
Leathanbhanda Soghluaiste	340,785	2.3%	7.1%
Leathanbhanda Iomlán	1,895,190	1.1%	4.5%

Figiúr 4: Síntiúis Leathanbhanda de réir Cineál Síntiúis.

I R2 2021, bhí 28.7% de shíntiúis leathanbhanda sheasta miondíola iomlána ag eir, agus Virgin Media ina dhiaidh sin a raibh 25.0% de shíntiúis aige. Bhí 19.6% ag Vodafone (gan síntiúis leathanbhanda soghluaiste san áireamh), agus bhí sciar den mhargadh 13.8%, 2.7% agus 2.2% ag Sky Ireland, Imagine & Pure Telecom faoi seach.

B'ionann gach OAOanna eile le chéile agus an sciar 7.8% eile de shíntiúis leathanbhanda sheasta miondíola.



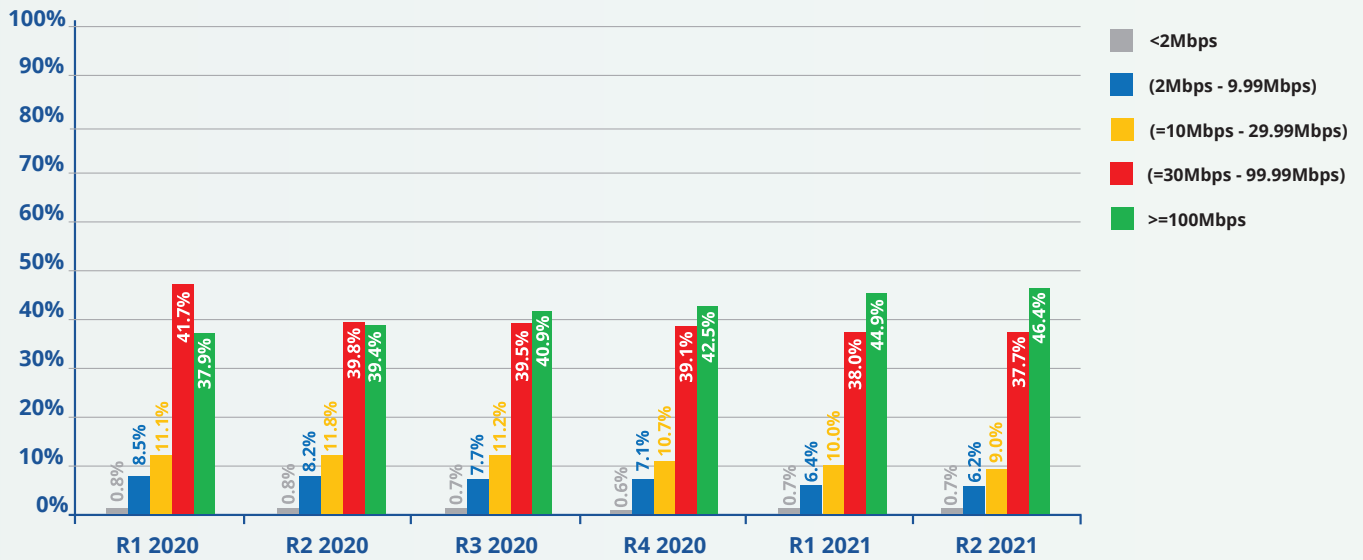
Sciar den Mhargadh Leathanbhanda
 Seasta de réir Síntiúis

Figiúr 5: Sciar den Mhargadh Leathanbhanda Seasta de réir Síntiúis.

Foinse: Quarterly Key Data Questionnaire.

I R2 2021 d'úsáid meán-shíntiúsóir leathanbhanda seasta 324 GB sonraí in aghaidh na míosa, tá sé seo suas ó 306.5 GB i R2 2020. Gineann síntiúsóirí cónaithe an chuid is mó den trácht le meánúsáid mhíosúil sonraí in aghaidh an suibscríobhaí cónaithe ag sroicheadh 343.9 GB in aghaidh na míosa. D'úsáid meán-shíntiúsóir leathanbhanda seasta gnó 146.2 GB de shonraí in aghaidh na míosa i R2 2021. Maidir le luas síntiúis, ag deireadh R2 2021, bhí luasanna díolta ag 84.1% de na síntiúis leathanbhanda go léir cothrom le nó níos mó ná 30Mbps.

Luas Díolta Leathanbhanda ó R1 2020

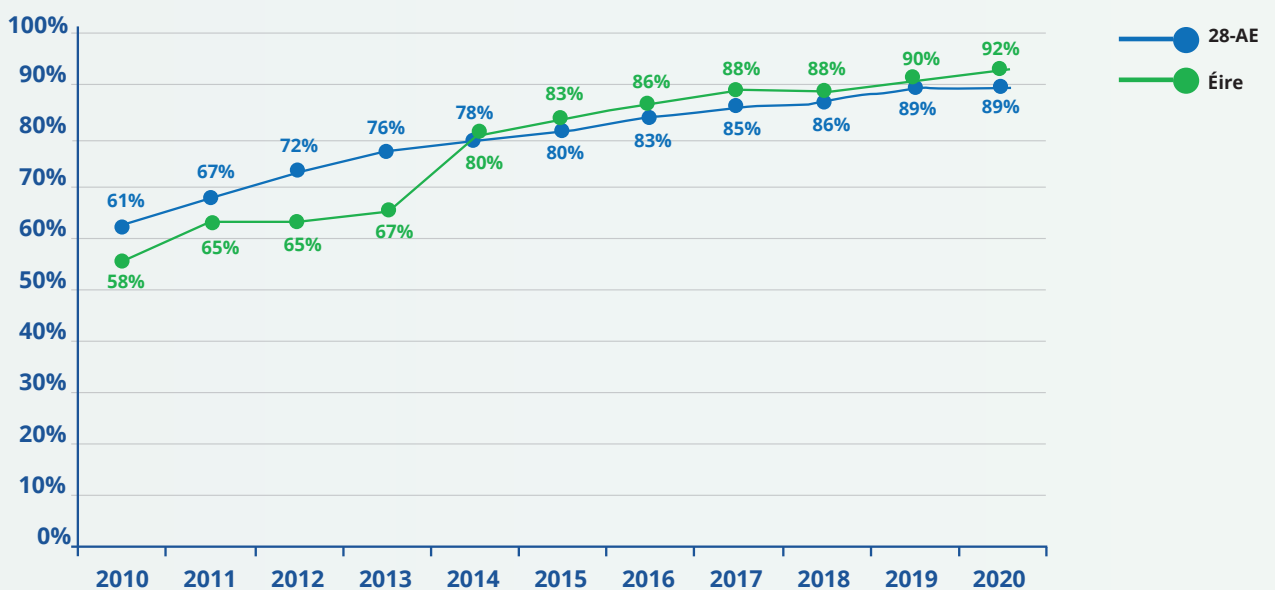


Figiúr 6: Síntiús Leathanbhanda Seasta de réir Luas Díolta.

Treá Leathanbhanda

Léiríonn Figiúr 7 seasamh na hÉireann i gcomparáid le meán AE28 i dtéarmaí dul i bhfód teaghlaigh leathanbhanda fosaithe agus soghluaiste. Bhí Éire (92%) os cionn mheán AE28 (89%) do dhul i bhfód leathanbhanda teaghlaigh (fosaithe agus soghluaiste) in 2020.

Ráta Treá Leathanbhanda Teaghlaigh, 28-AE agus Éire



Figiúr 7: Ráta Treá Leathanbhanda Teaghlaigh, 28-AE agus Éire.

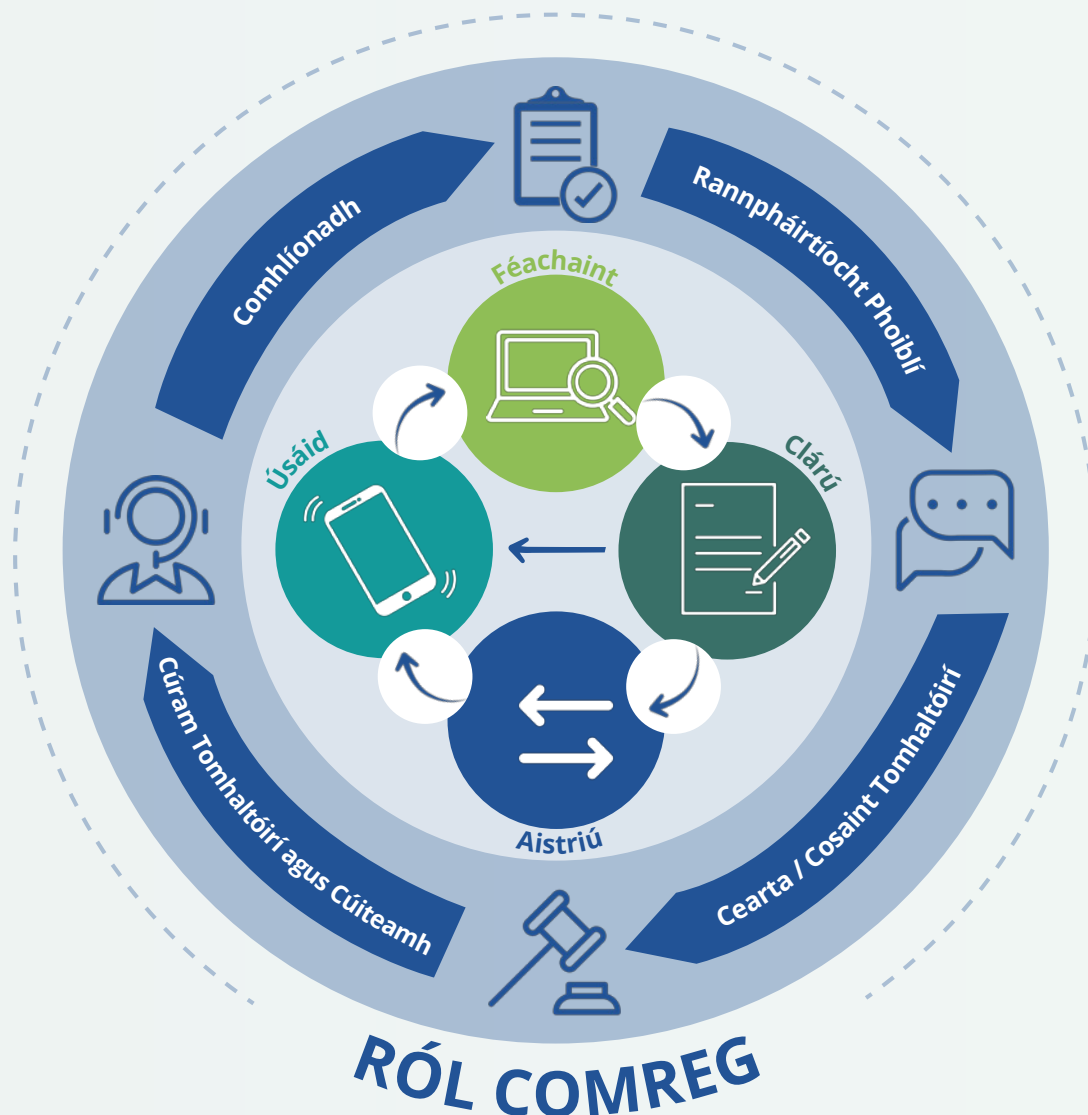
Foinse: Eurostat, Information Society Indicators, POS.

4. TOMHALTÓIRÍ

Is é cur chuige straitéiseach foriomlán ComReg i leith tomhaltóirí a chosaint agus a chur ar an eolas ionas gur féidir leo seirbhísí cumarsáide a roghnú agus a úsáid go muiníneach.

Le linn na tréimhse, rinne ComReg roinnt gníomhartha chun a spriocanna gaolmhara do thomhaltóirí a bhaint amach le linn chéimeanna thuras an tomhaltóra: Ag Breathnú, ag Síniú agus ag Malartú agus ag Úsáid. Bhí gníomhartha ComReg mar atá léirithe thíos sna réimsí Rannpháirtíocht Phoiblí, Cúram agus Sásamh Tomhaltóirí, Cearta Tomhaltóirí/Cosaint agus Comhlíonadh.

Is féidir le tomhaltóirí roghnú le muinín



Rannpháirtíocht an Phobail

Féachann ComReg le tomhaltóirí a chumhachtú trína chinntiú go bhfuil faisnéis agus uirlisí cuí agus trédhearcacha ar fáil agus próiseas éifeachtach láimhseála gearán á thairiscint ag an am céanna. Féachann ComReg le riachtanais tomhaltóirí atá ag teacht chun cinn a thuiscint trí idirchaidreamh a dhéanamh le páirtithe leasmhara éagsúla trí úsáid a bhaint as bealaí éagsúla ar nós trínár bhFoireann Cúraim Tomhaltóirí; trínár gclár Cumarsáide agus Rannpháirtíochta (lena n-áirítear láithreach ar líne agus anailís ar threochtaí); trí Phainéal Comhairleach Tomhaltóirí ComReg; an Fóram um Choibhéis Rochtana agus Rogha, agus trí shuirbhéanna ábhartha a dhéanamh agus trí ionchuir a fháil ó eagraíochtaí tomhaltóirí a ndéanaimid idirchaidreamh leo.

Faisnéis maidir le Cearta Tomhaltóirí

Cuirtear tomhaltóirí ar an eolas trí fhaisnéis thráthúil, ábhartha, shoiléir agus inrochtana. Aithníonn ComReg gur gá tomhaltóirí a chur 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 ionas go dtreisiúnn an iomaíocht. Maidir leis seo, lean ComReg ar aghaidh ag nuashonrú a chuid tomhaltóirí de www.comreg.ie le faisnéis agus nuacht ábhartha maidir le seirbhísí cumarsáide a roghnú agus a úsáid. Le linn na tréimhse rinneadh an chuid tomhaltóirí den láithreán gréasáin a chomhdhlúthú agus a fheabhsú lena n-áirítear míreanna nuachta do thomhaltóirí agus foilseacháin do thomhaltóirí a chur i láthair agus faisnéis agus cearta tomhaltóirí a chur i láthair trí chur chuige topaicbhunaithe.¹ D'fhoilsíomar míreanna nuachta rialta² do thomhaltóirí a chlúdaíonn raon ábhar lena n-áirítear glaonna sceamála, saincheisteanna seirbhíse do chustaiméirí, gníomhartha comhlíonta, láimhseáil gearán agus suirbhéanna. Chomh maith leis sin, d'fhoilsíomar achoimrí tréimhsiúla nuachta³ do thomhaltóirí agus faisnéis do thomhaltóirí maidir leis an mBreitheacht.⁴

Uirlisí Tomhaltóirí - Léarscáil Clúdaigh Soghluaiste, Comparáid ChomReg agus Seiceálaí Seirbhíse

Cuireann ComReg léarscáil clúdaigh fón póca lasmuigh ar fáil, ag www.comreg.ie/coveragemap, a ligeann do thomhaltóirí ríomh ComReg ar chlúdach fón póca oibritheora agus leibhéil chomhartha a sheiceáil ag láithreacha ar fud na tíre. Ligeann an léarscáil d'úsáideoirí fón póca leibhéal an chlúdaigh soghluaiste ina n-oibríonn siad nó ina gcónaíonn siad a fheiceáil agus cabhraíonn sé le tomhaltóirí roghanna a dhéanamh idir oibreoirí bunaithe ar infhaighteacht clúdaigh tuartha ina gceantar nó ina suíomh roghnaithe. Gineadh é trí úsáid a bhaint as sonraí arna soláthar ag príomhoibreoirí an líonra mhóibíligh agus áirítear leis sonraí do na hoibreoirí líonraí fíorúla soghluaiste (soláthraithe seirbhíse a bhfuil a gcuid seirbhísí á n-óstáil ag príomhoibreoirí an líonra mhóibíligh). Rinneadh sonraí na léarscáile a nuashonrú i R3 2020, R1 2021 agus R2 2021. Tá an léarscáil leagtha amach i bhformáid dathchódaithe - taispeánann donn dorcha clúdach an-mhaith go béas a thaispeánann clúdach imeallach. Taispeánann an léarscáil neart comhartha ó an-mhaith, maith, cothrom, imeall agus gan aon chlúdach do 2G (Guth), 3G (Sonraí agus Guth) agus 4G (Sonraí agus Guth). Tá feidhmchlár (Aip) ar fáil freisin d'úsáideoirí fón póca.

Chomh maith leis an léarscáil clúdaigh lasmuigh, oibríonn ComReg leis an tionscal freisin chun a chinntiú go bhfuil faisnéis ábhartha chruinn ar fáil do thomhaltóirí maidir le tairiscintí reatha margaidh, chun cabhrú

1. <https://www.comreg.ie/advice-information/>
2. <https://www.comreg.ie/category/consumer-news/>
3. <https://www.comreg.ie/comreg-consumer-news-q2-2021/>
<https://www.comreg.ie/comreg-consumer-news-q2-2020/>
4. <https://www.comreg.ie/advice-information/brexit/>

leo lena gcinntí ceannaigh. Rinne ComReg a uirlis comparáide luacha a nuashonrú, ComReg Compare, ag www.comreg.ie/compare, le feidhmiúlacht nua. Ar an áireamhán seo, is féidir le tomhaltóirí comparáid a dhéanamh idir tairiscintí margaidh soláthraithe seirbhíse cumarsáide trí sás láimhe, meánchostas míosúil, costas iomlán lena n-áirítear costais sás láimhe, liúntais agus luas, bunaithe ar an bhfaisnéis úsáide a iontráiltear. I bhfianaise phaindeim COVID-19 atá ar siúl faoi láthair, tá éileamh fós ar thairiscintí sonraí neamhtheoranta, rud a fhágann go bhfuil sé níos tábhachtaí fós go mbeadh faisnéis faoi shonraí a áirítear i bpacáistí trédhearcach. Le linn na tréimhse tugadh an uirlis cothrom le dáta ionas go bhféadfadh tomhaltóirí pleananna sonraí soghluaiste fíortheoranta a shainathint, chomh maith le pleananna seasta.

Chun cabhrú le tomhaltóirí a bhfuil ceisteanna acu faoi tháillí Seirbhísí Ardráta (PRS) a cuireadh i bhfeidhm ar a mbille nó a baineadh óna gcreidmheas teileafóin, cuireann ComReg áis ar líne, Seiceálaí Seirbhíse, ar fáil freisin ag <http://servicechecker.comreg.ie/> áit ar féidir leat na sonraí teagmhála agus sonraí eile a sheiceáil le haghaidh gach seirbhís ardráta. Is féidir le tomhaltóirí ainm seirbhíse nó uimhir cúig dhigit na seirbhíse ar gearradh táille orthu a ionchur agus cuirtear sonraí faoi uimhir na líne cabhraí seirbhíse do chustaiméirí agus ríomhphost i láthair dóibh.

Faisnéis - Clár Rannpháirtíochta Tomhaltóirí

Lean ComReg lena chumarsáid agus lena rannpháirtíocht tomhaltóirí le linn na tréimhse le feachtais spriocdhírthe chun tomhaltóirí a chur ar an eolas faoina gcearta agus faoin bhfaisnéis a chuireann ComReg ar fáil. I measc na dtionscnamh sin tá suíomh gréasáin ComReg a nuashonrú le faisnéis agus feidhmiúlacht nua do thomhaltóirí, for-rochtain agus feachtais mhargaíochta dhigiteacha agus thraidisiúnta chun tomhaltóirí a chur ar an eolas.⁵

Thug ComReg a bhranda tomhaltóra, 'ComReg Connects', isteach chun cabhrú lena chinntiú go bhfuil tomhaltóirí agus an pobal in ann ComReg a aithint mar bhranda atá chun tosaigh i gcosaint tomhaltóirí, ag léiriú croí ComReg agus cad dó a seasann sé. Chuaigh ComReg i dteagmháil le raon páirtithe leasmhara maidir le saincheisteanna tomhaltóirí lena n-áirítear Coiste Comhairleach Roinne agus na hOifigigh Náisiúnta Leathanbhanda (de Thascfhórsa Soghluaiste agus Leathanbhanda an Rialtais), Aoisbhá Éireann, Fóram Comhairleach Tomhaltóirí agus Fóram um Choibhéis Rochtana agus Rogha.⁶

5. <https://www.comreg.ie/engagement/>

6. <https://www.comreg.ie/engagement/panels-forums/>

ComReg Connects

Trusted Advice and Support



Tips for dealing with issues relating to your Home Phone, Mobile Phone and Broadband Providers

There may come a time when you experience issues with your communications service such as a problem with your bill or difficulty switching to a new provider. We have put together some tips to help you when dealing with such problems so that you know your rights and can seek redress if things go wrong.

How should a service provider deal with my complaint?

You can find your service provider's Code of Practice for complaints handling on their website or by calling their helpline. Their code contains all the details you need, including:

- How to contact your service provider.
- How long it will take them to acknowledge and respond/ resolve your complaint.
- What the procedures are for resolving your complaint.

What should I do when making a complaint to a service provider?

- Act promptly as there may be a time limit in which complaints must be made.
- Clearly outline the problem, providing full details of your complaint.
- Give the service provider a reasonable chance to resolve your complaint.
- Make a note of your complaint reference number, the time and date you made your complaint, along with any commitments made by your service provider.

What should I do if I am dissatisfied with the outcome?

Ask how your complaint can be 'progressed' by your service provider in line with their Code of Practice. Generally, this means that your complaint is passed to your service provider's 'second-line support team', who can help with more complicated complaints.

If you still feel dissatisfied with the outcome, our Consumer Care Team may be able to help you.

How can ComReg Connects' Consumer Care Team help?

If you have followed your service provider's complaint procedures and your complaint remains unresolved, we may be able to review the issue, and:

- Inform you of your service provider's obligations.
- Escalate your complaint on your behalf to your service provider.
- Provide you with a realistic idea of the likely outcome.

Contact our Consumer Care Team today

Phone: 01 8049668
(8am to 8 pm Mon to Fri, and 9am to 1pm Sat)

Email: consumerline@comreg.ie

Post: ComReg Connects Consumer Care, ComReg, 1 Dockland Central, Guild Street, Dublin 1 D01 E4X0

Visit www.comreg.ie/consumer



Commission for
Communications Regulation
An Coimisiún um
Rialáil Cumarsáide

Figiúr 8: Sampla d'fhógraí ComReg Connects atá san áireamh i bhfoilseacháin ábhartha a chuireann faisnéis ar fáil do thomhaltóirí

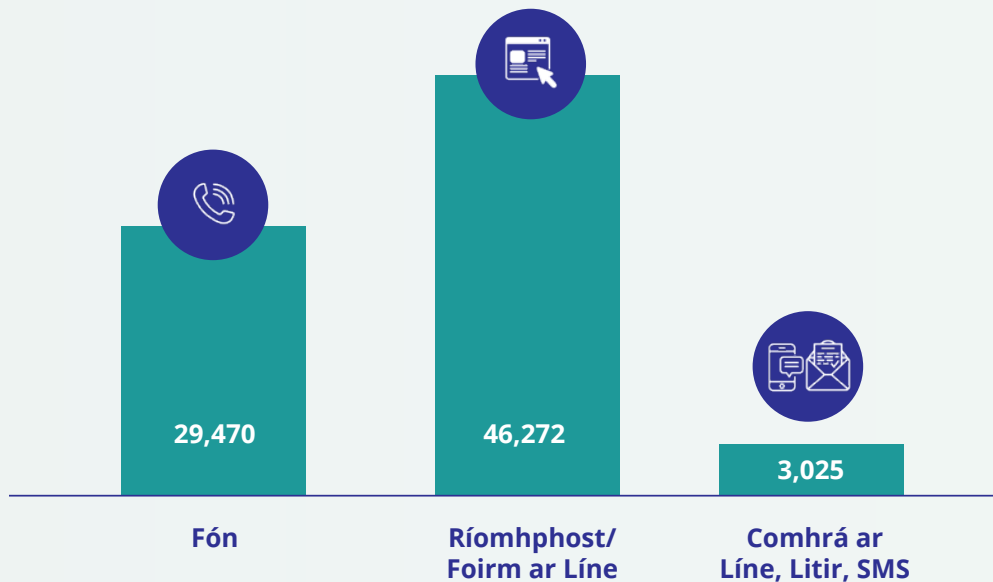
Cúram agus Sásamh Thomhaltóirí

Láimhseáil Gearáin

Leanann ComReg de sheirbhís ardchaighdeán láimhseála gearán a chur ar fáil do thomhaltóirí. I rith na bliana, fuair Foireann Líne Thomhaltóirí ComReg thart ar 79,000 teagmháil ó thomhaltóirí. Is féidir le tomhaltóirí teagmháil a dhéanamh le Foireann Líne Thomhaltóirí ComReg trí na bealaí seo a leanas – teileafón, ríomhphost, foirm ghearáin ar líne, litir, comhrá gréasáin, SMS agus Teanga Chomharthaíochta na hÉireann.⁷

Freagraíodh 91% de na glaonna go léir ar Fhoireann Cúraim Thomhaltóirí ComReg laistigh de 20 soicind agus freagraíodh 96% de na teagmhálacha scríofa laistigh de 24 uair an chloig.

Líon na dTeagmhálacha Thomhaltóirí ón 1 Iúil go dtí an 30 Meitheamh 2021



Figiúr 9: Líon na dteagmhálacha tomhaltóra de réir cainéil chumarsáide.

Leanann ComReg ag foilsiú staitisticí ráithiúla ar shaincheisteanna a d'ardaigh tomhaltóirí a rinne teagmháil lenár bhFoireann Líne do Thomhaltóirí. Le linn na tréimhse Iúil 2020 go Meitheamh 2021 bhí thart ar 29,000 saincheist ann a rinne tomhaltóirí teagmháil linn. Roinntear na saincheisteanna seo idir saincheisteanna na Seirbhíse Cumarsáide Leictreonáí (ECS), saincheisteanna seirbhíse ardráta (PRS) agus gach cineál eisiúna eile.⁸

Bhain thart ar 76% de na saincheisteanna iomlána a ardaíodh le cumarsáid leictreonach, agus bhain thart ar 11% eile le seirbhísí ardráta agus ba shaincheisteanna iad an t-iarmhéid den chuid is mó a bhí lasmuigh de shainchúram ComReg nó nach raibh ar eolas.

As na saincheisteanna go léir a ardaíodh le ComReg le linn na tréimhse, ba ghearáin iad 24% a ardaíodh thar ceann na dtomhaltóirí chuig na Soláthraithe Seirbhíse ábhartha do sheirbhísí ECS agus PRS araon.

7. <https://www.comreg.ie/advice-information/consumer-care/contact-our-consumer-care-team/>

8. <https://www.comreg.ie/advice-information/consumer-care/consumer-statistics/>

Bhain formhór na saincheisteanna ECS a ardaíodh faoi shainchúram ComReg le billeáil, saincheisteanna seirbhíse, cúrsaí conarthacha, agus inaistritheacht athraithe/uimhreacha. Baineann formhór na saincheisteanna PRS a ardaíodh le cásanna ina séanann tomhaltóirí go ndeachaigh siad i dteagmháil leis an PRS nó ina ndíospóideann an tomhaltóir an muirear PRS atá i gceist.

D'fhorbair ComReg a fhoilseacháin ráithiúla staitisticí le linn na tréimhse agus tá sonraí sa tuarascáil ráithiúil anois ar ghearán a fuarthas de réir cineál aicmithe agus sonraí faoinár suirbhé ar shástacht teileafóin agus ríomhphoist do chustaiméirí.

Réiteach Díospóide

Chomh maith le seirbhís láimhseála gearán ComReg (Líne Tomhaltóirí ComReg), tá Nósanna Imeachta Foirmiúla um Réiteach Díospóidí tugtha isteach ag ComReg maidir le gearán fón póca, fón baile agus leathanbhanda nár réitíodh ar feadh 40 lá oibre nó níos mó tar éis gearán a thaisceadh leis an soláthraí seirbhíse.

Bearta Cosanta Tomhaltóirí

Tá roinnt cosaintí tomhaltóirí i bhfeidhm cheana féin lena n-áirítear, bearta do thomhaltóirí faoi mhíchumas, bearta maidir le praghsáil uimhreacha neamhghheografacha, bearta le haghaidh caiteachais agus rialú costais, meán billeála agus billeála miondealaithe agus urchoisc roghnaitheach glaonna.

Is é sprioc ComReg gur leor cearta agus cosaintí tomhaltóirí, lena n-áirítear cearta agus cosaintí do thomhaltóirí leochaileacha agus do thomhaltóirí faoi mhíchumas, chun díobhála do thomhaltóirí a mhaolú.

Bainteach leis an sprioc thuas, thar an tréimhse, rinne ComReg monatóireacht agus breithniú ar cibé an raibh sé oiriúnach bearta a chur i bhfeidhm, a fheabhsú nó a fhorbairt chun dochar do thomhaltóirí ECS agus PRS a mhaolú.

Turraing Bille

D'fhéadfadh táillí arda gan choinne a bheith i gceist le tomhaltóirí ón úsáid a bhaineann siad as seirbhísí cumarsáide leictreonaí sa chaoi is nach mbeadh billí ag teacht le hionchais, ar a dtugtar turraing billí.⁹ Faoin gcreat dlíthiúil reatha, d'fhorchuir ComReg ceanglais ar sholáthraithe ábhartha chun cabhrú le tomhaltóirí a gcaiteachas a rialú agus chun claonadh tomhaltóirí a mhaolú chun turraing billí a thabhtú, trí bhíthin bearta trédhearcachta billí agus saoráidí rialaithe costais eile.¹⁰ Le linn na tréimhse, bhreithnigh ComReg bealaí ina bhféadfaí turraing billí do thomhaltóirí a sheachaint trí shaoráidí rialaithe costais agus d'iarr sé ionchur ón tionscal ina dhoiciméad, Bill Shock Review – Bill Shock – Control of Expenditure -Call for Inputs.¹¹ Sa Ghlaó ar Ionchuir, leag ComReg amach a chuid inní maidir le haon easpa trédhearcachta i dtéarmaí agus coinníollacha conarthacha do phleananna taraife intíre a bhféadfadh mearbhall a bheith mar thoradh orthu ó thaobh an tomhaltóra de agus cásanna de shuaitheadh suntasach billí. Ag leanúint ón nGlaó ar Ionchuir, chuaigh ComReg i dteagmháil le Tionscal Teileachumarsáide Éireann (TII) maidir le tiomantais dheonacha ó sholáthraithe seirbhíse maidir le prionsabail agus tionscnaimh chun cabhrú le riosca turraing billí a sheachaint.

9. Tagraíonn turraing bille don fhrithghníomh diúltach is féidir le tomhaltóir a bheith ann más rud é go bhfuil muirir gan choinne ag an ngnáthbhille.

10. Cinneadh ComReg D08/13. Sainíodh sa chinneadh sin na bealaí nach mór do na soláthraithe uile atá údaraithe chun líonraí agus seirbhísí cumarsáide leictreonaí a sholáthar billí a eisiúint do thomhaltóirí.

Leis na bearta caighdeánaithe na rialacha a bhaineann le billeáil is infheidhme maidir le soláthraithe lena áirithiú go raibh siad comhsheasmhach agus trédhearcach ar fud an tionscail.

11. Féach ComReg "Bill Shock – Control of Expenditure -Call for Inputs" doiciméad 19/83, 13 Meán Fómhair 2019.

Thug ComReg faoi deara go gcuireann roinnt soláthraithe a thairgeann pleananna taraife “neamhtheoranta” teorainn leis an úsáid a áirítear i bpleananna den sórt sin, ar a dtugtar teorainn nó beartas úsáide “inghlactha” nó “cothrom” go minic (FUP / AUP). Is minic a athraíonn na teorainneacha úsáide de réir soláthraí agus/nó de réir pleananna taraife aonair soláthraí agus a luaithe a sháraítear an FUP / AUP, d’fhéadfadh, inter alia, formhuirir bhreise nó fionraí nó cailteanas seirbhíse a bheith i bhfeidhm ar an úsáideoir deiridh. Rinne ComReg monatóireacht ar thomhaltóirí a bhí ag ceannach agus ag úsáid taithí d’fhonn maolú a dhéanamh ar an mbaol go ndíolfaí pleananna taraife le tomhaltóirí a fhógraítear mar phleananna taraife neamhtheoranta atá teoranta i ndáiríre, agus ag an am céanna ligean do sholáthraithe seirbhíse bearta bainistithe tráchta ceadaithe a chur i bhfeidhm. Ina theannta sin, chuir ComReg ionchur ar fáil d’athbhreithniú leanúnach an Údaráis um Chaighdeán Fógraíochta d’Éirinn (ASAI) ar an téarma “neamhtheoranta” i bhfógraíocht teileachumarsáide.

Tá fócas ComReg ar an réimse seo anois ar riachtanais an Chóid um Chumarsáid Leictreonach Eorpach (CCLE).¹² Tá a bhreithnithe beartais tosaigh agus a thuairimí beartais maidir le suaithheadh billí leagtha amach ag ComReg agus maidir le húsáid “neamhtheoranta” maidir le cearta áirithe úsáideoirí deiridh bunaithe ar an gCód i dTreoir Rialála ComReg.¹³ Déanfaidh ComReg monatóireacht ar chur i bhfeidhm cheanglais an CCLE maidir lena chinntiú gur féidir le tomhaltóirí bainistiú a dhéanamh ar an úsáid a bhaineann siad as seirbhísí cumarsáide leictreonaí agus a chaitheann siad orthu agus, de bhun an CCLE. Breithneoidh ComReg oiriúnacht aon teorainneacha tomhaltais, atá le socrú ag ComReg, chun a chinntiú go gcosnaítear tomhaltóirí agus go gcomhlíontar cuspóirí an CCLE.

Rialachán Fánaíochta

Is uirlisí tábhachtacha iad Rialachán Fánaíochta¹⁴ agus An Rialachán maidir le Glaonna laistigh den AE¹⁵ a chuireann ar chumas ComReg tomhaltóirí a chosaint agus chun cabhrú le baol suaite billí a sheachaint. De réir a fheidhme reachtúla, lean ComReg lena chuid oibre chun monatóireacht a dhéanamh ar chur i bhfeidhm an Rialacháin Fánaíochta ag cuideachtaí soghluaiste Éireannacha.¹⁶

Is éard atá i rialacha sonracha an Aontais maidir le fánaíocht mhóibíleach lena gcosnaítear tomhaltóirí taraifí agus iad ag taisteal i mBallstáit eile agus bearta trédhearcachta. Ó mhí an Mheithimh 2017 i leith, gearrtar an praghas miondíola baile ar Chustaiméirí as a bhfón póca a úsáid (i gcás glaonna, téacsanna agus sonraí) agus iad ag taisteal - tugtar Roam Like At Home (RLAH) air seo. Le tabhairt isteach RLAH, ní féidir le soláthraithe seirbhíse níos mó a ghearradh ná an méid a thoirbheofaí dá mbeadh an custaiméir ag ithe na seirbhísí sin sa tír dhúchais i.e., an praghas intíre. Mar sin féin, tá eisceachtaí ann. Áirítear orthu sin an cumas beartas úsáide córa a chur i bhfeidhm maidir le sonraí, bearta frith-mhí-úsáide agus forálacha inbhuanaitheachta.

12. An 17 Nollaig 2018, ghlac Parlaimint na hEorpa treoir nua chun teacht in ionad Chomhchreat Rialála 2002, Treoir (AE) 2018/1972 ó Pharlaimint na hEorpa agus ón gComhairle an 11 Nollaig 2018 lena mbunaítear an Cód um Chumarsáid Leictreonach Eorpach.
13. Féach Roinn 3.2.1 agus 3.3.1 de Threoir ComReg, Treoir Rialála maidir le Teideal III: Cearta Úsáideora Deiridh sa Chód Eorpach um Chumarsáid Leictreonach | An Coimisiún um Rialáil Cumarsáide (comreg.ie).
14. Rialachán (AE) Uimh. 531/2012 ó Pharlaimint na hEorpa agus ón gComhairle an 13 Meitheamh 2012 maidir le fánaíocht a dhéanamh ar líonraí poiblí cumarsáide soghluaiste laistigh den Aontas Téacs atá ábhartha maidir leis an LEE.
15. Rialachán (AE) 2015/2120 arna leasú le Rialachán (AE) 2018/1971 a chuirtear chun feidhme le Rialachán an Aontais Eorpaigh (Mionmhúirir ar Chumarsáid Rialáilte laistigh den AE), 2020, I.R. Uimh. 668 de 2020.
16. Tagairtí do thuarascálacha cur chun feidhme.

Ina theannta sin, tá bearta trédhearcachta i bhfeidhm a chabhróidh le custaiméirí seirbhísí fánaíochta a dtomhaltas agus a gcostas a bhainistiú. Leanann tomhaltóirí atá ag fánaíocht de Theachtaireacht SMS phearsantaithe a fháil nuair a thagann siad isteach i dtír eile de chuid an LEE. Tá sonraí ag an teachtaireacht seo amhail praghas (ex CBL) a bhaineann le glaonna a dhéanamh agus a fháil, SMS a sheoladh, agus aon bheartas úsáide agus muirir níos mó ná teorainneacha agus formhuirir, an uimhir theileafóin saor in aisce le haghaidh tuilleadh eolais agus an uimhir do sheirbhísí éigeandála. Maidir le húsáid sonraí, faigheann tomhaltóirí atá ag fánaíocht (a bhfuil feidhm acu sa chuid eile den domhan agus ní hamháin laistigh den Aontas) foláireamh nuair a bhaintear amach an teorainn airgeadais €50 (gan CBL). Tá an teorainn airgeadais nó toirte ar thomhaltas fánaíochta sonraí de €50 (gan CBL) in aghaidh na tréimhse billeála míosúla. Iarrtar ar thomhaltóirí ansin a dheimhniú an bhfuil siad ag iarraidh leanúint ar aghaidh ag úsáid sonraí. Ina theannta sin, tá sé de cheart ag tomhaltóirí faisnéis níos mionsonraithe a iarraidh agus a fháil, saor in aisce, óna soláthraí seirbhísí fánaíochta ó áit ar bith sa LEE.

In 2020 agus in 2021, chuir ComReg tuairim ó Chomhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach (CRECL) maidir leis an rialachán fánaíochta a mhol an Coimisiún Eorpach a leasú inar mhol CRECL roinnt beart breise nár ionchorpraíodh sa Rialachán atá beartaithe.¹⁷ Is bearta trédhearcachta breise iad sin, i measc nithe eile, maidir le fánaíocht i líonraí satailíte, rogha scar-rogha don scoith-theorainn agus bearta breise d'oibreoirí líonraí fíorúla soghluaiste. Ina theannta sin, leanann ComReg de bheith ag obair lena chomhghleacaithe in CRECL i ndáil lena bhailiú sonraí maidir le fánaíocht idirnáisiúnta chun críocha tuairisciú a dhéanamh ar fhorbairt na bpatrún praghsála agus tomhaltais sna Ballstáit le haghaidh seirbhísí baile agus seirbhísí fánaíochta agus chun Tuarascáil Trédhearcachta agus Inchomparáideachta 2021 a thiomsú.

Ina theannta sin, ón 15 Bealtaine 2019, tá uasteorainn leis an gcostas a bhaineann ar thomhaltóirí Éireannacha as glaonna a dhéanamh nó teachtaireachtaí téacs SMS a sheoladh ó Éirinn chuig uimhir sheasta nó mhóibíleach i mBallstát eile den Aontas Eorpach.¹⁸ Ní ghearrfar níos mó ná €0.19 (+CBL) in aghaidh an nóiméid ar thomhaltóirí an Aontais agus na hÉireann i leith glaonna a dhéantar (lena n-áirítear aon mhuirear ceangail) agus €0.06 (+CBL) ar gach SMS a sheoltar ó Éirinn chuig aon uimhir sheasta nó mhóibíleach i mBallstát de chuid an Aontais, rud ba cheart feabhas a chur ar eispéireas an tomhaltóra. Sa tréimhse, d'oibrigh ComReg le CRECL chun monatóireacht a dhéanamh ar fhorbairtí margaidh agus praghsanna le haghaidh cumarsáid agus tuairisciú rialáilte laistigh den AE chuig Coimisiún an AE.

Rinne ComReg monatóireacht ghníomhach ar impleachtaí an Bhreitheachta ar an earnáil cumarsáide leictreonaí agus d'eisigh sé treoir agus faisnéis do thomhaltóirí.¹⁹

17. Ionchur BEREC maidir le hiarraidh CE ar an togra reachtach le haghaidh rialacháin nua fánaíochta a ullmhú (europa.eu).
18. Tá sé sin i gcomhréir le Rialachán (AE) 2018/1971.
19. Suíomh gréasáin ComReg ar Brexit — <https://www.comreg.ie/consumer-information/brexit/> ; Tá na nuashonruithe is déanaí do thomhaltóirí ar shuíomh gréasáin ComReg – nuacht agus comhairle agus leideanna maidir le conas fánaíocht neamhaireach a sheachaint <https://www.comreg.ie/consumer-information/roaming/> chomh maith le nuashonruithe do thomhaltóirí ar ghlaonna agus SMS laistigh den AE ar shuíomh gréasáin ComReg.

Rialacha idirlín oscailte

Faoi rialacha idirlín oscailte an Aontais, i Rialachán (AE) 2015/2120²⁰, tá tomhaltóirí i dteideal faisnéis agus inneachar a dháileadh agus rochtain a bheith acu uirthi, feidhmchláir agus seirbhísí a úsáid agus a sholáthar, agus trealamh teirminéil dá rogha féin a úsáid, gan beann ar shuíomh an úsáideora deiridh nó an tsoláthraí deiridh nó ar shuíomh na faisnéise, an ábhair, an fheidhmchláir nó na seirbhíse.

Cosnaíonn an Rialachán cearta tomhaltóirí agus cuirtear idirlíon oscailte agus nuálach chun cinn. Lean ComReg le monatóireacht a dhéanamh ar oscailteacht an idirlín le héabhlóid na seirbhísí agus na dteicneolaíochtaí, lena n-áirítear maidir le forbairtí i ndáil le seirbhísí nialas-rátaithe a bheith ann.

D'oibrigh ComReg lena chomhghleacaithe in CRECL²¹ maidir lena chlár ar an idirlíon oscailte sa tréimhse seo lena n-áirítear an comhairliúchán poiblí maidir le nuashonrú Threoirínte CRECL (ar a dtugtar anois na [Treoirínte maidir le cur chun feidhme an Rialacháin maidir leis an Idirlíon Oscailte](#)) agus maidir le Cur Chun Feidhme an Rialacháin maidir leis an Idirlíon Oscailte.

D'fhoilsigh ComReg a thuarascáil bhliantúil ar chur i bhfeidhm Rialacháin an AE maidir le Rochtain Oscailte ar an Idirlíon in Éirinn.²²

-
20. Trasúidh isteach i ndlí na hÉireann é le Rialacháin an Aontais Eorpaigh (Rochtain ar an Idirlíon Oscailte) 2019 (I.R. Uimh. 343 de 2019) (na "Rialacháin maidir le Rochtain ar an Idirlíon Oscailte 2019") – ina gcuirtear gnéithe áirithe den Rialachán maidir le Rochtain ar an Idirlíon Oscailte (EU/2015/2120) i bhfeidhm maidir le cumhachtaí agus pionóis ComReg.
 21. Féach https://bereg.europa.eu/eng/document_register/subject_matter/bereg/regulatory_best_practices/guidelines/9277-bereg-guidelines-on-the-implementation-of-the-open-internet-regulation.
 22. Cáipéis ComReg 21/69 comreg.ie/publications

Úsáideoirí Leochaileacha a Chosaint

Thionóil ComReg roinnt cruinnithe dá Cheardlann Míchumais ar Chumarsáid Leictreonach do Dhaoine faoi Mhíchumas in 2020 agus 2021 chun topaicí agus saincheisteanna inrochtaineachta ar leith a fhiosrú, mar shampla, maidir le taithí úsáideoirí deiridh ar rochtain ar Sheirbhís Athsheachadta Téacs na hÉireann (SATE)²³ agus ar úsáid na Seirbhíse sin agus faisnéis inrochtana ar an láithreán gréasáin oifigiúil a dhéanann doiciméadú ar an SATE. Aistríonn SATE²⁴ téacs go téacs gutha agus guth chun daoine Bodhra agus Lagéisteachta a éascú agus iad siúd a bhfuil deacrachtaí labhartha acu glaonna a dhéanamh agus a fháil, lena n-áirítear gléasanna móibíleacha a úsáid, in Éirinn.

Déantar glaonna a athsheoladh trí ghníomhairí ITRS a dhéanann an t-aistriúchán seo. Tá an tseirbhís ITRS á hoibriú ag eir a fhreastalaíonn ar chustaiméirí Triúr, eir, Sky, Tesco Mobile, Virgin Media, agus Vodafone agus tá sí maoinithe ag gach ceann de na hoibreoírí seo. D'éascaigh ComReg plé ar chonstaicí a d'fhéadfadh a bheith ann ar inúsáidteacht áiseanna ITRS agus seirbhísí agus faisnéis inrochtana agus bealaí chun sochair ITRS a mhéadú.

Le linn na tréimhse d'fhreastail ComReg ar roinnt cruinnithe de Choiste Comhairleach na Roinne a reáchtáil an Roinn Comhshaoil, Aeráide agus Cumarsáide (RCAC) ar ábhair a bhaineann le hinrochtaineacht táirgí agus seirbhísí do thomhaltóirí faoi mhíchumas.

Tá clár leanúnach Cumarsáide agus Rannpháirtíochta ComReg ar bun chun an pobal a chur ar an eolas faoi ITRS agus na buntáistí a bhaineann leis, lena n-áirítear faisnéis ITRS a fhoilsiú le linn shrianta Covid-19. D'fhoilsigh ComReg mír nuachta do thomhaltóirí²⁵ dé ComReg.ie agus téann sé i dteagmháil ar bhonn rialta le páirtithe leasmhara, amhail Aoisbhá Éireann ar eispéiris daoine scothaosta a bhfuil rochtain acu ar sheirbhís cumarsáide leictreonaí agus a úsáideann iad ó tugadh isteach bearta Covid-19 in 2020.

Tá roinnt cosaintí tomhaltóirí i bhfeidhm cheana féin d'úsáideoirí deiridh faoi mhíchumas. Tá Athbhreithniú á dhéanamh ag ComReg ar na hoibleagáidí atá ar Sholáthraithe Seirbhíse atá ann cheana, lena n-áirítear Seirbhís Athsheachadta Téacs na hÉireann, lena chinntiú go léiríonn na bearta a chuirtear i bhfeidhm d'úsáideoirí deiridh faoi mhíchumas éabhlóidí an mhargaidh agus go leanann siad ag freastal ar riachtanais tomhaltóirí. ComReg. Féadfaidh ComReg dul i gcomhairle maidir le haon saincheisteanna a shaináithnítear chun aghaidh a thabhairt orthu mar chuid dá athbhreithniú níos leithne agus breithniú a dhéanamh ar fhorálacha an CEEC a bhaineann le faisnéis inrochtana, go háirithe, maidir le hAchoimre an Chonartha, maidir le cáilíocht a seirbhísí, agus maidir le bearta a dhéantar chun coibhéis rochtana a áirithiú d'úsáideoirí deiridh faoi mhíchumas. Cinnteoidh ComReg go gcomhlíonfar na riachtanais rochtana sin d'úsáideoirí deiridh agus go dtacóidh siad le coibhéis forálacha rochtana d'úsáideoirí deiridh faoi mhíchumas a bheartaítear in Airteagal 111 de EEC.

Seirbhísí Ardráta

Le linn na tréimhse seo, lean ComReg le monatóireacht a dhéanamh ar fhorbairtí i margaí Seirbhísí Ardráta (PRS), lena n-áirítear seirbhísí nua billeála iompróra dhírigh (DCB), lena chinntiú nach ndéantar tomhaltóirí a shuibscríobh mar thoradh ar a gcéad teagmháil leis an PRS agus go gcuirtear an fhaisnéis chuí faoin tseirbhís síntiúis i láthair dóibh, lena n-áirítear maidir le praghsáil, sula ndeimhnítear a síntiús agus le linn dóibh a bheith in úsáid PRS, mar a cheanglaítear le Cód Cleachtas PRS ComReg.²⁶ Tá beart tugtha isteach

23. Cáipéis ComReg 14/143 Cinneadh D09/15, comreg.ie/publications

24. www.itrs.ie

25. www.comreg.ie/irish-text-relay-service-itrs

26. Cinneadh COMReg D03/18. Ba é cuspóir an chinnidh sin a cheadú do thomhaltóirí cosc a chur ar rochtain ar SMS nó ar MMS ardráta agus laghdú a dhéanamh ar an bhféidearthacht go dtarlódh turraing bille.

ag ComReg cheana féin chun ligean do thomhaltóirí bac a chur ar PRS soghluaiste mura mian leo leas a bhaint astu. Féadfaidh ComReg athbhreithniú a dhéanamh an bhfuil cosaintí breise a bhaineann le billeáil tríú páirtí oiriúnach, de bhun cheanglais an CEEC.

Ina theannta sin, d'oibrigh ComReg le comhghleacaithe in BEREC ar mheasúnú ar status quo agus tagarmharc na gcleachtas reatha a bhaineann le billeáil tríú páirtí agus ar an gcaoi a bhfuil forálacha an Choimisiúin Eorpaigh á gcur i bhfeidhm sna Ballstáit.

Treoir Rialála maidir leis an gCód

Bhí roinnt cruinnithe ag ComReg le Cónaidhm Ghnólachtaí agus Fhostóirí na hÉireann (IBEC)/Tionscal Teileachumarsáide na hÉireann (TII) lena n-áirítear fo-thacar de Sholáthraithe Seirbhíse Teileachumarsáide le linn mhí Feabhra, mhí an Mhárta, Aibreán agus bhealtaine 2020, ar iarratas ó TII maidir le gnéithe úsáideoirí deiridh den Chód Nua Eorpach um Chumarsáid Leictreonach ('EECC') a chur i bhfeidhm.²⁷ Meastar gur píosa lárnach reachtaíochta é an Cód chun sochaí Ghigighiotáin na hEorpa a bhaint amach agus chun rannpháirtíocht iomlán shaoránaigh uile an Aontais sa gheilleagar digiteach agus sa tsochaí dhigiteach a chinntiú.

Tugann an EECC cearta nua d'úsáideoirí deiridh isteach lena n-áirítear cearta a bhaineann leis an gceart faisnéis íosta réamhchonarthach áirithe a fháil agus an Achoimre Conartha²⁸ nua sula ndéantar conarthaí, malartú rochtana ar an idirlíon agus tairiscintí cuachta.

An 4 Nollaig 2020, d'fhoilsigh DECC dréachtrialacháin maidir le forálacha an Chóid maidir le cearta úsáideoirí deiridh.

D'fhoilsigh ComReg Treoir Rialála den chéad uair maidir le cearta áirithe d'úsáideoirí deiridh ar bhonn an EECC an 10 Samhain 2020 agus foilsíodh an chéad nuashonrú an 23 Nollaig 2020.²⁹ Bhí sé i gceist leis an Treoir sin forléargas a thabhairt do sholáthraithe seirbhísí cumarsáide leictreonaí ("ECS") do mhargadh na hÉireann ar na príomhghnéithe miondíola agus ar na cearta úsáideoirí deiridh a bheidh infheidhme faoin gCód. Ba é an cuspóir a bhí leis tuairimí ComReg a thabhairt d'oibreoirí maidir le tionchar agus cur i bhfeidhm na bhforálacha maidir le cearta úsáideoirí deiridh in Airteagail 102 go 107.

Ina theannta sin, i gcás aistriú idir soláthraithe Seirbhísí Rochtana Idirlín (IAS) d'Airteagal 106 den Chód, ar iarratas ó TII, an 21 Eanáir 2021, thionóil agus d'óstáil ComReg an chéad chruinniú ar fud an tionscail. Bhí sé i gceist leis seo teacht le chéile thionscal níos leithne soláthraithe IAS a éascú d'fhonn idirphlé maidir le malartú rochtana ar an idirlíon faoin gCód. Ag an gcéad chruinniú tionscail, comhaontaíodh grúpa oibre tionscail d'fhonn saincheisteanna idir-oibreora féideartha ar phróisis lasctha IAS a aithint, a phlé agus a réiteach. Leanfaidh ComReg de bheith i dteagmháil le páirtithe leasmhara maidir le malartú IAS, agus leanfaidh sé ag forbairt a threoir maidir le forálacha maidir le cearta úsáideoirí deiridh a chur i bhfeidhm, de réir mar is cuí.

27. An 17 Nollaig 2018, ghlac Parlaimint na hEorpa an Cód um Chumarsáid Leictreonach Eorpach – Treoir (AE) 2018/1972 ó Pharlaimint na hEorpa agus ón gComhairle an 11 Nollaig 2018 lena mbunaítear an "Téacs maidir leis an gCód Eorpach um Chumarsáid Leictreonach (Athmhúnlú) atá ábhartha maidir le LEE.

28. (AE) 2019/2243. Tá ceanglais shonracha agus cheangailteacha eisithe ag an gCoimisiún Eorpach maidir leis an Achoimre Chonartha sa Rialachán Cur Chun Feidhme ón gCoimisiún lena mbunaítear Teimpléad don Achoimre ar an gConradh.

29. ComReg Document 20/111R comreg.ie/publications

Seirbhís Freagartha Glaonna Éigeandála

Tá ComReg freagrach go reachtúil as monatóireacht a dhéanamh ar cháilíocht seirbhíse sholáthraí na Seirbhíse Freagartha Glaonna Éigeandála (SFGÉ) agus as athbhreithniú a dhéanamh ar an Táille Láimhseála Glaonna (TLG) a fhéadfaidh an soláthraí SFGÉ a ghearradh.

I mí Eanáir 2021, chinn ComReg, tar éis an athbhreithnithe ar na costais a thabhaigh soláthraí SFGÉ an CHF uasta de €2.83 in aghaidh an ghlaio a shocrú ón 12 Feabhra 2021. Sa bhliain roimhe sin, ón 12 Feabhra 2020 go dtí an 11 Feabhra 2021, chinn ComReg gurb é an t-uasmhéid CHF €1.77. Roimhe sin ón 1 Márta 2019, ba é an CHF infheidhmithe ná €3.93 de réir conartha nua do sholáthar SFGÉ a comhaontaíodh idir an tAire Comhshaoil, Aeráide agus Cumarsáide agus an soláthraí seirbhíse an 12 Feabhra 2018.

Ní ghearrtar táille ar an tomhaltóir as glaonna ar 999 nó 112 toisc gurb é an líonra teileachumarsáide atá ann faoi láthair a íocann an costas seo.

Le linn na tréimhse, d'fhoilsigh ComReg dhá fhógra faisnéise freisin maidir le líon na n-glaonna chuig SFGÉ.

Seirbhís Uilíoch don Chumarsáid Leictreonach

Gné lárnach dár gcuid oibre ar chosaint tomhaltóirí is ea a chinntiú go bhfuil seirbhís cumarsáide leictreonaí uilíoch ar fail.

Táillefóin

Tar éis comhairliúcháin phoiblí,³⁰ i mí na Nollag 2020, d'fhoilsigh ComReg a chinneadh maidir leis an tseirbhís uilíoch d'fhóin phóca phoiblí. Chinn ComReg nach bhfuil gá a thuilleadh le hoibleagáid fón pá poiblí seirbhíse uilíche a fhorchur.³¹ Tá freastal á dhéanamh ar riachtanais tomhaltóirí ar bhealaí eile, lena n-áirítear trí fhóin phá a chuirtear ar fáil ar bhonn tráchtála. Leanfaidh ComReg le monatóireacht a dhéanamh ar sholáthar fón pá poiblí ag cinntiú go bhfanann siad inacmhainne, agus go sásóidh siad riachtanais réasúnta na dtomhaltóirí, agus go ndéanfaidh sé idirghabháil, más gá, chun é sin a chinntiú.

Rochtain ag Suíomh Seasta

I mí Iúil 2016, tar éis sraith comhairliúcháin poiblí, ainmníodh eir mar an Soláthraí Seirbhíse Uilechoitinne (USP), de réir Rialacháin na gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Seirbhís Uilíoch agus Cearta Úsáideoirí) 2011, chun Rochtain a sholáthar ag Suíomh Seasta (AFL) ar feadh cúig bliana go dtí an 30 Meitheamh 2021 (D05/16).³² Chuir D05/16 cinneadh deiridh maidir le Cáilíocht na Seirbhíse (QoS) siar go dtí go ndéanfar tuilleadh breithnithe air.

I mí na Bealtaine 2021, d'eisigh ComReg dhá chomhairliúcháin³³ maidir le Rochtain ag Suíomh Seasta. Leagadh amach sa chéad chomhairliúchán atá ar marthain réamhthuarimí ComReg maidir le todhchaí AFL. Leagadh amach sa dara chomhairliúchán réamhthuarimí ComReg maidir le hainmniú eatramhach AFL USO chun an t-ainmniú reatha ar eir a choinneáil, go dtí an 30 Deireadh Fómhair 2021 nó go dtí an dáta a mbeidh cinneadh deiridh déanta ag ComReg maidir leis an ngá a bheidh ann amach anseo le USP a ainmniú do AFL

30. <https://www.comreg.ie/have-your-say-on-the-provision-of-public-payphones/>

31. Cáipéis ComReg Uimh. 20/127 D12/20 www.comreg.ie/publication <https://www.comreg.ie/comreg-publishes-its-decision-on-the-provision-of-public-payphones>

32. <https://www.comreg.ie/comreg-publishes-its-decision-on-the-provision-of-public-payphones/>

33. Cáipéis ComReg 16/65 D05/16 www.comreg.ie/publications

USO, tar éis breithniú a dhéanamh ar na freagraí ar Chomhairliúchán atá ar marthain de chuid AFL USO, cibé acu is túsce.

An 30 Meitheamh 2021, d'eisigh ComReg cinneadh³⁴ maidir le hainmniú eatramhach lena n-ainmnítear eir, go dtí an 30 Deireadh Fómhair 2021 nó go dtí an dáta a mbeidh cinneadh críochnaitheach déanta ag ComReg maidir leis an ngá a bheidh ann amach anseo le USP a ainmniú do AFL USO.

I mí Feabhra 2017, thug ComReg spriocanna “infhaighteacht seirbhíse” isteach a chomhcheanglaíonn an dá mhéadracht roimhe seo maidir le tarlú lochtanna agus deisiú lochtanna. Luaitear na spriocanna seo i dtéarmaí “éaradh laethanta oibre ar a mhéad in aghaidh na líne” seachas mar luach “céatadáin” (D03/1³⁵) ar spriocanna bliantúla iad náisiúnta (uasmhéid 0.237 lá oibre éaradh in aghaidh na líne (99.935%)) agus fonáisiúnta (uasmhéid 0.607 lá oibre éaradh in aghaidh na líne (99.834%)).

I mí na Bealtaine 2020, rinne ComReg athbhreithniú ar spriocanna QoS lena n-áirítear spriocanna “infhaighteacht seirbhíse” agus athfhorchur sé na spriocanna bliantúla agus fonáisiúnta atá ann cheana go dtí an 31 Meitheamh 2021.

Measann ComReg gur gné thábhachtach de AFL é QoS. Dá réir sin, tá ComReg den tuairim go bhfuil sé tábhachtach go gcoinneofaí feidhmíocht QoS agus go bhfuil ComReg ag leanúint ar aghaidh ag déanamh monatóireachta ar fheidhmíocht agus leanfaidh sé ag foilsiú treochtaí QoS. Dheimhnigh eir go bhfuil sé i gceist aige leanúint ar aghaidh ag cinntiú feidhmíocht QoS mar a bhí roimhe seo, agus go leanfaidh sé ag tuairisciú ar a fheidhmíocht QoS ar an mbealach céanna go dtí seo. Déanfaidh ComReg monatóireacht ar fheidhmíocht QoS ar bhonn leanúnach agus féadfaidh sé idirghabháil a dhéanamh, sa chás go bhfuil:

- athruithe ar dhálaí an mhargaidh; agus/nó
- athruithe ar fhorbairtí teicneolaíochta; agus/nó
- imeachtaí a mbíonn tionchar diúltach acu ar cháilíocht na seirbhíse ar líonra copair eir,
- sa chás go measann ComReg gur cuí déanamh amhlaidh.

34. Cáipéis ComReg 21/51 and 21/66 www.comreg.ie/publications

35. Cáipéis ComReg 17/10 D03/17 www.comreg.ie/publications

Caighdeán Seirbhíse Uilechoiteann um Chomhlíonadh Seirbhíse

D'fhoilsigh ComReg Fógraí Faisnéise Ráithiúla a thaispeánann feidhmíocht USO eir do gach tréimhse ráithiúil de 2018 – 2020 agus don fheidhmíocht bhliantúil do 2020. D'fhoilsigh ComReg Fógra Faisnéise freisin a thaispeánann feidhmíocht USO eir don dara tréimhse ráithiúil de 2021.

Costas an USO - Iarratais ar Mhaoiniú USO 2010-2015

In 2011, d'éisigh ComReg Cinneadh³⁶ (Doiciméad ComReg D04/11) faoi na prionsabail agus na modheolaíochtaí chun an glanchostas a bhaineann leis an tseirbhís uilíoch a sholáthar a bhunú. Chuir an cinneadh seo an bonn ar fáil ar a ríomhtar an glanchostas a bhaineann leis an tseirbhís uilíoch a sholáthar agus cuirfidh sé ar chumas ComReg a chinneadh an ualach éagórach ar an soláthraí seirbhíse uilíche é an glanchostas, más ann dó.

Chuir ComReg tús le próiseas comhairliúcháin (i R4 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 2017.³⁷

Ar an 18 Aibreán 2019, tar éis na measúnuithe ar na hiarratais a fuarthas ó eir, d'fhoilsigh ComReg na Cinntí seo:

D05/19 “Measúnú ar Chiste Seirbhíse Uilíche eir 2010-2011 Measúnú Iarratais ar an nglanchostas agus ar an ualach éagórach don tréimhse 2010-2011”

D06/19 “Measúnú ar Chiste Seirbhíse Uilíche eir 2011-2012 Measúnú Iarratais ar an nglanchostas agus ar an ualach éagórach don tréimhse 2011-2012”

D07/19 “Measúnú ar Chiste Seirbhíse Uilíche eir 2012-2013 Measúnú Iarratais ar an nglanchostas agus ar an ualach éagórach don tréimhse 2012-2013”

D08/19 “Measúnú ar Chiste Seirbhíse Uilíche eir 2013-2014 Measúnú Iarratais ar an nglanchostas agus ar an ualach éagórach don tréimhse 2013-2014”

D09/19 “Measúnú ar Chiste Seirbhíse Uilíche eir 2014-2015 Measúnú Iarratais ar an nglanchostas agus ar an ualach éagórach don tréimhse 2014-2015”

Chinn Cinneadh D05/19 ComReg go raibh glanchostas dearfach €7.5m ann don bhliain 2010-2011 maidir le soláthar eir don Oibleagáid Seirbhíse Uilíche agus nach ualach éagórach ar eir an glanchostas dearfach seo. Cinneadh D06/19 ó ComReg, cinneadh go raibh glanchostas dearfach €6.7m ann don bhliain 2011-2012 maidir le soláthar eir don Oibleagáid Seirbhíse Uilíche agus nach ualach éagórach ar eir an glanchostas dearfach seo.

Cinneadh D07/19 ó ComReg, cinneadh go raibh glanchostas dearfach €7.7m ann don bhliain 2012-2013 maidir le soláthar eir don Oibleagáid Seirbhíse Uilíche agus nach ualach éagórach ar eir an glanchostas dearfach seo.

36. Cáipéis ComReg 12/57 D04/11 www.comreg.ie/publications

37. Cáipéis ComReg 16/68 www.comreg.ie/publications

Chinn Cinneadh D08/19 ComReg go raibh glanchostas dearfach €9.5m ann don bhliain 2013-2014 maidir le soláthar eir don Oibleagáid Seirbhíse Uilíche agus nach ualach éagórach ar eir an glanchostas dearfach seo. Cinneadh D09/19 ó ComReg, cinneadh go raibh glanchostas dearfach €11.5m ann don bhliain 2014-2015 maidir le soláthar eir don Oibleagáid Seirbhíse Uilíche agus nach ualach éagórach ar eir an glanchostas dearfach seo.

An 15 Bealtaine 2019, rinne eir achomharc chuig an Ard-Chúirt i gcoinne Chinntí D05/19 ComReg; D06/19; D07/19; D08/19; agus D09/19.

Bhí na himeachtaí le déanamh i mí na Bealtaine 2020, áfach, mar gheall ar Covid-19 cuireadh moill ar an gcás go dtí Deireadh Fómhair 2020. Cosnóidh ComReg go hiomlán na himeachtaí a thionscnaíonn eir.

Tar éis éisteacht i Rannán Tráchtála na hArd-Chúirte an 6 Samhain 2020, tugadh fógra do na páirtithe an 19 Feabhra 2021 faoi chinneadh na Cúirte ceist a bhaineann leis an measúnú éagórach ualaigh a tharchur chuig Cúirt Bhreithiúnais an Aontais Eorpaigh (“CBAE”) le haghaidh réamhráil de bhun Airteagal 267 den Chonradh ar Fheidhmiú an Aontais Eorpaigh, agus go n-eiseofaí breithiúnas i ndáil leis sin in am trátha.. Thug an Chúirt breithiúnas an 5 Bealtaine 2021 inar leagadh amach an cheist a tharchuirfidh an Chúirt chuig CBAE agus na cúiseanna atá leis an tarchur. D’fhoilsigh an tSeirbhís Chúirteanna an breithiúnas seo. Glacfaidh ComReg páirt iomlán sa phróiseas os comhair CBAE.

Iarratais ar Mhaoiniú eir

Chuir ComReg tús le próiseas comhairliúcháin (i Márta 2021) maidir le measúnú a dhéanamh ar iarratas eir ar mhaoiniú don bhliain 2015-2016. Eiseoidh ComReg cinneadh in am trátha.

Chuir Eir in iúl do ComReg go bhforchoimeádann sé a cheart iarratais a dhéanamh ar mhaoiniú USO do na tréimhsí airgeadais 2016-2017, 2017-2018, 2018-2019 agus 2019-2020, agus d’aon iarratais ar mhaoiniú breise a bheidh dlite roimh achomharc eir ar chinntí ComReg maidir le hiarratais ar mhaoiniú 2010-2011 go 2014-2015 (Taifead Ard-Chúirte 2019/167 MCA) (an “tAchomharc”).

Tá sé tugtha le fios ag ComReg do eir go bhfuil gá le hiarratais ar mhaoiniú a chur isteach go tráthúil, i measc nithe eile, chun páirtithe leasmhara a chur ar an eolas faoi fhíríc agus méid aon iarratais ar mhaoiniú ag an am cuí, agus é mar aidhm aige cinnteacht a sholáthar do pháirtithe leasmhara maidir le scála féideartha na ranníocaíochta tionscail má fuarthas amach gur ualach éagórach é an glanchostas in iarratas ar mhaoiniú.

Tá sé leagtha amach ag ComReg do eir nach nglacann sé leis go bhfuil eir i dteideal an cinneadh a chur in áirithe go haontaobhach dó féin maidir le cathain is féidir iarratais ar mhaoiniú a chur isteach i gcúinsí ina bhfuil D04/11 soiléir maidir le huainiú na n-iarratas ar mhaoiniú USO. níor thug EIR breac-chuntas do ComReg ar aon bhonn nach féidir leis a iarratais ar mhaoiniú a chur isteach go dtí go bhfaighfear toradh an Achomhairc. D04/11 agus na riachtanais atá leagtha amach ann fós i bhfeidhm agus ní mór iad a chomhlíonadh agus a chur i bhfeidhm.

Foráiltear le Cinneadh 33 de D04/11 gur féidir le ComReg síneadh a chur le spriocdháta chun iarratas a chur isteach sa chás go bhfuil cúiseanna eisceachtúla ann chun é sin a dhéanamh. níl iarratas foirmiúil déanta ag eir go gcuirfí síneadh leis an spriocdháta chun a iarratais ar mhaoiniú a chur isteach do na blianta 2016-2017 go 2019-2020. Chuir ComReg in iúl d’eir má dhéanann eir aon iarratais den sórt sin, go mbreithneoidh ComReg aon iarratais den sórt sin agus go ndéanfaidh sé cinneadh ina leith sin.

Comhlíonadh agus Forfheidhmiú

Aithníonn ComReg go bhfuil sé tábhachtach a chinntiú go bhfuil cultúr comhlíonta á spreagadh ionas go seasfaidh a soláthraí seirbhíse le cearta tomhaltóirí. Tá comhlíonadh agus forfheidhmiú éifeachtach tábhachtach chun é sin a bhaint amach.

Maidir le cearta tomhaltóirí, déanann ComReg monatóireacht ar chomhlíonadh na n-oibleagáidí ábhartha ag soláthraithe PRS agus ECS lena n-áirítear Cód Cleachtais PRS, na Rialacháin um Sheirbhís Uilíoch³⁸ agus Cinntí Gaolmhara ComReg, na Rialacháin Fánaíochta,³⁹ na Rialacháin um Théarmaí Conartha Éagothroma⁴⁰ agus na Rialacháin um Fhaisnéis agus Cealú Tomhaltóirí⁴¹. Tá comhaontú comhoibrithe ag ComReg leis an gCoimisiún um Iomaíocht agus Cosaint Tomhaltóirí (CCPC).

Maidir leis na Rialacháin Fánaíochta athbhreithnithe, déanann ComReg monatóireacht ghníomhach ar an gcaoi a bhfuil soláthraithe seirbhíse ag cur an chórais 'Fánaíocht ar Mar Bhealach Sa Bhaile' i bhfeidhm.

Cuireann ComReg na Rialacháin Idirlín Oscailte i bhfeidhm freisin.⁴²

Cásanna & Torthaí Comhlíonta Tomhaltóirí

I mí na Nollag 2020, thuairiscigh ComReg go raibh imscrúdú curtha i gcrích aige ar chleachtas Virgin Media Ireland Limited ("Virgin Media") maidir le custaiméirí a ghearradh ar sheirbhís tar éis a gconradh a chealú le haghaidh "Muirir Iar-Chealaithe" mar a thugtar orthu. D'eisigh Virgin Media bille mar is gnách le linn na tréimhse deiridh 30 lá, a bhféadfadh muirir athfhillteacha míosúla a bheith san áireamh ann a shín níos faide ná an dáta cealaithe a bhailigh Virgin Media ansin mar chuid den bhille sin. Seachas na Muirir Iar-Chealaithe seo a aisíoc go réamhghníomhach le custaiméirí, choinnigh Virgin Media iad mar chreidmheasanna ar chuntais neamhghníomhacha agus ní eiseodh sé aisíocaíocht ach amháin dá n-iarrfadh custaiméir aisíocaíocht. Mar chuid den imscrúdú, bhunaigh ComReg gur íoc níos mó ná 140,000 custaiméir Muirir Iar-Chealaithe ón 1 Meán Fómhair 2014 ar aghaidh agus go raibh creidmheasanna os cionn €3 mhilliún ag Virgin Media inchurtha i leith Muirir Iar-Chealaithe a bhí dlite agus mar gheall ar níos mó ná 107,000 custaiméir nár aisíocadh. Chinn ComReg go raibh Virgin Media ag ró-ualú custaiméirí contrártha d'Ailt 45(1)(a)(ii) agus 45(1)(b) den Acht um Rialáil Cumarsáide 2002 (arna leasú) ("Acht 2002"). Chuir ComReg toradh a imscrúdaithe in iúl do Virgin Media agus faoin rún atá aige ordú srianta agus orduithe eile a lorg de bhun Alt 46 d'Acht 2002, agus tar éis chomhoibriú Virgin Media i réiteach na saincheisteanna a thagann chun cinn maidir le Muirir Iar-Chealaithe. Gheall Virgin Media deireadh a chur leis an gcleachtas Muirir Iar-Chealaithe a fhorchur faoin 1 Eanáir 2021 agus gach custaiméir lena mbaineann a aisíoc faoin 31 Márta 2021. Aisíocadh os cionn €3 mhilliún. Gheall Virgin Media freisin nach ligfeadh sé do chreidmheas fanacht ar chuntais dhúnta nó neamhghníomhacha amach anseo.

38. Rialacháin na gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) Na Rialacháin Seirbhíse Uilechoiteann agus Cearta Úsáideoirí 2011.
39. I.R. 228/2013 – Na Rialacháin Cumarsáide (Fánaíocht Teileafóin Soghluaiste) 2013
Rialachán (AE) Uimh. 531/2012 Ó PHARLAIMINT NA hEORPA AGUS ÓN gCOMHAIRLE an 13 Meitheamh 2012 maidir le fánaíocht a dhéanamh ar líonraí poiblí cumarsáide soghluaiste laistigh den Aontas.
40. I.R. 27/1995 – Rialacháin na gComhphobal Eorpach (Téarmaí Éagothroma) i gConarthaí Tomhaltóirí, 1995
I.R. 336/2014 – Rialacháin na gComhphobal Eorpach (Téarmaí Éagothroma i gConarthaí Tomhaltóirí) (Leasú) 2014.
I.R. Uimh. 160/2013 – Rialacháin na gComhphobal Eorpach (Téarmaí Éagothroma i gConarthaí Tomhaltóirí) (Leasú) 2013.
41. I.R. Uimh. 484/2013 Rialacháin an Aontais Eorpaigh (Faisnéis do Thomhaltóirí, Cealú agus Cearta Eile) 2013 I.R. Uimh. 250/2014 Rialacháin an Aontais Eorpaigh (Faisnéis do Thomhaltóirí, Cealú agus Cearta Eile) (Leasú) 2014.
42. Rialachán (AE) 2015/2120 ó Pharlaimint na hEorpa agus ón gComhairle an 25 Samhain 2015.

Chomh maith leis sin, i mí na Nollag 2020, thuairiscigh ComReg gur éist Cúirt Dúiche Chill Chainnigh 2 chás a ghlac ComReg i gcoinne Zamano Solutions Limited ("Zamano") maidir le dhá chomhaireamh de chustaiméirí a ghearradh ar sheirbhísí ardráta i gcúinsí nár iarr an custaiméir orthu contrártha d'Alt 13(1) den Acht um Rialáil Cumarsáide (Seirbhísí Ardráta agus Bonneagar Cumarsáide Leictreonaí), 2010 ("an tAcht"). Phléadail Zamano ciontach sa 2 chomhaireamh a tugadh ina choinne. Ghearr an Breitheamh Geraldine Carthy ciontuithé coiriúla as gach comhaireamh agus d'ordaigh sí do Zamano €5,000 san iomlán a íoc i bhfíneálacha. Dúirt Zamano gur chuir sé deireadh lena sheirbhís ardráta AppMob ó Lúnasa 2020. Bronnadh costais ar ComReg.

An 10 Feabhra 2021, chuir ComReg in iúl do *Three Ireland Services (Hutchison) Limited* ("*Three Services*") go raibh Cinneadh ar Neamhchomhlíonadh maidir lena oibleagáidí faoi Rialachán 13(6) de Rialachán na gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Príobháideachas agus Cumarsáid Leictreonach) 2011 ("na Rialacháin Phríobháideachais"). Fuair ComReg amach go ndearna *Three Services* teagmháil le 180 duine aonair i gcúinsí inar taifeadadh na daoine sin ar Bhunachar Sonraí an Eolaire Náisiúnta ("NDD") mar dhaoine nár thoiligh le cumarsáid den sórt sin nó nár thoiligh siad ar shlí eile cumarsáid den sórt sin a fháil ar a bhfón póca, sular tharla aon chumarsáid contrártha do Rialachán 13(6) de na Rialacháin Phríobháideachais. Tugadh deis do thrí Sheirbhís a thuairimí a chur in iúl faoin 9 Márta 2020 agus tar éis do ComReg measúnú a dhéanamh ar uiríll Trí Sheirbhís, tháinig ComReg ar Thuairim nach raibh Trí Sheirbhís ag gearán lena oibleagáidí faoi Rialachán 13(6) de na Rialacháin Phríobháideachais. Mar sin féin, tar éis dó freagra Trí Sheirbhís agus na gníomhartha feabhais a chuir sé i bhfeidhm chun Rialachán 13(6) de na Rialacháin Phríobháideachais a chur san áireamh, chinn ComReg gan aon ghníomh eile a dhéanamh maidir leis an ábhar.

Chomh maith leis sin, i mí Feabhra 2021, tháinig ComReg ar an Tuairim nach raibh *Imagine Communications Ireland Limited* ("*Imagine*") ag cloí le hAirteagal 4(1)(d) de Rialachán (AE) 2015/2120 ó Pharlaimint na hEorpa agus ón gComhairle an 25 Samhain 2015 ("Rialachán an Aontais maidir le Rochtain Oscailte ar an Idirlíon") le linn na tréimhse an 9 Iúil 2019 go dtí an 1 Meitheamh 2020 nó thart ar an 1 Meitheamh 2020. Tháinig sé sin sna sála ar fhógra chuig *Imagine* an 18 Nollaig 2019 maidir le cinneadh maidir le neamhchomhlíonadh i ndáil le hoibleagáidí faoi Rialachán an Aontais maidir le Rochtain Oscailte ar an Idirlíon. D'fhreagair *Imagine* an 30 Eanáir 2020 agus gheall sé go gcomhlíonadh sé na riachtanais. Tar éis freagra *Imagine* agus a ghníomhartha feabhais a chur san áireamh lena chinntiú go bhfoilsítear an fhaisnéis riachtanach anois, tá sé i gceist ag ComReg gan aon ghníomh eile a dhéanamh maidir leis an ábhar seo.

An 15 Márta 2021, chuir ComReg in iúl do *Three Ireland (Hutchison) Limited* agus *three Ireland Services (Hutchison) Limited* (dá ngairtear "Trí" le chéile) a thorthaí maidir le neamhchomhlíonadh a chuid oibleagáidí faoin gCód Cleachtais um Sheirbhísí Ardráta ("Cód Cleachtais an PRS") agus faoi cheadúnais PRS. Bhain an fógra faoi chinntí neamh-chomhlíonta le forálacha Ailt 3.2 agus 3.18 den Chód Cleachtais PRS agus rinneadh é de bhun Alt 9(1) den Acht um Rialáil Cumarsáide (Seirbhísí Ardráta agus Bonneagar Cumarsáide Leictreonaí), 2010. D'aisíoc triúr acu €824,765 le 26,000 custaiméir ar gearradh táille orthu as PRS nár soláthraíodh dóibh.

An 29 Márta 2021, chuir ComReg in iúl do *Virgin Media Ireland Limited* ("*Virgin*") gur cinneadh é nár comhlíonadh oibleagáidí *Virgin* faoi Rialachán 25(6)(b) de Rialachán na gComhphobal Eorpach (Líonraí agus Seirbhísí Cumarsáide Leictreonaí) (Seirbhís Uilíoch agus Cearta Úsáideoirí) 2011 ("na Rialacháin um Sheirbhís Uilíoch"). Chuir sé seo in iúl do Mhaighdean gur theip uirthi a chinntiú nár ghníomhaigh a choinníollacha agus a nósanna imeachta maidir le foirceannadh conartha mar dhídhreasacht do thomhaltóir chuig soláthraí seirbhíse a athrú. Ba iad seo a leanas na coinníollacha agus na nósanna imeachta maidir le foirceannadh conartha a d'fheidhmigh mar dhídhreasacht do sholáthraí seirbhíse a d'athraigh tomhaltóirí: (i) an ceanglas

fógra 30 lá a sholáthar agus soláthraí seirbhíse á athrú (lasmuigh de chonradh téarma shocraithe); (ii) an easpa faisnéise maidir le cealú i scríbhinn agus an ceanglas i mbeagnach gach cás labhairt le gníomhaire Mhaighdean ar an bhfón sula ngníomhaíonn *Virgin* an cealú; agus (iii) an ceanglas dul i mbun gníomhaíocht sábhála le *Virgin*. Bhí go dtí an 4 Bealtaine 2021 ag *Virgin* a tuairimí a lua.

5. RIALACHÁN POIST

Is iad feidhmeanna reachtúla ComReg ná a chinntiú:

- seirbhís poist uilechoiteann a sholáthar a fhreastalaíonn ar riachtanais réasúnta úsáideoirí na seirbhíse poist;
- comhlíonadh na n-oibleagáidí a chuirtear orthu ag soláthraithe seirbhíse poist.

Is iad cuspóirí reachtúla ComReg:

- forbairt na hearnála poist a chur chun cinn agus, go háirithe, seirbhís poist uilechoiteann a bheith ar fáil laistigh den Stát, chuig an Stát agus uaidh ar phraghas réasúnta ar mhaithe le gach úsáideoir;
- leasanna úsáideoirí na seirbhíse poist a chur chun cinn;
- forbairt iomaíochta agus nuálaíochta sa mhargadh do sholáthar seirbhíse poist a éascú.

Ainmniú Soláthraí Seirbhíse Poist Uilechoitinne

D'ainmnigh an tAcht um Rialáil Cumarsáide (Seirbhísí Poist), 2011 ("Acht 2011") An Post mar an soláthraí seirbhíse poist uilechoitinne (USP) go dtí 2023, faoi réir athbhreithnithe ag ComReg. I bhfianaise thionchar Covid-19, chinn ComReg leanúint ar aghaidh le An Post mar an USP ainmnithe don tréimhse atá fágtha go dtí 2023.⁴³

Díospóidí úsáideora seirbhíse poist – réiteach díospóide neamhspleách

Tugann Alt 43(3) d'Acht 2011 cumhacht lánroghnach do ComReg, nó ceapaí ComReg, díospóidí úsáideoirí seirbhíse poist a réiteach atá fós gan réiteach tar éis nósanna imeachta uile chód cleachtas soláthraí seirbhíse poist a bheith curtha i gcrích go cuí. Lean ComReg ar aghaidh ag réiteach a leithéid de dhíospóidí i rith na bliana.

Rialáil beartán trasteorann

Faoi Rialachán (AE) 2018/644 ó Pharlaimint na hEorpa agus ón gComhairle an 18 Aibreán 2018 maidir le seirbhísí beartseachadta trasteorann, tá ceanglas ar ComReg a mheas an bhfuil taraifí beartán aonair trasteorann An Post (mar USP ainmnithe) ard go míréasúnta agus an measúnú sin a chur faoi bhráid an Choimisiúin Eorpaigh. I rith na bliana, fuair measúnú ComReg⁴⁴ go raibh taraif amháin ard go míréasúnta.

43. Cáipéis ComReg 20/131 www.comreg.ie/publications

44. Cáipéis ComReg 20/110 comreg.ie/publications

Staidéar taighde ar sheachadadh beartán ríomhthráchtála in Éirinn

Choimisiúnaigh agus d'fhoilsigh ComReg taighde ar sheachadadh beartán ríomhthráchtála in Éirinn.⁴⁵

Ar an iomlán, fuarthas amach sa staidéar an méid seo a leanas maidir le dinimic reatha earnáil seachadta beartán na hÉireann:

- Is cosúil go bhfuil laghdú ag teacht ar chomhchruinniú na hearnála
- Tá oibreoirí nua tar éis dul isteach le blianta beaga anuas
- Is cosúil gur threisigh iomaíocht praghsanna idir oibreoirí
- Is cosúil go bhfuil tuiscint mhaith ag oibreoirí ar riachtanais díoltóirí ríomhthráchtála, agus léiríonn díoltóirí tuiscint mhaith ar riachtanais tomhaltóirí
- Tá oibreoirí agus díoltóirí ríomhthráchtála tar éis oiriúnú go maith do na dúshláin a bhaineann le paidéim COVID-19.

45. Cáipéis ComReg 21/59 [comreg.ie/publications](https://www.comreg.ie/publications)

6. BAINISTÍOCHT SPEICTRIM RAIDIÓ

Bainistíocht Speictrim Raidió

Mar chuid dá shainordú, bainistíonn ComReg speictream radaimhnicíochta na hÉireann agus an acmhainn uimhrithe náisiúnta, in Éirinn agus de réir dhlí an Aontais Eorpaigh agus na hÉireann.

Tagraíonn speictream raidió, nó speictream, do raon sonrach minicíochtaí fuinnimh leictreamaighnéadach a úsáidtear chun faisnéis a chur in iúl. Braitheann iarratais atá tábhachtach don tsochaí, amhail craolachán raidió agus teilifíse, eitlíocht shibhialta, satailítí, seirbhísí cosanta agus éigeandála, ar leithdháiltí sonracha radaimhnicíochta. Is acmhainn luachmhar náisiúnta í mar tá sé mar bhonn agus mar thaca ag cuid mhór de na seirbhísí cumarsáide sa Stát. Braitheann go leor seirbhísí ar nascacht gan sreang mar chuid den chnámh droma a nascann stáisiúin bonn soghluaiste, ag soláthar fothaí do tharchuradóirí craolta agus naisc theiliméadrachta a cheadaíonn monatóireacht a dhéanamh ar threalamh iargúlta m.sh., leibhéal uisce agus stádas claochladáin chumhachta.

Le déanaí tá fás tagtha ar an éileamh ar speictream go háirithe, arna thiomáint ag méadú cainníochtaí sonraí a tharchuirtear ar an idirlíon agus líon na bhfeistí gan sreang atá ag méadú go tapa, lena n-áirítear fóin chliste agus táibléid, líonraí Wi-Fi agus rudaí laethúla atá ceangailte leis an idirlíon.

Tá speictream raidió ríthábhachtach freisin in oibriú laethúil na seirbhísí éigeandála agus óglaigh na hÉireann. Is ionchur ríthábhachtach é freisin do go leor seirbhísí eile lena n-áirítear feidhmchláir thábhachtacha eolaíochta, amhail réamhaisnéis na haimsire agus monatóireacht a dhéanamh ar thimpeallacht an Domhain. Ós rud é go bhfuil sé mar bhonn agus mar thaca ag cuid mhór de na seirbhísí cumarsáide sa Stát agus toisc gur acmhainn náisiúnta teoranta é an speictream raidió le húsáidí agus úsáideoirí iomaíocha, teastaíonn bainistíocht chúramach uaidh chun a chinntiú go bhfuil sé á úsáid go héifeachtach agus go héifeachtúil.

Chun cabhrú le bainistíocht ComReg ar an speictream raidió, leagann ComReg amach agus nuashonraíonn sé a straitéis go rialta. Leagtar amach sa Straitéis Bainistíochta Speictrim Raidió⁴⁶ reatha don tréimhse 2019 go 2021 plean oibre agus tosaíochtaí ComReg don dá bhliain seo maidir le ról ComReg mar bhainisteoir speictrim na hÉireann agus comhlánaíonn sí Ráiteas Straitéise Cumarsáide Leictreonaí ComReg.⁴⁷

Le linn athbhreithniú na bliana, cuireadh roinnt príomhthionscadal bainistíochta speictrim i gcrích nó cuireadh tús leo mar a shonraítear thíos.

46. Cáipéis ComReg 18/118 comreg.ie/publications

47. Cáipéis ComReg 21/70 comreg.ie/publications

An Banda 3.6 GHz

Aistriú

Roimh Ghradam Speictrim 2017, úsáideadh an Banda 3.6 GHz chun seirbhísí leathanbhanda gan sreang (agus seirbhísí teileafóin i gcásanna áirithe) a sholáthar do níos mó ná míle is fiche custaiméir, i gceantair thuaithe den chuid is mó. Sna ceantair sin, b'fhéidir gurb iad na hoibreoírí reatha an t-aon soláthraí seirbhísí leathanbhanda atá ar fáil do thithe agus do scoileanna.

Chun seirbhísí leanúnacha a chinntiú do na custaiméirí sin a bhí i mbaol a seirbhís a chailleadh agus tairgeoírí á mbua acu sa dámhachtain 3.6 GHz a ullmhaíodh chun a gcuid seirbhísí a imscaradh (lena n-áirítear trialacha), d'fhorbair ComReg creat ceadúnaithe aistrithe ar a ndeachaigh sé i gcomhairle go forleathan. Cuireadh é seo i bhfeidhm ansin trí rialacha na dámhachtana, agus ar aontaigh na rannpháirtithe go léir a bheith faoi cheangal. Tá na rialacha seo le fáil sa Mheabhrán Faisnéise faoi Dhámhachtain Speictrim Banda 3.6 GHz.⁴⁸

Go bunúsach, tugann an creat ceadúnaithe aistrithe seo deis d'oibreoírí atá ann cheana leanúint de sheirbhísí a sholáthar dá gcustaiméirí go dtí go mbeidh na ceadúnaithe nua réidh le seirbhísí tráchtála a rolladh amach. Is féidir achoimre a dhéanamh ar na prionsabail atá mar bhonn leis an gcreat seo mar seo a leanas:

- an acmhainneacht cur isteach ar sheirbhísí tomhaltóirí atá ann cheana a íoslaghdú;
- ceadúnais léirscaoilte a thabhairt isteach a luaithe is féidir gan moill gan ghá a chur ar sheachadadh seirbhísí léirscaoilte amach anseo;
- tairbhí a uasmhéadú d'úsáideoírí deiridh; agus
- úsáid éifeachtúil speictrim a áirithiú le linn na hidirthréimhse.

Tá dul chun cinn suntasach déanta maidir le haistriú ordúil an Bhandra 3.6 GHz le 542 de na 594 lucht speictrim, nó os cionn 91%, tosaithe anois do na ceadúnaithe nua. D'éascaigh an dul chun cinn seo do cheadúnaithe nua Banda 3.6 GHz⁴⁹ seirbhísí a rolladh amach sa Bhandra 3.6 GHz ar fud na tíre. Ina theannta sin, tá ceithre cinn de na seacht n-oibreoír roimhe seo ar deonaíodh Ceadúnais Aistrithe faoi Chosaint nó Ceadúnais Gan Chosaint dóibh tar éis aistriú anois ón mbanda 3.6 GHz.

Leanann ComReg de bheith i dteagmháil le ceadúnaithe nua agus le hoibreoírí atá fágtha chun na hiarsmaí aistrithe a chur i gcrích agus, nuair is gá, pleananna aistrithe cuí a fhorbairt agus a chur i bhfeidhm i gcás ina bhfuil pleananna forbartha leordhóthanacha ag ceadúnaithe nua chun seirbhísí nua a chur i bhfeidhm. Tá áthas ar ComReg gur foráladh leis an gcur chuige a úsáideadh sna cúinsí seo d'intuarthacht rialála chomh maith le haistriú rianúil i bhfianaise na gcastachtaí bunúsacha.

48. Cáipéis ComReg 16/71 comreg.ie/publications

49. www.comreg.ie/industry/radio-spectrum/spectrum-awards/3-6-ghz-band-transition/

Léasú Speictrim

Chun tacú le soláthar seirbhísí d'úsáideoirí deiridh le linn na staidhe sealadaí a chuir bearta an Rialtais i láthair chun dul i ngleic le COVID-19, agus ag tabhairt dá aire na bearta a rinneadh chun ceadúnais speictrim shealadacha COVID-19 a sholáthar d'oibreoírí an líonra mhóibíligh (OLManna), mhol ComReg do na OLManna machnamh a dhéanamh ar ghníomhaíochtaí tacaíochta eile a dhéanamh lena n-áirítear speictream a léasú d'oibreoírí eile.

Tar éis comhairliúcháin ar roinnt fógraí maidir le léasanna speictrim i mbanda 3.6 GHz ó na OLManna agus *Dense Air Limited (Dense Air)* go *Imagine Communications Ireland Limited (Imagine)*, rinne ComReg Cinntí Léasa Speictrim⁵⁰ mar an gcéanna agus ina dhiaidh sin d'eisigh sé roinnt ceadúnas léasa speictrim banda 3.6 GHz le Imagine in 2020 agus 2021. Chuir sé seo ar chumas léas 3.6 ceart speictrim banda GHz ó gach ceann de na trí OMLanna agus Dense Air ag áiteanna agus tréimhsí ama éagsúla.

COVID-19: Bearta Bainistíochta Speictrim Sealadacha

I bhfianaise na staidhe sealadaí agus urghnácha a bhaineann le COVID-19 agus na héilimh mhéadaithe tráchta a chuirtear ar líonraí gan sreang a eascraíonn as bearta an Rialtais chun aghaidh a thabhairt air sin (an Staid Shealadach), agus de bhun iarrataí ó oibreoírí lena mbaineann, chuaigh ComReg i gcomhairle le chéile agus (le toiliú an Aire) trí chreat ceadúnaithe as a chéile a chur i bhfeidhm chun cearta úsáide speictrim a shannadh go sealadach. Is iad sin:

An creat sealadach ceadúnaithe ECS (ón 8 Aibreán 2020 go dtí an 7 Deireadh Fómhair 2020);⁵¹

An creat ceadúnaithe sealadach breise ECS (ón 8 Deireadh Fómhair 2020 go dtí an 1 Aibreán 2021);⁵² agus

An creat ceadúnaithe sealadach breise ECS (Uimh. 2) (ón 2 Aibreán 2021 go dtí an 1 Deireadh Fómhair 2021).⁵³

Rinne gach ceann de na creataí ceadúnaithe seo foráil do shannadh sealadach ceart speictrim sna bandaí 700 MHz, 2.1 GHz agus 2.6 GHz ar feadh tréimhse fhoriomlán suas le 6 mhí féilire.

Níl sé i gceist le creataí ceadúnaithe sealadacha den sórt sin ach aghaidh a thabhairt ar an Staid Shealadach agus tá siad go hiomlán gan dochar do dhámhachtain speictrim sa Dámhachtain Speictrim Ilbhanda. Ghlac iarratasóirí ar cheadúnas sealadach leis an gcéanna san Fhoirm Dhearbhaithe Iarratais agus iad ag cur isteach ar cheadúnas.

Go dtí seo, eisíodh sé cheadúnas speictrim shealadaigh ar leithligh lena gcumhdaítear an tréimhse fhoriomlán ó Aibreán 2020 go dtí an 1 Deireadh Fómhair 2021 chuig gach ceann de na trí oibreoírí líonra mhóibíligh (OLManna) (*Meteor, Three agus Vodafone*) mar a shonraítear i dTábla 1 thíos.

50. Cáipéisí ComReg 20/51, 20/77, 20/87, 20/97 agus 21/46 comreg.ie/publications

51. Rinneadh na Rialacháin Raidió-Theileagrafaíochta (Seirbhísí Cumarsáide Leictreonaí Sealadacha (I.R. Uimh. 122 de 2020), 2020 an 8 Aibreán 2020 le toiliú an Aire Cumarsáide, Gníomhaithe ar son na hAeráide agus Comhshaoil.

52. Rinneadh na Rialacháin Raidió-Theileagrafaíochta (Ceadúnais Bhreise Sealadacha um Sheirbhísí Cumarsáide Leictreonaí) 2020 (I.R. Uimh. 407 de 2020) an 2 Deireadh Fómhair 2020, le toiliú an Aire Comhshaoil, Aeráide agus Cumarsáide.

53. Rinneadh na Rialacháin Raidió-Theileagrafaíochta (Breis Ceadúnais Shealadach Seirbhísí Cumarsáide Leictreonaí) (Uimh. 2) 2021 (I.R. Uimh. 137 de 2021) an 22 Márta 2021, le toiliú an Aire Comhshaoil, Aeráide agus Cumarsáide.

Mar atá leagtha amach in aighneachtaí na OLMnna chuig comhairliúcháin ComReg agus freisin na hiarratais athnuachana⁵⁴ is déanaí a rinne siad, baineadh úsáid as na cearta speictrim sealadacha chun acmhainn líonra bhreise a sholáthar chun tacú le soláthar seirbhísí gutha agus sonraí do thomhaltóirí, chun aghaidh a thabhairt ar na héilimh mhéadaithe tráchta a eascraíonn as bearta COVID-19. Athraíonn méid an imscartha seo in aghaidh an OLM.

Sonraí faoi na ceadúnais speictrim shealadaigh COVID-19 a eisíodh

Ceadúnas		Meteor	Three	Vodafone
Creat Ceadúnaithe Sealadach ECS	Ceadúnas Tosaigh	9 Aibreán 2020 go 8 Mí Iúil 2020 (700 MHz agus 2.1 GHz)	9 Aibreán 2020 go dtí an 8 Iúil 2020 (700 MHz agus 2.1 GHz)	22 Aibreán 2020 go 21 Iúil 2020 (700 MHz agus 2.1 GHz)
	Ceadúnas Athnuachana	9 Iúil 2020 go 7 Deireadh Fómhair 2020 (700 MHz agus 2.1 GHz)	9 Iúil 2020 go 7 Deireadh Fómhair 2020 (700 MHz agus 2.1 GHz)	22 Iúil 2020 go dtí an 7 Deireadh Fómhair 2020 (700 MHz agus 2.1 GHz)
Creat Ceadúnaithe Sealadach ECS Breise	Ceadúnas Tosaigh	8 Deireadh Fómhair 2020 go dtí an 7 Eanáir 2021 (700 MHz agus 2.1 GHz)	8 Deireadh Fómhair 2020 go dtí an 7 Eanáir 2021 (700 MHz agus 2.1 GHz)	8 Deireadh Fómhair 2020 go dtí an 7 Eanáir 2021 (700 MHz agus 2.1 GHz)
	Ceadúnas Athnuachana	8 Eanáir 2021 go dtí an 1 Aibreán 2021 (700 MHz agus 2.1 GHz)	8 Eanáir 2021 go dtí an 1 Aibreán 2021 (700 MHz agus 2.1 GHz)	8 Eanáir 2021 go dtí an 1 Aibreán 2021 (700 MHz agus 2.1 GHz)
Creat Ceadúnaithe Sealadach BREISE ECS (No2)	Ceadúnas Tosaigh	2 Aibreán 2021 go 1 Iúil 2021 (700 MHz agus 2.1 GHz)	2 Aibreán 2021 go 1 Iúil 2021 (700 MHz agus 2.1 GHz)	2 Aibreán 2021 go 1 Iúil 2021 (700 MHz agus 2.1 GHz)
	Ceadúnas Athnuachana	2 Iúil 2021 go dtí an 1 Deireadh Fómhair 2021 (700 MHz agus 2.1 GHz)	2 Iúil 2021 go dtí an 1 Deireadh Fómhair 2021 (700 MHz agus 2.1 GHz)	2 Iúil 2021 go dtí an 1 Deireadh Fómhair 2021 (700 MHz agus 2.1 GHz)

Tábla 1: Sonraí faoi na ceadúnais speictrim shealadaigh COVID-19 a eisíodh.

54. Féach Iarscríbhinn 1 a ghabhann le Cáipéis ComReg 21/74 comreg.ie/publications

Dámhachtain Speictrim Ilbhanda de speictream do Leathanbhanda Gan Sreang

Tar éis comhairliúchán fairsing thar roinnt blianta, an 18 Nollaig 2020, thug ComReg a chinntí maidir leis an nGradam Speictrim Ilbhanda (MBSA2) chun cearta úsáide speictrim a shannadh go fadtéarmach sna bandaí 700 MHz, 2.1 GHz, 2.3 GHz agus 2.6 GHz (na "Bandaí Dámhachtana") le foilsiú Doiciméad ComReg 20/122, Cinneadh D11/20, ("Cinneadh MBSA2").

Cuimsíonn dámhachtain MBSA2 **470 MHz de chearta speictrim comhchuibhithe**, arb ionann é agus méadú 46% ar an speictream comhchuibhithe a shanntar chun seirbhísí Leathanbhanda Gan Sreang (WBB) a sholáthar in Éirinn. Cuirfidh sé sin ar chumas oibreoirí seirbhísí feabhsaithe a sholáthar chun freastal ar éileamh méadaitheach na dtomhaltóirí.

Is banda tábhachtach é an **banda 700 MHz (ar a dtugtar banda 'clúdaigh')** chun clúdach forleathan a sholáthar, lena n-áirítear i gceantair thuaithe agus ar bhealaí iompair náisiúnta, agus tá sé an-oiriúnach chun seirbhísí 4G atá ann cheana a sholáthar agus, le himeacht ama, seirbhísí nua 5G. Tá tábhacht ar leith ag baint leis seo in Éirinn, i bhfianaise ár dtréithe déimeagrafacha dúshlánacha agus na gcostas ard agus easpóntúil a bhaineann le leibhéal an-ard cumhdaigh a úsáid.

Tá na bandaí 2.1 GHz, 2.3 GHz agus 2.6 GHz (ar a dtugtar na bandaí 'feidhmíochta') oiriúnach go hidéalach chun acmhainn líonra a sholáthar, má úsáidtear iad le haghaidh soghluaiste, cé gur féidir iad a úsáid freisin chun críocha acmhainne agus clúdaigh araon (amhail le haghaidh leathanbhanda seasta gan sreang) As na bandaí seo, tá an banda 2.1 GHz in úsáid cheana féin le haghaidh seirbhísí 3G agus 4G agus tugann cuimsiú an bhanda 2.1 GHz sa dámhachtain deis do na trí cheadúnaí atá ann cheana cearta speictrim leanúna a fháil sula dtéann an ceadúnas in éag.

Is imeachtaí an-tábhachtach iad dámhachtainí speictrim, agus go háirithe iad siúd atá oiriúnach chun seirbhísí leathanbhanda soghluaiste agus gan sreang a imscaradh, nach dtarlaíonn ach gach cúpla bliain agus a mbíonn tionchar acu ar fud an gheilleagair. Chuir dámhachtainí speictrim ComReg roimhe seo,⁵⁵ i measc nithe eile, iomaíocht éifeachtach chun cinn lena n-áirítear iontráil nua sa mhargadh, agus d'éascaigh siad feidhmiú céimneach seirbhísí/teicneolaíochtaí feabhsaithe atá ann cheana agus nua, lena n-áirítear 4G agus 5G, chun leasa thomhaltóirí na hÉireann.

Tá an MBSA2 chomh tábhachtach céanna le dámhachtainí speictrim ComReg roimhe seo agus cuirfidh a dhul chun cinn ar chumas ceadúnaithe cinntí fadtéarmacha caiteachais chaipitiúil a dhéanamh agus is gné thábhachtach é d'fhorbairt ghinearálta eacnamaíoch agus shóisialta in Éirinn go ceann i bhfad ar chúiseanna lena n-áirítear:

- beidh clúdach agus acmhainn fheabhsaithe líonra mar thoradh air, le tairbhí suntasacha eacnamaíocha;
- is dócha go mbeidh coigilteas suntasach costais ann d'oibreoirí líonra atá ann cheana a dhaingníonn speictream sa dámhachtain; agus
- tá sé lárnach chun Plean Gníomhaíochta 5G don Eoraip ("CE") an Choimisiúin Eorpaigh a chomhlíonadh, tionscnamh straitéiseach a bhaineann leis na páirtithe leasmhara go léir, idir phríobháideach agus phoiblí, bheag agus mhór, i ngach Ballstát, chun dul i ngleic leis an dúshlán a bhaineann le 5G a chur i gcrích.⁵⁶

55. Féach: <http://www.comreg.ie/industry/radio-spectrum/spectrum-awards/3-6-ghz-band-transition/>

56. An Coimisiún Eorpach, "5G Action Plan", ar fáil ag ec.europa.eu/

Achomharc ar an nGradam Speictrim Ilbhanda

An 14 Eanáir 2021, chuir Three Ireland (Hutchison) Limited agus Three Ireland Services (Hutchison) Limited (dá ngairtear "Three" le chéile) achomharc i gcoinne Chinneadh MBSA2 faoi bhráid na hArd-Chúirte.

Mar atá luaite ag ComReg i bhFógra 21/04R,⁵⁷ ní dhéanann achomharc Trí ann féin difear d'éifeacht éifeacht Chinneadh MBSA2 ná ní choisceann sé gníomh a dhéanamh chun é a chur i bhfeidhm agus tá ComReg ag cur i gcoinne an achomhairc ina iomláine. Tionóladh an éisteacht achomhairc i mí an Mheithimh agus i mí Iúil 2021.

Cur i bhfeidhm an Ghradaim Speictrim Ilbhanda

Tá ComReg tiomanta do sheachadadh tráthúil an MBSA2 a chinntiú.

An 16 Aibreán 2021, cuireadh tús foirmiúil le próiseas dámhachtana MBSA2 nuair a foilsíodh an Meabhrán Faisnéise (IM).⁵⁸ Sonraíonn an OTG na próisis agus na nósanna imeachta atá á n-úsáid ag ComReg chun a Chinneadh 11/20 a chur i bhfeidhm.

An 28 Bealtaine 2021, rinne ComReg dhá shraith de rialacháin Raidió-Theileagrafaíochta ("WT") a bhaineann leis an MBSA2 le toiliú Eamon Ryan, an tAire Comhshaoil, Aeráide agus Cumarsáide. Is iad sin:

- IR 264 de 2021 (Raidió-Theileagrafaíocht (Úsáid Léirscaoilte agus Ceadúnais Ghaolmhara sa Déphléacsach 700 MHz, 2.1 GHz, 2.3 GHz agus 2.6 Bandaí GHz) 2021); agus
- I.R. 265 de 2021 (Na Rialacháin Raidió-Theileagrafaíochta (Ceadúnas Tríú Glúin agus GSM (Leasú) agus Ceadúnú Eatramhach) 2021).

I measc nithe eile, foráiltear leis na rialacháin seo do:

- ceadúnais "úsáide léirscaoilte" a dheonú sa bhanda 2.1 GHz do cheadúnaithe 3G atá ann cheana;
- "ceadúnais eatramhacha" a dheonú sa bhanda 2.1 GHz do Thrí; agus
- ceadúnais "úsáide léirscaoilte" a dheonú do chearta speictrim sna bandaí 700 MHz, 2.1 GHz, 2.3 GHz agus 2.6 GHz de réir thoradh an MBSA2 2021.

I mí an Mheithimh 2021, bronnadh ceadúnas Úsáide Léirscaoilte Banda 2.1 GHz ar Three agus Vodafone.

Test & Trial Ireland (Tástáil & Triail Éireann)

Soláthraíonn suíomh geografach na hÉireann ar imeall thiar na hEorpa agus a dlús íseal daonra príomhbhuntaíste nádúrtha, eadhon, raidhse réasúnta de speictream inúsáidte. Is seirbhís í *Test & Trial Ireland* a fhéadfaidh fiontraihte, 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 soghluaiste agus craoltóireachta. I rith na bliana in athbhreithniú, d'eisigh ComReg 15 cheadúnas Tástála agus 16 cheadúnas Trialach. Tá tuilleadh sonraí leagtha amach ag www.testandtrial.ie Tástáil & Thriail Éireann lena n-áirítear físeán gearr a chuireann an tionscnamh seo chun cinn.⁵⁹

57. <https://www.comreg.ie/publication/>

58. Cáipéis ComReg 21/40 comreg.ie/publications

59. Féach https://www.youtube.com/watch?time_continue=2&v=s6ctjMo_bf4

Oibríochtaí Ceadúnaithe

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

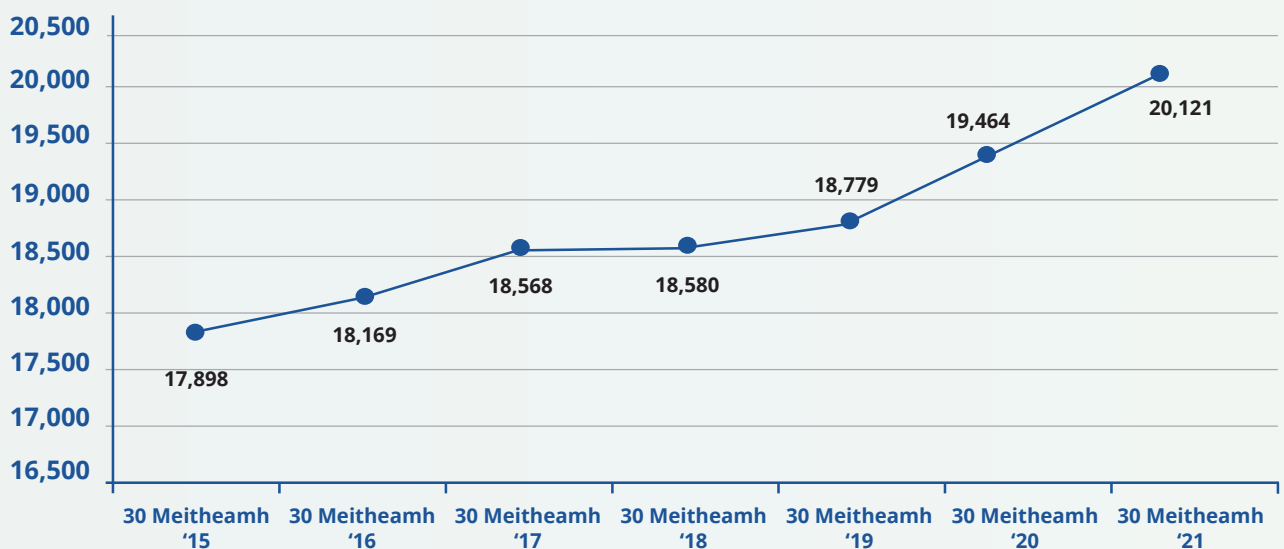
- An tAcht Radio-Thelegrafaíochta 1926 (arna leasú); agus
- An tAcht Craolacháin 2009

Amhail ón 30 Meitheamh 2021, ba é 20,121 líon iomlán na gceadúnas raidió beo, méadú 3.3% le linn na tréimhse tuairiscithe roimhe sin. Léirítear i bhFíor 10 líon iomlán na gceadúnas raidió beo ag deireadh na bliana don tréimhse 2015 go 2021.

Ba é 5,420 líon iomlán na gceadúnas nua a eisíodh sa tréimhse tuairiscithe seo, laghdú 11.9% ar an mbliain roimhe sin. Tháinig an laghdú seo, den chuid is mó, chun cinn mar thoradh ar:

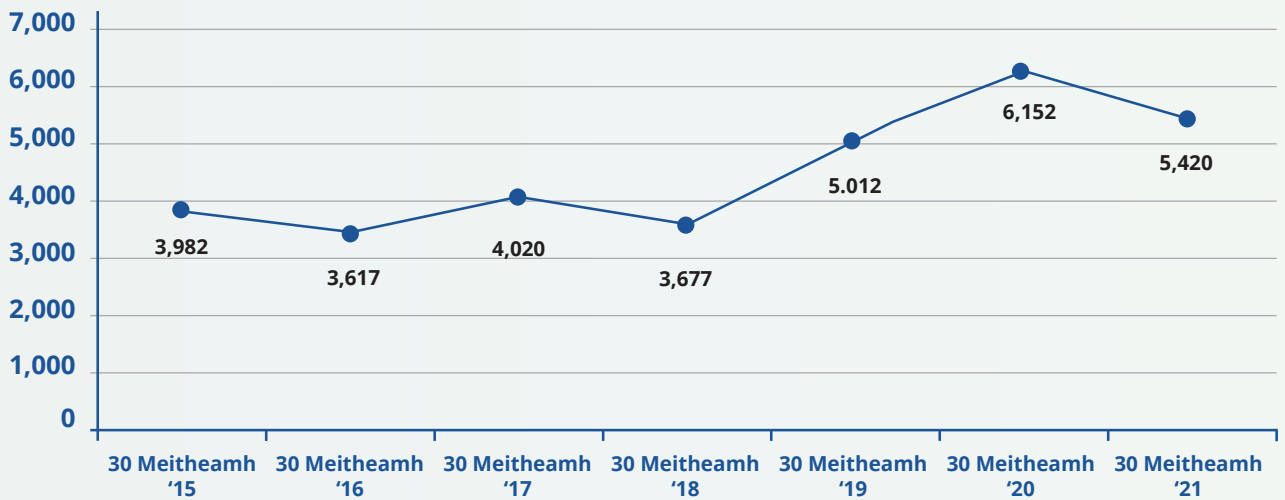
- laghdú 63% ar líon na gceadúnas FGO a deonaíodh mar thoradh ar phaindéim Covid-19; agus
- neamh-athnuachan 193 ceadúnas sealadach teilifíse trastíre digití (DTT) a deonaíodh do RTÉ chun cabhrú lena imirce ón mbanda 700 MHz. Chríochnaigh RTÉ a imirce i mí an Mhárta 2021.

Léirítear i bhFigiúr r 11 líon iomlán na gceadúnas raidió nua a d'eisigh ComReg ó 2015 go 2021.



Figiór 10: Ceadúnais Raidió Bheo ag Deireadh na Bliana: 2015 – 2021.

Figiúr 11: Ceadúnais raidió nua agus leasaithe eisithe: 2015 - 2021



Figiúr 11: Ceadúnais raidió nua agus leasaithe eisithe: 2015 - 2021.

Faireachas margaidh ar tháirgí

Tá faireachas margaidh deisce dírithe ar tháirgí neamhchomhlíontacha a thairgtear lena ndíol trí ardáin ar líne a aithint. Le linn na tréimhse oibre 2020 - 2021 mhéadaigh ComReg go mór a ghníomhaíocht faireachais margaidh deisce le monatóireacht chomhsheasmhach agus straitéiseach ar na hardáin mhóra ar líne go léir mar, *Alibaba, AliExpress, Wish, eBay, DoneDeal / Adverts agus Amazon*.

Le linn na tréimhse seo cuireadh rochtain ar fáil ComReg ar thairseach rialála nua eBay, a cruthaíodh do ghníomhaireachtaí rialtais agus rialála chun míreanna mídhleathacha, toirmiscthe nó neamhchomhlíontacha a thuairisciú go sábháilte agus go héifeachtúil do eBay. Ligeann sé seo do ComReg príomhchiontóirí a rianú agus freagra níos gasta a achtú ó eBay maidir le táirgí atá á ndíol ag na ciontóirí seo a bhaint.

In 2020 leathnaigh ComReg a imscrúdú ardáin ar líne trí theagmhálacha ábhartha a bhunú le *Alibaba, AliExpress* agus *Wish* chun aghaidh a thabhairt ar dhíol feistí a d'fhéadfadh cur isteach. Bhí an caidreamh nua seo an-tairbheach agus chuidigh siad go háirithe le breis agus 5,000 táirge neamhchomhlíontach a bhaint de mhargadh na hÉireann.

Le linn na tréimhse atá faoi athbhreithniú, agus trína dhlúthobair le Custaim, ghabh ComReg 2,804 táirge neamhchomhlíontach san iomlán, suas ó 695 an bhliain roimhe sin.

Tá méadú mór tagtha ar líon na dtáirgí neamhchomhlíontacha a urghabhadh agus a tarraingíodh siar ó dhíol, ar líne agus i siopaí araon, tugtha faoi deara ag ComReg le bliain anuas. Ina theannta sin, tugann ComReg faoi deara go bhfuil Ericsson ag tuar go bhfuil thart ar 29 billiún feiste ceangailte tuartha faoi 2022,

agus beidh baint ag thart ar 18 billiún díobh sin le idirlíon rudaí (IoT).⁶⁰ De réir scála d'Éirinn, is ionann sin agus thart ar 57 milliún feiste, agus thiocthadh gach ceann acu faoi shainchúram ComReg faoi na Rialacháin um Threalamh Raidió (RE) (agus d'fhéadfadh sé a bheith faoi réir na Treorach um Voltas Íseal (LVD) freisin. Dealraíonn sé, dá bhrí sin, go bhfuil sé cinnte go dtiocfaidh méadú suntasach ar líon agus ar raon na dtáirgí a thiocthaidh faoi shainchúram faireachais margaidh ComReg.

D'fhonn a chinntiú go bhfuil sé ullamh chun freastal ar an méadú ionchais seo ar líon agus raon na dtáirgí raidió, chuir ComReg tús le déanaí le hAonad nua um Shábháilteacht Táirgí a bhunú. Cuirfear de chúram ar an aonad seo:

- straitéis chuimsitheach rioscabhunaithe maidir le sábháilteacht táirgí agus um fhaireachas margaidh náisiúnta a fhorbairt agus a chur chun cinn i gcomhréir leis an reachtaíocht ábhartha;
- monatóireacht agus rialú a dhéanamh ar theacht isteach táirgí ábhartha isteach sa Stát trí theagmháil a dhéanamh le hoibreoirí eacnamaíocha ábhartha (m.sh., monaróirí, allmhaireoirí, dáileoirí agus miondíoltóirí) agus le húdaráis Ábhartha Stáit (e.g. údaráis Chustaim, An Post etc.);
- meastóireachtaí táirgí agus measúnuithe riosca a dhéanamh nó a choimisiúnú;
- caidreamh a fhorbairt agus a chothabháil le páirtithe leasmhara ábhartha amhail an Coimisiún um Iomaíocht agus Cosaint Tomhaltóirí (CCPC) agus údaráis ábhartha eile in Éirinn agus i mBallstáit eile, lena n-áirítear údaráis chustaim, oibreoirí eacnamaíocha, agus tionscal; agus
- i gcás inarb iomchuí, dul i dteagmháil leis na hoibreoirí eacnamaíocha ábhartha (m.sh., monaróirí, allmhaireoirí, dáileoirí, miondíoltóirí) chun comhlíonadh tráthúil agus éifeachtach a dhéanamh, amhail gníomhaíocht cheartaitheach, aistarraingtí táirgí nó aisghairmeacha táirgí etc. a éileamh.

Fiosrúcháin faoi Chur Isteach Radaimhnicíochta (RFI)

Feabhsaíonn ComReg a phróisis go leanúnach chun timpeallacht raidió an lae inniu a léiriú agus thug sé isteach próiseas athbhreithnithe aicmithe gearán RFI mar aon le hamanna athbhreithnithe freagartha gearán i mí Iúil 2020, tar éis comhairliúchán poiblí.⁶¹ B'fhéidir gur leag an próiseas aicmithe roimhe seo béim mhíchuí ar chéannacht an ghearánaigh seachas ar an tionchar a bhí ag an gcur isteach tuairiscithe ar chumas an ghearánaí seirbhís a sholáthar. D'fhéach ComReg le dul i ngleic leis seo, i measc nithe eile, trí bhéim chúí a chur ar chineál agus ar thionchar an chur isteach a tuairiscíodh agus ar chumas an ghearánaigh leanúint ar aghaidh ag soláthar seirbhísí.

Faoin bpróiseas nua aicmítear gach gearán de chuid an RFI i dtrí chatagóir, Cineál A, Cineál B agus Cineál C ag brath ar thionchar an chur isteach. Is féidir tuilleadh sonraí faoin bpróiseas aicmithe seo a fháil sa Fhreagra ar Chomhairliúchán ar bhainistiú Gearán maidir le Cur Isteach ar Speictream Raidió.⁶²

60. Féach <https://www.ericsson.com/en/mobility-report>

61. Cáipéis ComReg 19/108 comreg.ie/publications

62. Cáipéis ComReg 20/62 comreg.ie/publications

Cineál Gearáin	Am Freagartha
Cineál A	Láithreach
Cineál B	5 Lá Oibre
Cineál C	N/B

Figiúr 13: Amanna freagartha RFI.

In éineacht le tabhairt isteach an phróisis athbhreithnithe aicmithe comhlíontach RFI agus na n-amanna freagartha gaolmhara, thug ComReg isteach prótacal tuairiscithe freisin do gach gearán de chuid an RFI agus próiseas chun gearáin a dhúnadh nuair a bheidh an t-imscrúdú críochnaithe. Éilíonn an prótacal tuairiscithe ar ghearánaigh fianaise a sholáthar ar chur isteach amhrasta, agus go bhfuil bearta réasúnta déanta acu chun a chinntiú nach bhfuil smacht acu ar an gcur isteach. Cuidíonn an fhaisnéis dhírithe agus dhomhain a theastaíonn le haghaidh tuairisciú RFI le ComReg ina thriail agus ina thosaíocht ar ghearáin.

Trí phróiseas soiléir dlúth a dhoiciméadú, measann ComReg go bhfuil trédhearcacht feabhsaithe aige seo trí aiseolas a thabhairt do ghearánach a luaithe a chuirtear gearán faoi chur isteach i gcrích. Nuair is féidir, cuireann ComReg cineál na foinse cur isteach agus aon ghníomhartha a d'fhéadfadh a bheith ag teastáil ón gearánach chun an cás a leigheas in iúl dóibh laistigh de 5 lá oibre.

I gcomhthráth leis na próisis nua RFI thuas, bhog ComReg chuig córas nua bainistíochta cásanna RFI a thairgeann roinnt buntáistí freisin, seachas éifeachtúlachtaí feabhsaithe, lena n-áirítear:

- an cumas amanna freagartha RFI a rianú;
- tuairisciú níos fearr ar shonraí cáis chun treochtaí a aithint agus bonn eolais a chur ar fáil uafaoi phleananna oibre ComReg amach anseo don Aonad um Fhaisnéis agus Imscrúduithe Speictrim.
- an cumas gearáin RFI a thaifeadadh agus a rianú le haghaidh obair inmheánach agus obair sheachfhoinsithe araon; agus
- tairseach gréasánbhunaithe a sholáthraíonn an cumas tuarascálacha RFI a uaslódáil i bhfíor-am;

Freagraíonn ComReg do thart ar 100 gearán de chuid RFI gach bliain. Le linn na bliana tuairiscithe seo, agus ó cuireadh próiseas athbhreithnithe aicmithe gearán RFI i bhfeidhm, d'fhreagair ComReg 94 tuairisc ar chur isteach agus ar cheisteanna díobhálacha.

Radaíocht Neamhianúcháin

Ní mór do cheadúnaithe a bhfuil Ceadúnas Raidió-Theileagrafaíochta acu agus iad siúd a oibríonn faoi Údarú Ginearálta⁶³ chun líonraí agus/nó seirbhísí cumarsáide leictreonaí a sholáthar a chinntiú go bhfuil nochtadh poiblí d'astaíochtaí Radaíochta Neamhianúcháin (NIR) ó tharchuradóirí laistigh de na teorainneacha atá leagtha síos ag an gCoimisiún Idirnáisiúnta um Chosaint Radaíochta Neamhianúcháin (ICNIRP)⁶⁴, arna fhorghuiniú ag an Eagraíocht Dhomhanda Sláinte (EDS), An Coimisiún Eorpach agus an Ghníomhaireacht um Chaomhnú Comhshaoil (GCC).

Gach bliain, tomhaiseann ComReg leibhéil NIR i gceantair phoiblí ag thart ar 80 láithreán éagsúil, atá lonnaithe ar fud na tíre. Sa tréimhse tuairiscithe seo, rinneadh suirbhé ar 80 láithreán. Foilsíonn ComReg tuarascálacha ráithiúla ar shuirbhéanna láithreáin NIR freisin.⁶⁵

Go dtí seo, rinneadh suirbhé ar níos mó ná 1600 láithreán agus fuarthas amach go dtiteann leibhéil NIR ag gach láithreán a ndearnadh suirbhé orthu, gan eisceacht, i bhfad faoi bhun na teorainneacha idirnáisiúnta maidir le nochtadh don phobal atá leagtha síos ag ICNIRP.

Tá athbhreithniú déanta ag ComReg ar na modheolaíochtaí trína ndéanann sé suirbhéanna NIR chun treoirlínte nua ICNIRP a foilsíodh in 2020 a chur san áireamh. Foilsíodh na modheolaíochtaí athbhreithnithe i gCáipéis ComReg 08/51R4.⁶⁶

Cuireann ComReg gach tuarascáil tomhais NIR ar fáil ar líne ag: www.comreg.ie/nir-reports-2/. Tá siad seo le feiceáil freisin ar shuíomh gréasáin ComReg Siteviewer ag www.siteviewer.ie

Is féidir tuilleadh eolais maidir le NIR, ról ComReg maidir le NIR, mar aon le heolas ar ról comhlachtaí poiblí eile, a fháil ar láithreán gréasáin ComReg.⁶⁷

Comhlíonadh Ceadúnais Oibreora Líonra Mhóibíligh – Tástáil Tiomána

Mar gheall ar shrianta an Rialtais mar thoradh ar phaindéim COVID-19, cuireadh clár tástála tiomána leathbhliantúil ComReg atá deartha chun measúnú a dhéanamh ar chomhlíonadh⁶⁸ na n-oibleagáidí atá leagtha síos sna Ceadúnais 3G agus Úsáid Léirscaoilte araon ar fionraí. Rinneadh an clár go deireanach i rith Gheimhreadh 2019. Le linn 2020, d'eisigh ComReg torthaí chlár tástála tiomána Geimhreadh 2019.⁶⁹

63. Cáipéis ComReg 03/81R6 comreg.ie/publications

64. www.icnirp.org

65. Cáipéis ComReg 20/34 comreg.ie/publications

Cáipéis ComReg 20/92 comreg.ie/publications

Cáipéis ComReg 20/126 comreg.ie/publications

Cáipéis ComReg 21/26 comreg.ie/publications

66. Cáipéis ComReg 08/51R4 comreg.ie/publications

67. <https://www.comreg.ie/industry/radio-spectrum/site-viewer/non-ionising-radiation-information/>

68. Ba cheart a chur in iúl go láidir nach ndéantar taithí an úsáideora a mheas sa tástáil tiomána ach nach ndéantar comhlíonadh an cheadúnais a mheas. Cáipéis ComReg 20/16 comreg.ie/foilseachain

69. Cáipéis ComReg 20/16 comreg.ie/publications

An Scéim Uimhrithe Náisiúnta a Bhainistiú

Bainistíonn ComReg an Scéim Uimhrithe Náisiúnta in Éirinn. Cuimsíonn sé seo uimhreacha geografacha, uimhreacha neamhgeografacha, uimhreacha soghluaiste, uimhreacha seirbhíse ardráta, cóid ghearra, agus cóid ghréasáin. Tá uimhreacha teileafóin agus cóid riachtanach chun seirbhísí cumarsáide leictreonaí a sholáthar agus chun ródú éifeachtach cumarsáide náisiúnta agus idirnáisiúnta a chumasú agus chun tacú le feidhmiú cuí na gcóras billeála agus socraíochta. Soláthraíonn siad faisnéis freisin don ghlaiteoir ar an tseirbhís ar a dtugtar, praghas an ghlaio, agus suíomh an pháirtí ar glaodh air i gcásanna áirithe. Tá ComReg tiomanta do bhainistíocht éifeachtach uimhreacha, chun a chinntiú go n-úsáideann oibreoirí uimhreacha go héifeachtúil agus go mbeidh uimhreacha ar fáil go leanúnach d'úsáideoirí deiridh.

Sonraítear i gCoinníollacha Uimhrithe ComReg⁷⁰ na rialacha maidir le húsáid uimhreacha agus critéir incháilitheachta do shealbhóirí uimhreacha. Cosnaíonn na coinníollacha agus na critéir incháilitheachta sin tomhaltóirí agus cuireann siad iomaíocht chun cinn trína áirithiú go mbeidh rochtain chomhionann ag oibreoirí ar acmhainní uimhrithe.

Déantar na Coinníollacha Uimhrithe a nuashonrú go rialta chun na forbairtí margaidh agus reachtacha is déanaí a chur san áireamh. Tugadh an t-athbhreithniú is déanaí chun críche i mí Iúil 2021⁷¹, tar éis comhairliúchán poiblí. Breithníodh sa chomhairliúchán forbairtí sa mhargadh ón athbhreithniú deireanach in 2019, lena n-áirítear mionanailís ar líon na n-ardán cumarsáide scamall. Chuir sé san áireamh freisin oibleagáidí uimhrithe nua agus leasaithe sa Chód um Chumarsáid Leictreonaic Eorpach.⁷² Cuireadh leasuithe san áireamh freisin chun aghaidh a thabhairt ar ábhair a tháinig chun cinn mar chuid de thionscadal forfheidhmithe na nUimhreacha Neamhgeografacha (NGN).

Athbhreithniú ar Uimhir Neamhgeografach

Is uimhreacha gutháin iad Uimhreacha Neamhgeografacha (NGNanna) ag tosú le 1800, 1850, 1890, 0818 agus 076, agus úsáideann eagraíochtaí iad chun seirbhísí ar nós línte cabhracha, seirbhísí poiblí agus baincéireacht a sholáthar. Príomhthionscadal de chuid ComReg le 12 mhí anuas is é cur i bhfeidhm leanúnach Chinneadh NGN ComReg 2018.⁷³

Tugtar aghaidh i gCinneadh an NGN ar an mearbhall forleathan ar an gcostas a bhaineann le glaoch ar NGNanna agus ar na difríochtaí idir raonta NGNanna. Is é an cuspóir uileghabhálach muinín agus muinín in eagraíochtaí a athbhunú trí fheabhas a chur ar ardán NGN do thomhaltóirí agus d'eagraíochtaí araon.

Tá cur i bhfeidhm Chinneadh ngnímh le tabhairt i gcrích ag deireadh 2021. Éascaíonn ComReg Grúpa Oibre (WG) leis an tionscal, an NGN WG, a leanann de bheith ag teacht le chéile go míosúil chun cur i bhfeidhm praiticiúil Chinneadh an NGN a phlé.

Leagadh dhá bheart amach i gCinneadh NGN (i) Coinníoll Nasc Geo agus (ii) Comhdhlúthú NGN mar a léirítear i bhFigiúr 14.

Cuireadh an Coinníoll Geo-Nasctha i bhfeidhm an 1 Nollaig 2019 agus ciallaíonn sé go bhfuil glaonna ar aon 1850, 1890, 0818 nó 076 NGNanna san áireamh anois i mbabhtaí glaonna custaiméirí lena n-áirítear glaonna ar uimhreacha líne talún. Nuair nach bhfuil siad i bundle, ní chosnaíonn na glaonna seo níos mó ná líne talún a ghlaoch.

70. Cáipéis ComReg 15/136R3 comreg.ie/publications

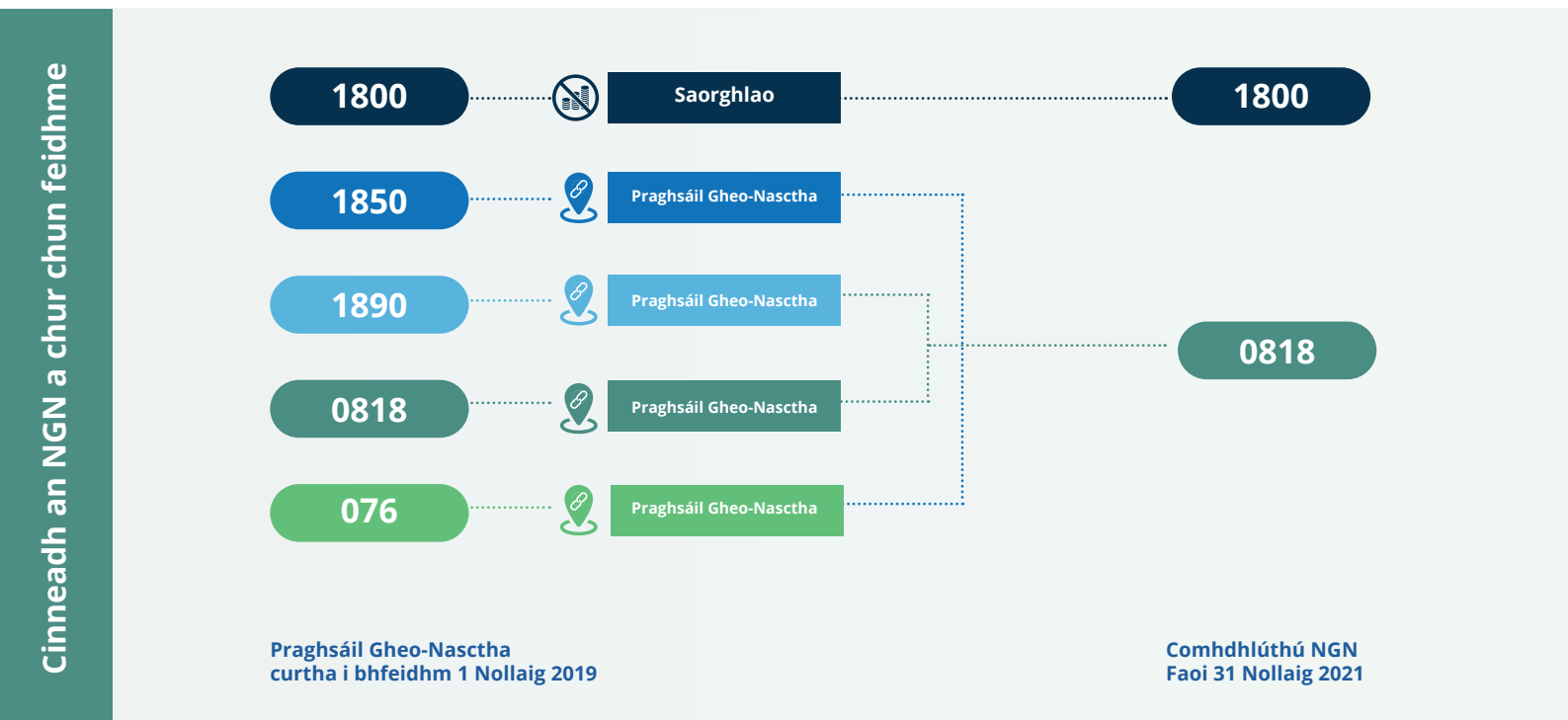
71. Cáipéis ComReg 21/75 comreg.ie/publications

72. Treoir (AE) 2018/1972 ó Pharlaimint na hEorpa agus ón gComhairle an 11 Nollaig 2018 lena mbunaítear an Cód um Chumarsáid Leictreonaic Eorpach

73. Cáipéis ComReg 18/106 and D15/18 comreg.ie/publications

Laghdóidh beart Comhdhlúthaithe an NGN líon na NGNanna ó chúig (1800, 1850, 1890, 0818 agus 076) go dtí dhá cheann (1800 agus 0818) faoin 31 Nollaig 2021. Ón 1 Eanáir 2022, ní oibreoidh ach raonta NGN Saorghlao agus 0818 Saorghlao agus 0818.

Chun tomhaltóirí agus eagraíochtaí a chur ar an eolas faoi chur i bhfeidhm na Geo-Nasctha, leanann ComReg le feachtais chumarsáide a reáchtáil ar fud na meán digiteach agus sóisialta. Cuirfear leis seo le fógraíocht raidió agus preasa níos déanaí i 2021. Foilsíonn ComReg grafaicí faisnéise, beochan agus coinníonn sé leathanaigh ghréasáin tiomnaithe NGN⁷⁴ chun na hathruithe NGN ar thomhaltóirí agus ar eagraíochtaí a mhíniú. Bhí aiseolas dearfach ó thomhaltóirí agus ó chlúdach na meán maidir le cur i bhfeidhm an Choinníll Geo-Nasctha, agus tá meas iomlán ag tráchtairí ar na buntáistí do thomhaltóirí agus d'eagraíochtaí a úsáideann FGNanna.



Figiúr 14: Cinneadh an NGN a chur chun feidhme.

Príomhghné den teachtaireacht chumarsáide is ea an coigilteas suntasach costais d'eagraíochtaí maidir le 0818 agus 1800 líon a aistriú, go háirithe ó tugadh isteach córas mórdhíola nua do ghlaonna NGN ag ComReg i mí na Bealtaine 2020. Gné shuntasach den chóras mórdhíola nua is ea an laghdú 92% ar mhuirir tionscnaimh soghluaiste ar ghlaonna soghluaiste go 1800 uimhir Shaorghlao. Le 12 mhí anuas go dtí an 30 Meitheamh 2021, is saorghlao 1800 iad 80 % de na NGNanna nua go léir a shannann ComReg.

Le chéile, cinntíonn na feabhsuithe seo go bhfuil ardán NGN oiriúnach don fheidhm agus sothuigthe ag Éirinn, agus margadh iomaíoch do sheirbhísí NGN, áit ar féidir le heagraíochtaí rogha a dhéanamh ó níos mó ná 20 oibreoir chun a gcuid seirbhísí NGN a sholáthar.

74. Féach www.comreg.ie/ngn

Oibríochtaí Líonra:

Is aonad speisialaithe é an tAonad Oibríochtaí Líonra (AOL) atá laistigh de Chreat-Rannán Margaidh ComReg, a n-áirítear a shainchúram:

- tacú le gníomhaíochtaí ComReg ar fud a fheidhmeanna go léir maidir le saincheisteanna líonra theicniúla,
- maoirseacht a dhéanamh ar thuairisciú ar theagmhais líonra ag soláthraithe líonraí agus seirbhísí cumarsáide leictreonaí poiblí, agus
- maoirseacht éifeachtach ar chomhlíonadh na bhforálacha reachtacha ag gnóthais agus le coinníollacha agus oibleagáidí rialála a fhorchuirtear orthu maidir le slándáil agus athléimneacht cumarsáide agus seirbhísí líonra leictreonacha atá ar fáil go poiblí.

Teagmhais Líonra, Tuairisciú agus Tuarascáil ENISA 2020 d'Éirinn

Tarraingítear gach teagmhas a thuairiscítear do Ghníomhaireacht an Aontais Eorpaigh um Chibearshlándáil (ENISA) ó na fógraí a dhéanann gnóthais a úsáideann foirm tuairiscithe ComReg 14/02⁷⁵ le ComReg agus a chuirtear in iúl tríd an tairseach tuairiscithe teagmhas, atá ar fáil do ghnóthais chláráithe ar ardán ríomhcheadúnaithe ComReg.⁷⁶

Úsáideann an tairseach fíordheimhniú dhá fhachtóir, gan ach gnóthais chláráithe in ann í a úsáid agus cumasaíonn sé modhnú a dhéanamh ar fhaisnéis a cuireadh isteach fad is atá teagmhas fós ar siúl. Mura bhfuil ábhar imní ag baint le teagmhas a thuilleadh agus má tá an anailís bhunchúise curtha i gcrích go sásúil, ansin is féidir leis an ngnóthas tuairiscithe an tuarascáil ar theagmhais a dhúnadh. Cuirtear achoimre ar na mórtheagmhais i láthair i bhFigiúr 15 thíos.

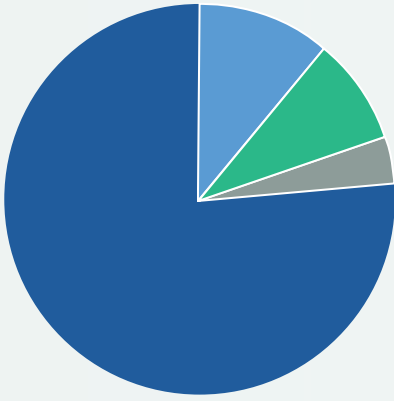
I measc na gcúiseanna a bhí le teagmhais mhóra in 2020⁷⁷ bhí: fabhtanna bogearraí, nuashonruithe bogearraí nach raibh curtha i bhfeidhm go maith agus teipeanna crua-earraí. Ba mhinic a bhí líon na n-uaireanta a cailleadh, le gach briseadh, níos measa ag lochtanna beartais agus nós imeachta. D'eascair sé seo go minic as Nósanna Imeachta Oibríochta Caighdeánacha neamhleor, nó i gcásanna áirithe. De ghnáth tháinig na teagmhais seo chun cinn le linn athruithe líonra (lena n-áirítear crua-earraí agus bogearraí araon) i gcás inar chosúil gur fachtóirí suntasacha iad maoirseacht agus oiliúint neamhleor foirne agus conraitheoirí.

75. Cáipéis ComReg 14/02 comreg.ie/publication

76. Féach <https://www.licensing.comreg.ie/>

77. Cáipéis ComReg 21/29 comreg.ie/publications

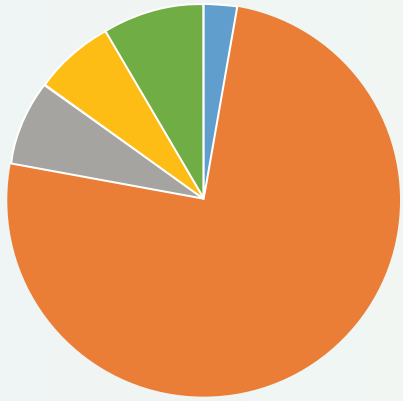
Teagmhais thar Tairseach
 Uaireanta Úsáideoirí Cailte (2019)



- Stoirmeacha
- Teip cruu-earraí
- Bogearraí Lochtacha
- Fadhbanna le soláthar leictreachais

Uaireanta Úsáideoirí Cailte (2019): 5,488,800
 Uaireanta Úsáideoirí Cailte - Stoirmeacha (2019): 601,800

Teagmhais thar Tairseach
 Uaireanta Úsáideoirí Cailte (2020)



- Stoirmeacha
- Bogearraí Lochtacha / Athrú
- Earráidí Tríú Páirtí
- Crua-earraí lochtacha / Athrú
- Earráid Dhaonna

Uaireanta Úsáideoirí Cailte (2020): 50,726,256
 Uaireanta Úsáideoirí Cailte - Stoirmeacha (2020): 1,481,688

Figiúr 15: Comparáid idir teagmhais os cionn na tairsí 2019 vs. 2020.

COVID-19

Ghlac ComReg céimeanna réamhghníomhacha le hoibreoírí teileachumarsáide seasta agus soghluaiste chun athléimneacht líonra a chinntiú le linn phaindéim COVID-19.

Áiríodh leis sin ComReg ag gníomhú mar lárphointe comhordúcháin do ghnóthais agus monatóireacht a dhéanamh ar chobhsaíocht agus athléimneacht líonra ionas go raibh seirbhísí riachtanacha, amhail líonraí teileachumarsáide, in ann tacú leis an ualach méadaithe ar sheirbhísí sonraí seasta agus soghluaiste agus ar sheirbhísí gutha fosaithe agus soghluaiste araon. Le bliain anuas, bhí idirghníomhaíocht rialta le gnóthais, RCAC agus páirtithe leasmhara eile i gceist leis seo.

Tástáil Sás Láimhe

Is féidir le tosca cosúil le tír-raon, dlús líonra agus an banda speictrim atá á úsáid dul i bhfeidhm ar cháilíocht seirbhíse soghluaiste ag aon áit ar leith. Cé go n-athraíonn an chuid is mó de na fachtóirí seo le himeacht ama agus de réir suímh (mar is léir ó thorthaí an chláir tástála tiomána) is é an fachtóir amháin atá réasúnta seasmhach, ó thaobh an úsáideora soghluaiste de, an sás láimhe soghluaiste.

Tá sásanna láimhe soghluaiste faighte go neamhspleách ag ComReg atá ar fáil ar mhargadh na hÉireann ó fhoinsí éagsúla agus rinne sé a gcuid léirithe allamuigh a thomhas ar bhealach a dhéanann macasamhlú ar eispéireas úsáideoirí soghluaiste. Thug an clár seo léargas níos fearr do ComReg ar na tosca a théann i bhfeidhm ar eispéireas úsáideoirí seirbhísí soghluaiste, maidir le guthghlaonna a dhéanamh nó sonraí a shruthlú.

D'fhoilsigh ComReg Tuarascáil tástála sás láimhe amháin le linn 2020 agus tá sí ar fáil ar shuíomh gréasáin ComReg.⁷⁸

Cibearshlándaíl líonraí

An 26 Márta 2019, d'fhoilsigh an tAontas Eorpach an Moladh ón gCoimisiún maidir le Cibearshlándaíl líonraí 5G (2019) 2335 críochnaitheach (Rec. 2335).⁷⁹ Ó shin i leith, lean ComReg ag obair i ndlúthchomhar leis an Lárionad Náisiúnta Cibearshlándaíla (LNCS) chun cabhrú leis na táirgí insoláthartha ón Moladh seo - lena n-áirítear cur i bhfeidhm an Bhosca Uirlisí Eorpach maidir le slándaíl líonraí 5G (an Bosca Uirlisí).⁸⁰

Ina theannta sin, leanann ComReg d'ionchur a sholáthar i meithleacha ábhartha an Aontais, ENISA agus Chomhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach (BEREC) agus i ndoiciméid aschuir ina dhiaidh sin. Leanfaidh ComReg ag comhoibriú leis an LNCS chun cabhrú le cur i bhfeidhm an Bhosca Uirlisí sa bhliain amach romhainn.

D'fhoilsigh an LNCS a Straitéis Náisiúnta Cibearshlándaíla 2019 - 2024 ("NCSS 2019 - 2024") i mí na Nollag 2019.⁸¹ Liostaítear ComReg mar gheallsealbhóir in dhá cheann dá bhearta a bhaineann le cibearshlándaíl líonraí teileachumarsáide sa NCSS 2019 - 2024:

- **Beart 4:** Déanfaidh an LNCS, le cúnamh ó Óglaigh na hÉireann agus ón nGarda Síochána, measúnú riosca mionsonraithe nuashonraithe ar leochaileacht reatha an Bhonneagair Chriticiúil Náisiúnta agus na seirbhísí uile i leith cibirionsaithe.

78. Cáipéis ComReg 20/121 comreg.ie/publications

79. Ar fáil ag <https://ec.europa.eu/digital-single-market/en/news/>

80. Féach an fhaisnéis agus na naisc atá ar fáil ag https://ec.europa.eu/commission/presscorner/detail/en/qanda_20_127

81. Féach "An Straitéis Náisiúnta um Chibearshlándaíl, 2019-2024", https://www.ncsc.gov.ie/pdfs/National_Cyber_Security_Strategy.pdf, a foilsíodh i mí na Nollag 2019.

- **Beart 7:** Tabharfaidh an Rialtas isteach sraith eile caighdeán comhlíonta chun tacú le cibearshlándáil an bhonneagair teileachumarsáide sa Stát.

Leanfaidh ComReg ag obair leis an LNSC chun cuidiú leis na bearta seo a sheachadadh.

7. ANAILÍS MHARGAIDH AGUS PRAGHSÁIL MÓRDHÍOLA

Anailís Mhargaidh & Praghsáil

In Éirinn cinntear raon feidhme agus cineál na rialála cumarsáide leictreonaí le próiseas anailíse margaidh mar a leagtar amach faoin gComhchreat Rialála Eorpach do líonraí agus seirbhísí cumarsáide leictreonaí. Faoin gcreat sin, ní mór do ComReg sainmhíniú a thabhairt ar dtús ar na margaí a d'fhéadfadh a bheith laistigh de raon feidhme na rialála ag féachaint do Mholadh 2020 ón gCoimisiún Eorpach, ina sainithnítear na margaí sin atá so-ghabhálach i leith rialáil ex ante. Tar éis dó an margadh ábhartha a shainiú, ní mór do ComReg a mheas an bhfuil Cumhacht Mhargaidh Shuntasach (SMP) ag aon chuideachta laistigh den mhargadh sin, coincheap atá cosúil le coincheap ceannas faoi dhlí na hiomaíochta. Má bhaintear de thátal as go bhfuil SMP ag cuideachta, ní mór do ComReg leigheas (nó oibleagáid) amháin ar a laghad a fhorchur chun an éifeacht dhóchúil a bheidh ag fadhbanna iomaíochta aitheanta a fheabhsú ag féachaint dá dtionchar ar iomaíocht agus ar thomhaltóirí. Mar shampla, d'fhéadfadh go n-éileodh ComReg ar oibreoir SMP rochtain ar a líonra a oscailt d'iomaitheoirí ag an leibhéal mórdhíola, agus rochtain den sórt sin faoi réir rialuithe praghsanna. Ceanglaítear le dlí na hEorpa ar ComReg fógra a thabhairt don Choimisiún Eorpach faoina dhréachtchinntí maidir lena anailís mhargaidh, agus tá sé de chumas ag an gCoimisiún Eorpach a thuairim a thabhairt ar dhréachtbhearta den sórt sin, lena n-áirítear i gcásanna áirithe an cumas bac a chur ar a gcur chun feidhme. Déantar athbhreithniú ar mhargaí rialáilte ó am go ham faoin bpróiseas anailíse margaidh seo.

Is treoirphrionsabal é den chomhchreat rialála go bhforchuirfear oibleagáidí SMP ar an leibhéal mórdhíola, agus nach bhforchuirfear oibleagáidí ar an leibhéal miondíola ach amháin i gcás nach leor oibleagáidí ar an leibhéal mórdhíola chun aghaidh a thabhairt ar shaincheisteanna iomaíochta ar mhargaí miondíola.

Ag deireadh mhí an Mheithimh 2021 ní raibh ach margadh miondíola amháin (le trí fho-mhír) in Éirinn faoi réir rialála, is é sin an margadh le haghaidh rochtain mhiondíola ar an líonra teileafóin poiblí ag suíomh seasta (cíos líne). Mar sin féin, laghdaíodh rialáil laistigh de na margaí miondíola seo de réir a chéile le himeacht ama agus mhol ComReg go poiblí an rialachán seo atá ann cheana a bhaint.

I rith na bliana, chríochnaigh ComReg a anailís ar roinnt margaí mórdhíola, chomh maith le leanúint ar aghaidh/tús a chur le roinnt athbhreithnithe margaidh eile, mar seo a leanas:

1

Is dhá mhargadh mórdhíola iad na margaí Seirbhísí Tarchuir Craolacháin Mórdhíola (BTS) agus Seirbhísí Ilphléacsála Teilifíse Digití (DTT), a chumasaíonn soláthar seirbhísí miondíola saor go haer DTT agus seirbhísí raidió gar-náisiúnta. I mí Feabhra 2021, d'eisigh ComReg cinneadh⁸² inar leag sé amach go bhfuil gá le leanúint le rialáil i margaí Ilphléacsála BTS agus DTT, agus 2rn agus RTÉ ainmnithe mar SMP sna margaí seo faoi seach.

82. Cáipéis ComReg 20/31 comreg.ie/publications

2

Is dhá mhargadh iad na margaí Rochtana Guth Seasta Miondíola (RFVA) agus Rochtain Sheasta Mhórdhíola agus Tionscnamh Glaonna (FACO) a bhaineann le soláthar seirbhísí teileafónaíochta seasta miondíola. I mí an Mheithimh 2021, chuir ComReg a dhréachtchinneadh⁸³ in iúl don Choimisiún Eorpach inar mhol ComReg deireadh a chur le rialáil sa mhargadh náisiúnta RFVA agus i Margadh Uirbeach FACO, agus mhol sé ag an am céanna go gcoinneofaí an rialachán sin i Margadh Réigiúnach FACO. Chuir an Coimisiún Eorpach imní in iúl maidir leis na bearta atá beartaithe ag ComReg agus d'fhostaigh ComReg é agus BEREC maidir leis na hábhair imní sin. Cé nár aontaigh BEREC ach go páirteach le hábhair imní an CE, chinn an Coimisiún Eorpach a cheangal ar ComReg na bearta atá beartaithe aige a tharraingt siar agus fógra a thabhairt dóibh an athuair, ag féachaint do chinneadh an Ce. Idir an dá linn, tá na bearta rialála atá ann cheana fós i bhfeidhm.

3

Baineann an margadh Rochtana Mórdhíola Lárnach (WCA) le soláthar seirbhísí leathanbhanda miondíola (agus seirbhísí eile). In 2018 ghlac ComReg cinneadh maidir le margaí an WCA. Ag an am sin, rinne sé an Margadh Uirbeach WCA a dhírialáil ach lean sé ar aghaidh ag rialáil mhargadh réigiúnach WCA. Thug sé le fios freisin, ag an am sin, go ndéanfadh sé measúnú meántearma chun aon athrú breise ar Mhargadh Réigiúnach WCA a chur san áireamh. I ndáil leis sin, i mí na Samhna 2020, d'eisigh ComReg comhairliúchán inar mhol sé roinnt dírialála breise ar chodanna de Mhargadh Réigiúnach FACO. Táthar ag súil le cinneadh faoi seo i R4 2021.⁸⁴

Chun críocha a athbhreithnithe margaidh agus feidhmeanna rialála eile, leanann ComReg de bheith ag gabháil do bhailiú faisnéise ó sholáthraithe seirbhíse ag baint úsáide as a chumhachtaí reachtúla bailithe faisnéise. Tá ComReg i mbun mórthionscadal ilbhliantúil um chlaohlú bailithe sonraí atá ag iarraidh feabhas a chur ar na córais agus na nósanna imeachta idir é agus oibreoirí d'fhonn bailiú faisnéise gráinní ar bhealach níos éifeachtaí agus níos éifeachtúla a chumasú. Áiríodh leis seo i rith na bliana nuashonrú a dhéanamh ar fhaisnéis a bailíodh maidir le seirbhísí guth-theileafónaíocht seasta agus línte ar léas. Cé go bhfuil go leor dul chun cinn déanta, tá doimhneacht agus cáilíocht na faisnéise a sholáthraíonn roinnt oibreoirí maidir le seirbhísí cumarsáide áirithe fós ina saincheist, lena n-áirítear i ndáil le soláthar faisnéise ar leibhéal geografach iomchuí.

I mí Mheán Fómhair 2020, d'fhoilsigh ComReg Comhairliúchán⁸⁵ maidir leis na hoibleagáidí praghsála atá ar eir cheana féin maidir le Bonneagar Innealtóireachta Sibhialta ('CEI') (i.e., rochtain ar chuailí agus ductanna eir) a d'eascair as Cinneadh Athbhreithnithe Margaidh an WLA/WCA 2018.⁸⁶ Sa Chomhairliúchán seo ('Comhairliúchán CEI') rinne ComReg measúnú ar cibé an bhfuil an cur chuige costála / praghsála reatha maidir le rochtain CEI oiriúnach go háirithe i gcomhthéacs rochtain CEI ag Leathanbhanda Náisiúnta Éireann ('NBI') chun críocha Phlean Náisiúnta Leathanbhanda Rialtas na hÉireann ('PNL'), nó ar cheart modheolaíochtaí costála / praghsála malartacha a mheas agus a ghlacadh. Mhol An Comhairliúchán CEI uastáilí rochtana cuaille agus duct a dhíorthaítear ón dréacht-Mhúnla Rochtana Cuaille agus ón dréacht-Mhúnla Rochtana Duct. Táthar ag súil go gcuirfear cinneadh maidir leis an athbhreithniú ar na praghsanna seo i gcrích i R4 2021.

83. Cáipéis ComReg 20/65 comreg.ie/publications

84. Cáipéis ComReg 21/94 comreg.ie/publications

85. Cáipéis ComReg 20/81 comreg.ie/publications

86. Cáipéis ComReg 18/94 comreg.ie/publications

Ag leanúint ó Chomhairliúchán in 2019⁸⁷, d'fhoilsigh ComReg Cinneadh i mí Dheireadh Fómhair 2020⁸⁸ maidir le Meánchostas Ualaithe Caipitil (WACC) sna hearnálacha soghluaiste, líne fosaithe agus craolacháin atá le húsáid chun críche oibleagáidí rialaithe praghsanna a fhorchuirtear ar oibreoirí SMP. Mar atá leagtha amach i gCinneadh Dheireadh Fómhair 2020, déanfaidh ComReg an WACC a athríomh gach bliain do gach earnáil agus, gach bliain ar nó roimh an 30 Meitheamh, foilseoidh sé, trí Fhógra Faisnéise, luachanna nuashonraithe WACC. Foilsíodh Fógra Faisnéise i mí an Mheithimh 2021 le Nuashonrú Bliantúil WACC 2021⁸⁹ agus cuirfear na luachanna nuashonraithe i bhfeidhm in aon athbhreithnithe praghsais atá le teacht. Foilseofar Nuashonrú Bliantúil WACC 2022 i R2 2022.

Chomh maith leis sin, i mí Dheireadh Fómhair 2020 d'fhoilsigh ComReg Comhairliúchán⁹⁰ maidir le hathbhreithniú agus nuashonrú na samhla costais a úsáidtear chun praghsanna cost-dhírithé ar sheirbhísí ar líonra rochtana eir a chinneadh. Tugtar Samhail an Líonra Rochtana ('ANM') ar an tsamhail nuashonraithe agus áirítear sa Chomhairliúchán ('Comhairliúchán ANM') tograí maidir le praghsanna nuashonraithe a dhíorthaítear ón dréacht ANM do SABB LLU, SLU, Line Share, Dark Fibre agus Generation Current ('CG'). Rinne an Chomhairliúchán ANM measúnú freisin ar an gcomhthionchar a bhaineann le nuashonrú a dhéanamh ar na hionchuir a eisíodh ón ANM agus an ráta WACC is déanaí ar Snáithín chuig praghsanna na Comh-Aireachta ('FTTC') agus praghsanna CG Bitstream. Táthar ag súil go gcuirfear cinneadh maidir leis an athbhreithniú ar na praghsanna seo i gcrích i R4 2021. Breithneofar sa chinneadh seo freisin na haighneachtaí chuig an gComhairliúchán ANM ar thionchar margaidh an naisc agus imirce atá ann cheana féin maidir le Snáithín chuig an mBaile ('FTTH') agus déanfar measúnú ar leibhéal na gcostas a bhaineann le naisc agus imirce FTTH.

Rialachas Rialála

Lean ComReg le monatóireacht a dhéanamh ar chur i bhfeidhm an Chomhaontaithe Socraíochta (SA)⁹¹ agus ar na garspriocanna feidhmíochta gaolmhara a comhaontaíodh le eir i mí na Nollag 2018. Leagtar amach sa SA na bearta rialachais rialála a chuirfidh eir i bhfeidhm, dá ngairtear Gnóthais na Samhla um Rialachas Rialála (RGM), chun a áirithiú go gcomhlíonfaidh sé a oibleagáidí rialála. D'aontaigh EIR Comhaontú Feidhmíochta a dhéanamh agus garspriocanna feidhmíochta a bhaint amach a bhaineann le cur i bhfeidhm na nGnóthas RGM a raibh éarlais mar bhonn taca leo, ag eir de €9M isteach i gcuntas eascró. D'éiligh an SA ar ComReg measúnú a dhéanamh ar gach cloch mhíle a chuir eir i gcrích agus íocaíocht a aisíoc nó a choinneáil siar le eir ag brath ar thoradh mheasúnú ComReg ar gach cloch mhíle. Sa chomhthéacs sin, is iad seo a leanas na príomhghníomhaíochtaí don tréimhse atá faoi athbhreithniú (Iúil 2020 go Meitheamh 2021):

Garspriocanna 4, 5 agus 13

Bhí Garspriocanna 4, 5 agus 13 le measúnú ag ComReg i mí na Nollag 2020.

■ D'éiligh **Garsprioc 5** ar eir timthriall bliantúil amháin tuarascálacha a chur ar fáil agus iad a chur faoi bhráid IOB, a dhearbhaigh eir do ComReg a bhí déanta aige faoin 30 Meán Fómhair 2020 de réir cheanglais an Chomhaontaithe Socraíochta. Maidir le Garsprioc 13, d'éiligh sé ar eir an feabhsúchán iomlán ar chórais le haghaidh sonraí struchtúrtha a bheith curtha i gcrích aige mar a leagtar amach i nGnóthais RGM. Tar éis dul i dteagmháil le eir, an 1 Nollaig 2020, chuir eir doiciméid faoi bhráid ComReg inar aimsigh ComReg gur comhlíon siad ceanglais an Chomhaontaithe Feidhmíochta. D'ordaigh ComReg don Ghníomhaire Eascró íocaíocht aisíocaíochta €1.025 milliún a dhéanamh le eir maidir le Garsprioc 5 agus €1.125 milliún maidir le Garsprioc 13.

87. Cáipéis ComReg 19/54 comreg.ie/publications

88. Cáipéis ComReg 20/96 comreg.ie/publications

89. Cáipéis ComReg 21/68 comreg.ie/publications

90. Cáipéis ComReg 20/101 comreg.ie/publications

91. Cáipéis ComReg 18/110 comreg.ie/publications

■ Ceanglaítear le **Garsprioc 4** ar eir Mairís Riosca agus Rialaithe (RACM) nuashonraithe a sholáthar do gach riosca (oibriúcháin, neamhoibríochtaí agus córais). Chuige sin, ní mór athbhreithniú riosca a dhéanamh ar an eagraíocht eir chun rioscaí rialála a shainnithint agus rialuithe a chur i bhfeidhm. Is doiciméad é RACM ina leagtar amach an timpeallacht riosca iomlán agus an córas rialuithe atá i bhfeidhm chun na rioscaí sin a bhainistiú. Dá bhrí sin, ós rud é go bhfuil sé riachtanach rioscaí a shainnithint agus timpeallacht rialaithe chomhfhreagrach a fhorbairt agus a oibriú le haghaidh rialachas rialála éifeachtach, measann ComReg go bhfuil tábhacht ar leith ag baint le haschur Garsprioc 4 ó thaobh chur chun feidhme foriomlán eir ar an gComhaontú Socraíochta agus oibriú a RGM.

An 30 Meán Fómhair 2020, chuir eir RACM nuashonraithe ar fáil agus tuarascáil ghaolmhar a mheas eir a chomhlíon a chuid oibleagáidí maidir le Garsprioc 4. Ar athbhreithniú ar na doiciméid a cuireadh ar fáil, áfach, mheas ComReg go raibh aghaidh fós le tabhairt ar roinnt gnéithe de Garsprioc 4 agus d'aontaigh an dá pháirtí an Comhaontú Socraíochta a leasú chun am breise a chur ar fáil d'eir agus do ComReg chun an t-easaontas seo a réiteach. Leasaíodh na dátaí chun Garsprioc 4 a chur i gcrích trí litir tríú taobh chuig an gComhaontú Socraíochta

Ceanglaíodh ar eir RACM nuashonraithe a chur ar fáil anois do gach riosca (oibríochtúil, neamhoibríochtaí agus córais), arna athbhreithniú de réir an phróisis chomhaontaithe, faoin 31 Márta 2021 agus an plean feabhsúcháin gaolmhar a chur chun feidhme faoin 30 Aibreán 2021.

Tar éis aighneachtaí ó eir faoin dáta dlite lean tréimhse comhfhreagrais idir ComReg agus eir maidir le hiarratais ar shoiléiriú ó ComReg agus freagraí gaolmhara ó eir. Chinn ComReg, tar éis dó an t-ábhar a bhreithniú, nár comhlíonadh Garsprioc 4 agus chuir sé a chinneadh in iúl d'Eir i mí an Mheithimh 2021. tá eir ag cur i gcoinne chinneadh ComReg agus tabharfaidh sé chun idirghabhála é de réir mar a cheadaítear faoin SA. Cuirfear nuashonrú ar thoradh an phróisis seo ar fáil sa chéad Tuarascáil Bhliantúil eile.

Ina theannta sin, tá ComReg ag leanúint lena thionscadal chun a fháil amach an mbeadh aon bhearta rialála oiriúnach, ag féachaint dá chuspóirí agus dá fheidhmeanna, lena n-áirítear iad siúd faoi na Rialacháin Rochtana. Féadfaidh ComReg dul i gcomhairle ar thograí ina leith sin.

Lean an IOB ar aghaidh ag bualadh le chéile agus tá sé beartaithe aige a chéad tuarascáil a sholáthar i R3 2021.

Táirgí Mórdhíola

Tá an fhoireann Táirgí Mórdhíola freagrach as gnéithe Straitéise agus Oibríochta phlean oibre an Rannáin Mhórdhíola agus as sonrú teicniúil leigheasanna ar bhonn anailíse a sholáthraíonn an fhoireann Anailíse Margaidh.

Déanann an fhoireann Táirgí Mórdhíola monatóireacht ghníomhach ar oibriú leigheasanna i margaí rialáilte - ar fud tionscnaimh glaonna rochtana seasta (FACO), Rochtain Áitiúil Mórdhíola (WLA), Rochtain Lárnach Mórdhíola (WCA) agus margaí Rochtana Ardchaighdeáin Mórdhíola (WHQA). I bhfianaise a Chumhachta Margaidh Shuntasáigh i margaí an WLA, an WCA agus WHQA, ceanglaítear ar eir rochtain a sholáthar de réir leigheasanna arna bhforchur ag ComReg. I measc ghníomhaíochtaí na foirne Táirgí Mórdhíola tá faireachán a dhéanamh ar thógáil leanúnach líonraí mórdhíola snáithíní ag eir, Siro agus NBI, ós rud é go n-úsáideann siad seo go léir Táirgí Rochtana Rialáilte ("RAPanna") ó eir. Coinníonn Táirgí Mórdhíola idirghníomhaíochtaí le páirtithe leasmhara tionscail go débhlíantúil agus ag cruinnithe foirmiúla tionscail, lena n-áirítear páirt a ghlacadh sa Cheardlann um Fhorbairt Táirgí míosúil a óstáil eir. Príomhthimpeallacht eile d'idirghníomhaíocht tionscail ba ea Fóram Rannpháirtíochta Tionscail ('IEF') a d'óstáil ComReg. In 2020, d'fhorbair ComReg é seo trí athsheoladh an IEF faoi Chathaoirleach agus Rúnaíocht a fuarthas go seachtrach. Chuir sé seo leis an idirghníomhaíocht idir cuardaitheoirí rochtana agus eir maidir le Táirgí Rochtana Rialáilte gníomhacha agus forbartha.

Chomh maith le himscaradh na líonraí snáithíní tagartha thuas a úsáideann RAC – leanann an fhoireann Táirgí Mórdhíola d'fhaireachán a dhéanamh ar na RAC gníomhacha a thairgtear ar líonra eir. Ina theannta sin, déantar monatóireacht ar imscaradh leanúnach eir dá thionscadal Nuachóirithe Líonra. Is cumasóir é an tionscadal eir seo d'éabhlóid a chroíghréasáin leagáide, agus rochtain ar sheirbhísí PSTN agus ISDN a choinneáil ag an am céanna.

I mí Aibreáin 2021, d'fhoilsigh ComReg comhairliúchán ar Phríomhtháscairí Feidhmíochta ('PTFanna') do na margaí rialaithe leathanbhanda agus tionscnaimh glaoite seasta. Tá sé i gceist le KPIIna feidhmíocht eir a thomhas i ndáil lena oibleagáidí trédhearcachta agus neamh-idirdhealaithe agus maidir leis an gcaoi a gcaitear leis na hOibreoirí Údaraithe Eile (OUEanna) i gcomparáid le hoibríochtaí iarteachtacha eir féin. Is éard atá anseo athbhreithniú ar oibriú Chinneadh D05/11 ComReg PTF roimhe seo. Thug Táirgí Mórdhíola faoi athbhreithniú fairsing freisin agus, i gcás inar gá, athsceidealaiódh na leigheasanna teicniúla atá beartaithe don mhargadh um Thionscnamh Glao ar Rochtain Sheasta ('FACO'). Cuireadh obair ullmhúcháin i bhfeidhm freisin don chomhairliúchán atá ar na bacáin maidir le margadh féideartha rochtana bonneagair fhisiciúil ('PIA').

I mí an Mhárta 2021, d'fhoilsigh Eir a pháipéar "Copair a mhúchadh: Oidhreacht a Fhágáil don Todhchaí" inar cuireadh iniúl go raibh sé ar intinn aige a sheirbhísí coparbhunaithe a aistriú chuig seirbhísí snáithínbhunaithe. D'fhreagair ComReg fáilte a chur roimh an bhforbairt seo agus an próiseas comhairliúcháin atá le leanúint a chur in iúl. Thug an fhoireann Táirgí Mórdhíola cuireadh freisin do pháirtithe leasmhara freastal ar chruinnithe dé-chliathánacha mar ionchur chun Glao ar Ionchuir a scóipeáil maidir leis na príomh-shaincheistanna san aistriú ó líonraí copair. Foilsíodh an Glao seo ar Ionchuir i mí Lúnasa 2021, agus fuarthas freagraí i mí Mheán Fómhair. Cuirfear na tuairimí a fuarthas sna freagraí Glao ar Ionchuir leis an bpáipéar comhairliúcháin ar an ábhar seo, atá le foilsiú i R4 2021.

Comhlíonadh Mórdhíola

Clúdaíonn an chuid seo imscrúduithe ar sháruithe ar oibleagáidí rialála ag oibritheoirí teileachumarsáide, agus teagmhais a bhaineann le mí-úsáid uimhreacha na hÉireann.

Agus iad ag déileáil le himscrúdaitheoirí i gcomhlíonadh oibleagáidí rialála, d'fhéadfadh an méid seo a leanas a bheith mar thoradh ar thabhairt i gcrích an cháis:

- tuairim fhoirmiúil maidir le neamhchomhlíonadh a eisiúint d'oibreoir,
- íocaíocht riaracháin ag oibreoir,
- imeachtaí cúirte nó
- cás a dhúnadh nuair nach n-aithnítear nó nach ndúntar aon saincheist tar éis feabhsúcháin ag oibreoir sa chás go measann ComReg nach bhfuil gá le gníomh breise.

Le linn na tréimhse, áiríodh ar ghníomhaíochtaí comhlíonta teileachumarsáide ComReg:

Comhlíonadh rialála:

- Osclaíodh 6 chás
- Dúnadh 4 chás
- 23 cás gníomhach

Mí-úsáid Uimhreacha Éireannacha:

- Osclaíodh 36 cás
- Dúnadh 34 cás

As na 23 cás a bhí gníomhach i rith na bliana, maidir le comhlíonadh rialála (lena n-áirítear 4 chás a dúnadh i rith na bliana), rinne ComReg 19 n-imscrúdú comhlíontachta gníomhacha ar an oibreoir líne seasta reatha agus ar imscrúdú comhlíontachta gníomhaí amháin ar oibreoirí soghluaiste.

An 8 Márta 2021, tugadh fógra d'eir faoi chinneadh gur comhlíonadh a oibleagáidí a forchuireadh faoi Chinneadh D10/18⁹² ó ComReg. Bhain an fógra le rochtain ar Bhonneagar Innealtóireachta Sibhialta (CEI) a sholáthar go háirithe Taifid Rochtana Éighníomhacha ('PAR'). d'fhreagair EIR an fógra sin an 22 Aibreán 2021. Ag am na tuarascála seo, tá an ComReg ag smaoineamh ar na huiríll seo.

I rith na bliana, thacaigh an fhoireann um chomhlíonadh mórdhíola le himeacht triúr oibreoirí ó Mhargadh Teileachumarsáide na hÉireann.

8. EACNAMAÍOCHT, BEARTAS AGUS TAIGHDE

An Straitéis um Sheirbhísí Cumarsáide Leictreonaí (ECS)

I mí an Mheithimh 2021, d'fhoilsigh ComReg a Straitéis cúig bliana ECS (Doiciméad ComReg 21/70), ina leagtar amach a fhís, a Ról, a Mhisean agus a intinn Straitéiseach, lena n-áirítear Spriocanna, don tréimhse 2021-2026. Feidhmíonn an doiciméad céanna freisin mar Ráiteas Straitéise ComReg don tréimhse 2021-2023 agus leagtar amach ann na tionscadail agus na cláir oibre éagsúla atá le déanamh chun an chéad dá bhliain de Straitéis ECS cúig bliana a chur i bhfeidhm.

Leagtar amach cúig rún straitéiseacha don eagraíocht sa Straitéis ECS cúig bliana:

1. Iomaíocht & Infheistíocht	Earnáil iomaíoch a sholáthraíonn infheistíocht, nuálaíocht agus rogha éifeachtach.
2. Cosaint Tomhaltóirí	Is féidir le tomhaltóirí seirbhísí cumarsáide leictreonaí a roghnú agus a úsáid go muiníneach.
3. Nascacht & Athléimneacht Líonra	Tá rochtain fhorleathan ag Úsáideoirí Deiridh ar líonraí, seirbhísí agus feidhmchláir chumarsáide ardcháilíochta agus shlána.
4. Comhlíonadh & Forfheidhmiú	Comhlíonann eintitis rialáilte na ceanglais rialála.
5. Eagraíocht	Is rialtóir éifeachtach, lúfar agus ábhartha muid.

Tá 29 sprioc mar bhonn agus mar thaca ag na hintinní sin.

I mí Dheireadh Fómhair 2020 d'eisigh ComReg Glao poiblí ar Ionchuir chun cabhrú leis an Straitéis ECS cúig bliana seo a ullmhú. Foilsíodh comhairliúchán poiblí ar dhréachtstraitéis cúig bliana ECS i mí an Mhárta 2021. D'úsáid ComReg na freagraí ar an nGlao ar Ionchuir agus ar Chomhairliúchán lena chinntiú go bhfreastalaíonn an Straitéis ar riachtanais raon páirtithe leasmhara, na hearnála féin agus fhoireann ComReg.

Tionchar Covid-19 ar Úsáid Tomhaltóirí agus Dearcadh ar Sheirbhísí Teileachumarsáide

In 2020 agus 2021, choimisiúnaigh ComReg sraith suirbhéanna ar thionchar Covid-19 ar úsáid tomhaltóirí agus ar thuiscint ar theileachumarsáid in Éirinn. Léiríonn torthaí na suirbhéanna, ó tugadh isteach srianta sláinte poiblí, go bhfuil teaghlaigh ag brath níos mó ar theicneolaíochtaí seasta, soghluaiste agus gan sreang chun fanacht ceangailte agus ar an eolas.

Fuarthas amach sna torthaí is déanaí ó 2021:

81%

Creideann 81% de na freagróirí go bhfuil méadú tagtha ar an úsáid a bhaineann siad as leathanbhanda teaghlaigh.

55%

Creideann 55% go mbeadh briseadh ina seirbhís leathanbhanda baile ina fhadhb thromchúiseach le linn phaindéim Covid-19.

Thuairiscigh os cionn leath na bhfreagróirí méadú ar úsáid **fón póca (66%)**, **ríomhairí glúine nó deisce (59%)**, agus **seirbhísí teilifíse nó sruthú nasctha (61%)**.

66%



59%



61%



82%



Creideann 82% díobh siúd atá ag obair ón mbaile faoi láthair go bhfuil méadú tagtha ar úsáid a gcuid seirbhísí leathanbhanda baile mar gheall ar oibriú go cianda.

77%

Mhéadaigh 77% d'oibrithe iargúlta an úsáid a bhaineann siad as seirbhísí físchomhdhála chun oibriú ón mbaile.



9/10

Tá níos mó ná 9 as gach 10 díobh siúd atá ag obair ón mbaile faoi láthair ag súil go leanfaidh siad ag obair go cianda go pointe áirithe don chuid eile de 2021.



I Suirbhé Nascachta 2020

In 2020, choimisiúnaigh ComReg suirbhé duine le duine chun athbhreithniú a dhéanamh ar eispéireas nascachta tomhaltóirí, ag measúnú raon seirbhísí teileachumarsáide sa bhaile, lena n-áirítear leathanbhanda, teileafón agus seirbhísí teilifíse. Chlúdaigh ceisteanna topaicí a bhaineann le húinéireacht reatha seirbhísí, úsáid, sástacht agus eispéiris malartaithe

Leagtar béim sa suirbhé, ina raibh 1,480 duine fásta in Éirinn, ar an ról tábhachtach atá ag seirbhísí leathanbhanda don chianobair agus ar ghlacadh dóchúil seirbhísí leathanbhanda níos tapúla amach anseo. Leagtar béim sa taighde freisin ar na buntáistí a d'fhéadfadh a bheith ag baint le soláthraithe seirbhíse a athrú chun seirbhís níos fearr a fháil.

Seo a leanas cuid de na príomhthorthaí:

79%

Deir 79% de na freagróirí go bhfuil leathanbhanda baile an-tábhachtach.

95%

Deir 95% díobh siúd atá ag obair ón mbaile go bhfuil leathanbhanda baile an-tábhachtach.

45%

Measann 45% de dhaoine go mbainfidís tairbhe as nasc leathanbhanda níos tapúla.

72%

Is dócha go nglacfaidh 72% le leathanbhanda ardluais má bhíonn sé ar fáil.

74%



Tá 74% d'úsáideoirí leathanbhanda sásta lena dtaithe fhoriomlán. Is iad na saincheisteanna is coitianta a thuairiscítear ná luas mall / athraitheach agus cáilíocht an naisc idirlín.

Ar an iomlán, tá feabhas tagtha ar thaithí fhoriomlán, luasanna íoslódála agus iontaofacht i bhformhór mór na ndaoine a d'athraigh soláthraithe leathanbhanda.

1/5

Deir 1 as gach 5 úinéir cuachta atá as conradh nó a dtéann a gconradh in éag laistigh de 12 mhí gur dócha go n-athróidh siad beart laistigh de na 12 mhí amach romhainn.



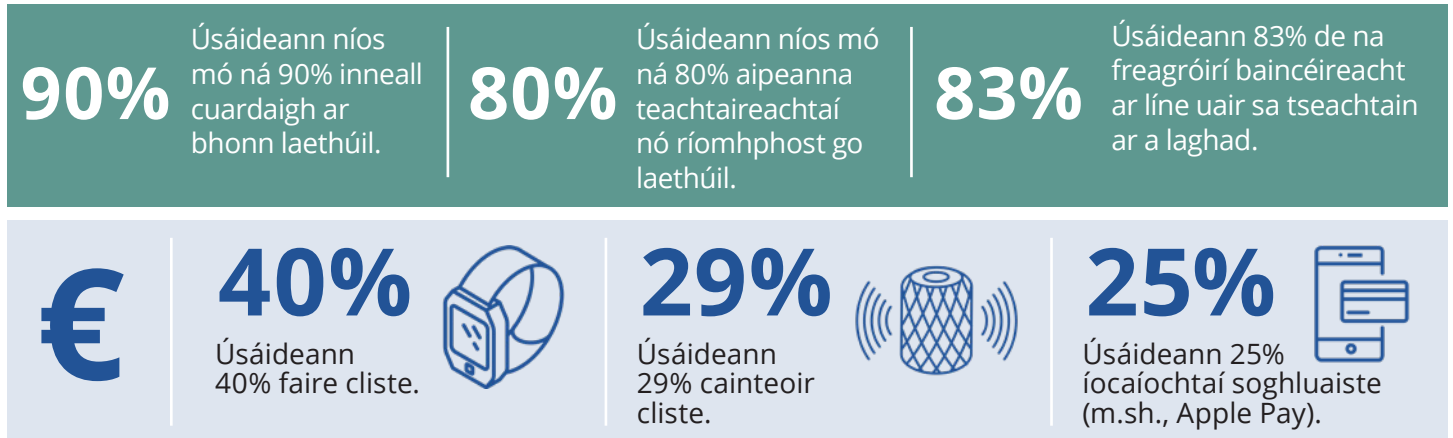
45%

Tá bille níos ísle ag 45% díobh siúd a d'aistrigh babhtaí roimhe seo laistigh den bheart reatha.

Suirbhé 2020 ar Sheirbhísí Digiteacha, Sábháilteacht ar Líne & Teicneolaíocht

In 2020, choimisiúnaigh ComReg suirbhé ar úsáid agus dearthaí tomhaltóirí i leith seirbhísí digiteacha agus teicneolaíochta digití. Bhí an suirbhé comhdhéanta de shampla ionadaíoch de 2,000 duine fásta agus tuismitheoir in Éirinn agus léiríonn sé an tábhacht a bhaineann le seirbhísí ar líne agus teicneolaíochtaí nasctha i saol laethúil na dtomhaltóirí. Leagann na torthaí béim ar na buntáistí a bhaineann le seirbhísí ar líne, feasacht agus braistintí maidir le díobhálacha ar líne, agus cineálacha cur chuige tomhaltóirí chun iad féin agus a leanaí a chosaint ar líne.

Seo a leanas cuid de na príomhthorthaí:



Buntáistí seirbhísí ar líne

78% Aithníonn dhá thrian ar a laghad rochtain éasca ar fhaisnéis (78%).

69% Idirbhearta tacaíochta (69%).

67% A bheith nasctha i gcónaí le cairde agus le teaghlaigh (67%) (e.g. físghlao) mar thairbhí a bhaineann le seirbhísí ar líne.


Na dúshláin is coitianta a bhaineann le seirbhísí ar líne


67% Slándáil sonraí pearsanta.


66% Bréagnuacht.

63% Príobháideacht sonraí pearsanta.

57% Ábhar Díobhálach (e.g. bulaíocht ar líne) (57%) na dúshláin is coitianta a aithnítear a bhaineann le seirbhísí ar líne.

 Chuir **71%** bac ar dhuine uair amháin ar a laghad le bliain anuas

 Tá **72%** tar éis a gcuid socruithe príobháideachais a mhéadú.

 Tá rialacha ag **64%** de thuismitheoirí maidir le cé chomh fada is féidir lena leanbh a chaitheamh ar líne.

67% Tá 67% tar éis éirí níos feasaí ar a bpríobháideacht ar líne le bliain anuas.

Tá céatadán i bhfad níos lú de thuismitheoirí ag baint úsáide as rialuithe digiteacha níos airde mar rianú GPS nó bogearraí a chuireann teorainn leis na daoine ar féidir le leanbh teagmháil a dhéanamh leo.



9. AN RANNÓG SEIRBHÍSÍ CORPARÁIDEACHA

Acmhainní Daonna agus Barr Feabhais Oibriúcháin 2021

Mar fhreagairt ar phaindéim Covid 19, d'oibrigh ár bhfórsa saothair go cianda den chuid is mó. Táimid tar éis oiriúnú d'obair fhíorúil agus leanaimid lenár misean a chur i gcrích, is é sin tacú le forbairt earnála cumarsáide iomaíche in Éirinn a mheallann infheistíocht, a spreagann nuálaíocht, agus a thugann cumhacht do thomhaltóirí seirbhísí cumarsáide a roghnú agus a úsáid go muiníneach.

Mar eagraíocht eolasbhunaithe, féachaimid le scileanna agus saineolas i ndisciplíní ar leith a chothú agus timpeallacht chruthú inabhfúil; tugtar dúshlán dearfach do dhaoine a oibríonn linn, spreagtar peirspictíochtaí agus smaointeoireacht nua, agus cuirtear fáilte roimh an éagsúlacht. Le castacht mhéadaitheach na rialála agus ár sainchúram méadaithe, fuairamar toiliú i mí na Nollag 2020 chun ár n-acmhainní a mhéadú. Agus muid ag iarraidh ár bhfórsa saothair a fhás, tá sé mar phríomhthosaíocht ag an eagraíocht i gcónaí daoine a mhealladh, a fhósta, a fhorbairt, a mhealladh agus a choinneáil. Braitheann baint amach ár misin ar fhoireann gairmithe tiomnaithe ildisciplíneacha atá ag obair i gcomhar chun ár sainordú a sheachadadh. Aithnímid gurb iad ár bhfíorshócmhainní ár ndaoine agus i rith na bliana, leanamar orainn ag cur daoine cumasacha leis an eagraíocht a fheabhsóidh ár mbonn eolais, a mhéadóidh ár sainscileanna, agus a thacóidh le seachadadh ár gcuipóirí.

Tá eolas agus saineolas comhchoiteann na ndaoine a oibríonn ag ComReg lárnach dár rath agus táimid paiseanta faoi fhorbairt scileanna agus foghlaim ar feadh an tsaoil a chumasú. Trí infheistíocht a dhéanamh i bhforbairt daoine, déanaimid ár ndícheall a chinntiú go dtacaítear leis na daoine a oibríonn ag ComReg chun a n-acmhainneacht a bhaint amach. Cuirtear an tacaíocht seo ar fáil d'fhorbairt trí oiliúint ar an láthair oibre, cóitseáil, meantóireacht, cúrsaí saincheaptha, agus oideachas foirmiúil. Le linn na tréimhse atá faoi athbhreithniú, cuireamar féilire fairsing foghlama agus forbartha ar fáil lena n-áirítear forbairt ceannaireachta, cláir ghairmiúla, theicniúla agus rialála chomh maith le líonraí a roinnt chun comhoibriú agus comhroinnt faisnéise a spreagadh. Rinneadh athbhreithniú agus athnuachan ar ár gcuraclam chun an seachadadh is fearr a chinntiú i dtimpeallacht fhíorúil. Leanaimid orainn ag déanamh urraíochta ar an oideachas agus molaimid go láidir don fhoireann cur leis an eolas agus na cáilíochtaí atá acu cheana féin.

Leanamar le feabhsuithe a dhéanamh ar ár samhail feidhmíochta, ar an Idirphlé Feidhmíochta agus Forbartha (PDD) chun an úsáid is fearr is féidir a chinntiú i dtimpeallacht iargúlta. Nascann an próiseas seo ár gCreat Inniúlachta le feidhmíocht agus leathnaíonn sé an fócas chun an méid a bhaintear amach agus an chaoi a mbaintear amach é a chur san áireamh. Tá an bhéim ar spriocanna a leagan síos atá nasctha le pleananna straitéise agus gnó ina dtarlaíonn comhráite míosúla idir athbhreithneoir agus athbhreithneoir.

Tá ComReg tiomanta go láidir do thimpeallacht oibre chuimsitheach agus chothrom a chothú. Teastaíonn uainn go mbainfidh daoine taitneamh as an timpeallacht oibre agus go mbeadh siad muiníneach go gcaithfear leo le meas agus go bhfuiltear ag súil go gcaithfear le comhghleacaithe ar an mbealach céanna. Tá ár luachanna Ionracais, Neamhchlaontachta, Trédhearcachta, Sármhaitheasa agus Éifeachtachta - agus na hiompraíochtaí a bhaineann leis na luachanna seo - fite fuaite inár n-idirghníomhaíochtaí agus inár gcinntí. Tá cruthú ionaid oibre ionchuimsitheach lárnach d'éiteas ComReg. Táimid bródúil as aitheantas a thabhairt

d'éagsúlacht ár bhfórsa saothair trí mhí an Bhróid a cheiliúradh agus trí aitheantas a thabhairt d'ócáidí tábhachtacha thar raon leathan cultúr

Le bliain anuas, d'fhorbraíomar agus chuireamar ár gClár Dínite agus Measa ag an Obair ar fáil chun tacú lenár gcairt MEAS a leabú agus a chothú. Seoladh an chairt seo go luath in 2020 agus tá sí mar bhunús leis an bplé a raibh baint ag an eagraíocht ar fad leis. Bhí dhá chuspóir ag ár gClár 2021 agus cuireadh ar fáil é trí shraith ceardlann. Dhírigh an chéad sraith ceardlann ar a chinntiú go bhfuil comhthuiscint againn ar an gcaoi a gcruthaímid agus a gcothaímid timpeallacht a chuimsíonn ár gcairt RESPECT agus atá cuimsitheach do chách. Dhírigh na ceardlanna leantacha ar conas is féidir linn freagracht phearsanta a ghlacadh as an gCairt a thabhairt beo trí bhreithniú a dhéanamh ar conas is féidir linn - Bí Cineálta, Bí Cróga, Bí Cothrom agus Bí Tiomanta - inár n-idirghníomhaíochtaí laethúla.

Le linn na cianoibre, trí shuirbhéanna agus trí ghrúpaí fócais, lorgaíomar tuairim agus aiseolas mhuintir ComReg. Cinntíonn sé seo go bhfuil an eagraíocht ar an eolas faoi dhúshlán agus eispéiris dhearfacha, agus ar an gcaoi sin cinntí eolasacha a dhéanamh maidir leis an tsamhail oibre reatha agus amach anseo. Cuirfidh an t-aiseolas seo bonn ar fáil chun forbairt a dhéanamh ar an gcaoi agus ar an áit a n-oibrímid amach anseo agus muid ag iniúchadh obair chumaisc mar rogha fhadtéarmach don eagraíocht.

Tá tuilleadh feabhsuithe déanta againn ar ár bpróiseas ar bord chun a chinntiú go bhfuil eispéireas dearfach agus comhsheasmhach ag fostaithe nua. Aithníonn ár gClár Folláine an tábhacht a bhaineann le haire a thabhairt don fholláine mheabhrach agus fhisiciúil agus tá sé níos tábhachtaí ná riamh i mbliain dhúshlánach do chách. Tá tionscnaimh curtha ar fáil againn maidir le hin aireachas, bainistíocht struis an tábhacht agus an cothú. Chuir ár ndúshlán céimeanna gach duine ar bun agus ag bogadh agus chabhraigh ár Íoga le hait a choinneáil solúbtha tar éis laethanta fada suí i gcruinnithe Zoom agus Teams.

Ceanglaítear ar ComReg 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 cheantair phoiblí ár bhfoirgneamh agus go bhfuil ár seirbhísí poiblí inrochtana do dhaoine faoi mhíchumas freisin.

Tá éachtaí ComReg bunaithe ar chaighdeáin ghairmiúla na ndaoine a oibríonn anseo. Táimid buíoch dár bhfórsa saothair de dhaoine tiomanta agus inniúla.

Cumarsáid agus Gnóthaí Poiblí

Ag teacht le straitéis ComReg, is príomhspríoc do ComReg teagmháil réamhghníomhach a dhéanamh lenár bpáirtithe leasmhara go leor. Tá réimse leathan páirtithe leasmhara ag ComReg, idir thomhaltóirí agus a ngrúpaí ionadaíocha, oibreoirí údaraithe, grúpaí ionadaíocha tionscail chomh maith le comhlachtaí agus ranna rialtais intíre agus idirnáisiúnta, i measc nithe eile. Creidimid go gcabhraíonn rannpháirtíocht oscailte leis na páirtithe leasmhara go léir le ComReg ina chuid oibre mar údarás rialála náisiúnta. Le linn na tréimhse, d'fhoilsíomar 207 doiciméad.

Tháinig ComReg os comhair Coistí Oireachtais dhá uair. I mí na Nollag 2020, tháinig ComReg os comhair an Chomhchoiste Oireachtais um Iompar agus Líonraí Cumarsáide chun plé a dhéanamh ar cheist na ngearán le cuideachtaí teileachumarsáide agus sásamh do thomhaltóirí. I mí Feabhra 2021 tháinig ComReg os comhair an Chomhchoiste Oireachtais um Fhiontraíocht, Trádáil agus Fostaíocht chun moltaí atá sa Bhille Iomaíochta (Leasú), 2021 a phlé.

Comhshaoil, Sóisialta agus Rialachais

Mar ghníomhaireacht Stáit, tuigean ComReg tionchar a ghníomhaíochtaí ar an inbhuanaitheacht agus ar an tsochaí. Tá fonn ar ComReg tuiscint a fháil ar conas is féidir leis an earnáil cumarsáide leictreonaí a lorg carbóin féin a laghdú agus conas is féidir léi dul in oiriúint do thimpeallacht atá ag athrú. Ó theilea-obair agus físchomhdháil, astaíochtaí Gás an Tí Ghlais (GCT) a bhaineann le hiompar a laghdú, go feistí Idirlín na Rudaí Nithiúla (IoT) a fheabhsaíonn éifeachtúlacht in oibríochtaí talmhaíochta agus tomhaltas fuinnimh sa bhaile, is féidir leis an earnáil geilleagar cuimsitheach níos inbhuanaithe agus níos ciorclaí a chumasú.

I Ráiteas Straitéise Cumarsáide Leictreonaí ComReg 2021-2023 go bhféachann ComReg i gcónaí le bheith ina eagraíocht a bhfuil meas aici ar inbhuanaitheacht chomhshaoil. Tá roinnt tionscnamh glás déanta ag ComReg le blianta beaga anuas chun a lorg carbóin eagraíochtúil a ísliú, de réir an dea-chleachtais. Mar shampla, úsáideann ComReg 'cupáin a choinneáil' agus ní úsáideann sé cupáin indiúscartha a thuilleadh mar chuid dá iarrachtaí dramhaíl a laghdú. I mí na Nollag 2019, sheol ComReg Glao ar Ionchuir (CFI) 'Nascacht agus Dícharbónú' chun tuiscint níos fearr a fháil ar chaidreamh na hearnála cumarsáide leictreonaí leis an athrú aeráide, lena n-áirítear conas is féidir leis an earnáil cabhrú le dícharbónú a éascú ar fud an gheilleagair, conas is féidir leis an earnáil a lorg carbóin féin a laghdú agus conas is féidir léi oiriúint do thimpeallacht atá ag athrú.

Rinne ComReg breithniú cúramach ar na freagraí a fuarthas chun bonn eolais a chur faoina straitéis féin, chun roinnt príomhthionscadal agus príomhghealltanais a mhúnlú, agus chun plé le raon páirtithe leasmhara a éascú, lena n-áirítear oibreacha agus gníomhaireachtaí Éireannacha eile. Tá roinnt tionscnamh déanta ag ComReg freisin mar chuid dá chuid oibre ar cheist na hinbhuanaitheachta.

Speictream d'Eangacha Cliste

Tá iarrachtaí déanta ag ComReg a chinntiú go n-éascaíonn sé dícharbónú. Is córais líonra fónais éifeachtacha iad Eangacha Cliste a úsáideann teicneolaíocht uathoibríthe dhigitigh de ghnáth chun monatóireacht, rialú agus anailís a dhéanamh laistigh den slabhra soláthair. Agus aitheantas á thabhairt aige don phríomhról atá ag an Eangach Chliste mar chumasóir i laghdú astaíochtaí GCT, in 2019, shann ComReg cearta úsáide speictrim raidió go sonrach chun Eangach Chliste a sholáthar i bpróiseas Dámhachtana 400 MHz.

Sóisialta

Creideann ComReg go daingean an tábhacht a bhaineann le timpeallacht chuimsitheach agus chothrom dóibh siúd go léir atá ag obair in ComReg. Tá sé ríthábhachtach go gcaitear le daoine in ComReg le meas agus le dínit. Tá ár luachanna Ionracais, Neamhchlaontachta, Trédhearcachta, Sármhaitheasa agus Éifeachtachta - agus na hiompraíochtaí a bhaineann leis na luachanna seo - fite fuaite inár n-idirghníomhaíochtaí agus cinntí laethúla. Tá na luachanna mar chuid de Chairt Meas ComReg freisin.

I mí Mheán Fómhair 2019, chuir ComReg cúrsa saincheaptha r-fhoghlama claontachta neamh-chomhfhiosach i bhfeidhm dár bhfoireann. Cuireadh an ríomhfhoghlaim seo ar fáil do gach oibrí ag ComReg, bíodh siad ina bhfoireann bhuan nó ina bhfoireann ghníomhaireachta. Faoi láthair, nuair a thosaíonn duine nua ag ComReg críochnóidh siad an cúrsa ríomhfhoghlama freisin. Freastalaíonn bainisteoirí a ghlacann páirt inár bpróiseas earcaíochta ar oiliúint agallaimh freisin chun iad a chur ar an eolas faoi chlaontacht neamh-chomhfhiosach.

In ComReg, caithimid go cothrom le gach duine a ndéanaimid teagmháil leo le linn ár gcuid oibre agus le meas. Tá dualgas ann a thuiscint cathain a d'fhéadfadh ár gclaontachtaí neamh-chomhfhiosacha dul i bhfeidhm ar ár gcinntí agus tionchar a imirt ar an mbealach a chaithimid lena chéile. Is ceist í seo a gcuirimid gach ball foirne nua ar an eolas fúithi le linn ionductúcháin.

Ó thaobh na sochaí de, tá dualgas reachtúil ar ComReg tomhaltóirí a chosaint agus a chur ar an eolas agus tá sé mar aidhm againn an sprioc sin a bhaint amach trí fhaisnéis thráthúil, ábhartha, shoiléir agus inrochtana a fhoilsiú. Aithnímid gur gá tomhaltóirí a chur ar an eolas go cuí chun roghanna a dhéanamh maidir le cumarsáid leictreonach, agus chun cabhrú leo agus iad ag déileáil le soláthraithe seirbhíse. Maidir leis seo, déanaimid an chuid tomhaltóirí dár láithreán gréasáin a nuashonrú go leanúnach, www.comreg.ie/advice-information, le faisnéis agus nuacht ábhartha maidir le seirbhísí cumarsáide a roghnú agus a úsáid. Cuirimid roinnt seirbhísí ar líne ar fáil freisin chun cabhrú le tomhaltóirí roghanna eolasacha a dhéanamh maidir le cumarsáid leictreonach. Ina measc seo tá léarscáil clúdaigh fón póca lasmuigh. Tá an léarscáil ar fáil ag Clúdach Seirbhíse - An Coimisiún um Rialáil Cumarsáide (comreg.ie) agus tugann sé deis do thomhaltóirí ríomh ComReg ar chlúdach fón póca oibrítheora agus leibhéil chomhartha a sheiceáil ag láithreacha ar fud na tíre.

Cuireann ComReg áis ar líne ar fáil freisin chun cabhrú le tomhaltóirí a bhfuil ceisteanna acu faoi tháillí Seirbhísí Ardráta (PRS) a cuireadh i bhfeidhm ar a mbille nó a baineadh óna gcreidmheas teileafóin. Tá an uirlis ar líne, Seiceálaí Seirbhíse, ar fáil ag [Seiceálaí Seirbhíse - ComReg](#).

Teicneolaíocht Faisnéise

Lean ComReg ar aghaidh ag forbairt agus ag daingniú a sheirbhísí Teicneolaíochta Faisnéise de réir an bheartais ríomhRialtais reatha. Chuir ComReg go mór lena sheirbhísí atá os comhair tomhaltóirí agus tionscail le linn na tréimhse le tuilleadh feabhsuithe i réimse na cibearshlándála agus an cheadúnaithe speictrim chomh maith le hacmhainní tomhaltóirí ar líne agus seirbhísí faisnéise inrochtana trí comreg.ie. Baineadh forbairtí suntasacha breise amach freisin maidir le córais agus próisis bailithe agus anailíse sonraí margaidh ComReg. Díríodh acmhainní agus aird TF ar ardáin chomhoibríochá shlána nua-aimseartha a chur chun feidhme, tacú le feabhsuithe próisis agus rialú ar bhagairtí cibearshlándála agus bainistíochta sonraí. D'éirigh le ComReg a thimpeallacht TF nua-aimseartha agus slán a ghíaráil chun tacú leis an aistriú riachtanach chuig cianobair foirne le linn phaindéim Covid-19. Tá an eagraíocht ag ullmhú chun bogadh go stíl oibre chumaisc leis na hathruithe teicniúla riachtanacha a éascóidh é seo ar an mbealach is éifeachtúla agus is táirgiúla is féidir.

Rialachas Corparáideach

Tá sé mar chuspóir ag an gCoimisiún a chinntiú go gcomhlíontar, i gcónaí, dea-chleachtas i Rialachas Corparáideach.

Is é beartas ComReg cloí le Cód Cleachtas 2016 chun Comhlachtaí Stáit a Rialú agus tá sé tar éis tuairisciú a dhéanamh ar a mhéid a chomhlíonann sé na hailt ábhartha den Chód sa Tuarascáil Bhliantúil seo nó ar leithligh trí litir chuig an Aire Comhshaoil, Aeráide agus Cumarsáide.

Tá clár fairsing iniúchta inmheánaigh i bhfeidhm ag ComReg, arna mhaoirsiú ag an gCoiste Iniúchóireachta agus Riosca a tháinig le chéile 5 huairé i rith na bliana. Déantar an fheidhm iniúchta inmheánaigh a sheachfhoinisí. Tá iontaobhaí neamhspleách ar an scéim pinsin i bhfeidhm freisin, de réir an dea-chleachtas.

Mar chomhlacht poiblí atá ag feidhmiú i dtimpeallacht dheacair, is dúshlán leanúnach é leanúint le luach a chur leis agus é ag obair laistigh de shrianta acmhainní. Déanaimid athbhreithniú agus leasú leanúnach ar bheartais agus ar nósanna imeachta maidir le caiteachas, soláthar agus bainistíocht riosca. Tá ComReg freagrach don Oireachtas trí Choistí Oireachtas. 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 tairiscintí iomaíochá eagraithe againn maidir le seirbhísí seachfhoinisithe. Leanamar Treoracha Soláthair na hEorpa do chonarthaí níos mó Bhaineamar úsáid as Creat-Chomhaontuithe na hOifige um Sholáthar Rialtais nuair is féidir.

Tá sé mar aidhm againn gach sonrasc bailí a íoc laistigh de 15 lá, agus foilsímid ar ár láithreán gréasáin líon agus luach na n-íocaíochtaí a dhéantar gach ráithe. Leanaimid orainn ag feabhsú amanna rothaíochta próiseála oibre, le cúnamh ó chomhoibriú na foirne go léir agus na tionscnaimh teicneolaíochta nua a forbraíodh go hinmheánach chun próiseáil a fheabhsú. Sa bhliain go dtí an 30 Meitheamh 2021 rinneadh 83% de na híocaíochtaí laistigh den am riachtanach.

10. GNÓTHAÍ IDIRNÁISIÚNTA

Comhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach

Le linn na bliana seo, lean ComReg de bheith rannpháirteach go gníomhach i gComhlacht na Rialálaithe Eorpacha um Chumarsáid Leictreonach (BEREC), a fheidhmíonn mar ardán tábhachtach chun cur chun feidhme comhsheasmhach an chreata rialála don chumarsáid leictreonach san Aontas Eorpach a áirithiú agus lena gceadaítear malartú rialála idir na húdaráis rialála náisiúnta (ÚNRanna) maidir le cúrsaí teileachumarsáide.. Áirítear le ballraíocht BEREC gach ceann de na ÚNRanna ó 27 mBallstát an Aontais Eorpaigh, ionadaithe ón gCoimisiún Eorpach, tíortha an Limistéir Eorpaigh Eacnamaíoch (LEE), chomh maith leis na tíortha is iarrthóirí oifigiúla agus tíortha is iarrthóirí ionchasacha an Aontais Eorpaigh.

Le linn an chéad leath den tréimhse tuairiscithe sin, bhí post mar Leas-Chathaoirleach BEREC ag An Coimisinéir Um An ComReg, Jeremy Godfrey do 2020, tar éis dó fónamh roimhe sin mar Chathaoirleach BEREC le linn 2019. Ina ról bhí an tUasal Godfrey freagrach as gníomhaíochtaí idirnáisiúnta AGUS for-rochtain BEREC le comhlachais rialála réigiúnacha eile agus le ÚNRanna. Dhírigh gníomhaíochtaí idirnáisiúnta ComReg ar rannchuidiú le tionscadail agus aschuir BEREC mar a leagtar amach i gClár Oibre BEREC 2020 agus 2021. Chuige sin, bhí gá le rannpháirtíocht ghníomhach ó shaineolaithe ComReg in dhá Mheitheal déag de chuid BEREC.

Is díol suntais é, chuidigh ComReg le BEREC tionscadail a thabhairt chun críche, atá sainordaithe sa Chód um Chumarsáid Leictreonach Eorpach (EECC), treoirlínte a fhorbairt chun cur i bhfeidhm comhsheasmhach na gcritéar comhinfeistíochta i líonraí fíor-ardacmhainne a áirithiú chomh maith leis an gcur chuige comhsheasmhach i leith rialáil shiméadrach. Ina theannta sin, bhí ComReg rannpháirteach go gníomhach i dtionscadail réamhbhreathnaitheacha BEREC a bhaineann le rialáil ardán digiteach, cibearshlándáil líonraí 5G agus tús a chur le hobair chun tuiscint níos fearr a fháil ar ghnéithe comhshaoil líonraí agus seirbhísí cumarsáide leictreonáil.

Grúpa na Rialtóirí Neamhspleácha

Lean ComReg de bheith rannpháirteach go gníomhach i nGrúpa na Rialtóirí Neamhspleácha (IRG), a oibríonn i ndlúthchomhar le BEREC agus a bhunaigh grúpa ÚNRanna Eorpacha i 1997. Cuidíonn IRG le ÚNRanna fothú acmhainní, comhroinnt taithí, agus bailiú faisnéise maidir le saincheisteanna tábhachtacha a bhaineann ní hamháin le rialáil mhargadh teileachumarsáide na hEorpa ach le saincheisteanna nua freisin, amhail rialáil fhéideartha na n-ardán digiteach. In 2020, d'fhreastail saineolaithe ComReg ar cheardlanna IRG ar an Intleacht Shaorga, Snáithín go dtí an Baile (FTTH), agus IRG sna deich mbliana amach romhainn.

Maidir le feidhm comhroinnte taithí IRG, lorg ComReg tuairimí Chomhaltaí IRG maidir lena dtaithí ar dhá ábhar éagsúla a ndearna saineolaithe ComReg staidéar orthu sa tréimhse, eadhon, soláthar thar an aer (OTA) chun malartú tomhaltóirí oibreoirí líonraí soghluaiste a chur chun cinn agus cleachtadh tagarmharcála chun a chinneadh cé na ÚNRanna a bhfuil inniúlacht acu maidir le Saorshreabhadh Sonraí Neamhphearsanta. D'fhreagair ComReg freisin do níos mó ná 56 ceistneoir aonair a scaip Baill eile de chuid IRG.

Is gníomhaíocht thábhachtach í rannpháirtíocht leanúnach ComReg in IRG, toisc go gcabhraíonn sé le comhroinnt faisnéise agus piarfhoghlaim a chur chun cinn idir ÚNRanna, a fheabhsaíonn leibhéal chomhchuibhithe rialála ar fud na hEorpa.

An Coiste Cumarsáide (CoCom)

Is coiste comhairleach ardleibhéal é an Coiste Cumarsáide (CoCom) don Choimisiún Eorpach a bunaíodh in 2002 faoin Treoir Réime (Treoir 2002/21/CE, arna leasú). Tá CoCom comhdhéanta d'ionadaithe na mBallstát agus is é an príomhról atá aige tuairimí a thabhairt maidir le dréachtbhearta a bhfuil sé beartaithe ag an gCoimisiún iad a ghlacadh. Ghlac ComReg páirt mar chuid de thoscaireacht na hÉireann chuig CoCom, chun tacú le hionadaithe ón Roinn Comhshaoil, Aeráide agus Cumarsáide.

I measc na rialachán cur chun feidhme a foilsíodh i mbliana bhí na rialacháin sin a shonraíonn saintréithe na bpointí rochtana gan sreang a bhfuil raon beag acu (cealla beaga) chun imscaradh líonraí 5G a éascú chomh maith leis an rialachán lena socraítear meán ualaithe na n-uasrátaí foirceanta soghluaiste ar fud an Aontais a nuashonrú, a mbíonn tionchar acu ar aon fhormhuirir a d'fhéadfadh oibreoirí líonraí soghluaiste a chur i bhfeidhm ar a gcustaiméirí seirbhísí fánaíochta.

Dualgais chláracha eile a iompraíonn an tAonad Gnóthaí Idirnáisiúnta

Lean an t-aonad Gnóthaí Idirnáisiúnta ar aghaidh ag glacadh páirte i sruthanna oibre cláir ad-hoc agus seachtracha eile a théann i bhfeidhm ar ComReg. Mar shampla, chomhordaigh sé freagairt ComReg ar Innéacs an Choimisiúin Eorpaigh um an nGeilleagar Digiteach agus an tSochaí Dhigiteach (DESI) 2020, trí shonraí ábhartha an mhargaidh teileachumarsáide a chomhdú leis an gCoimisiún.

Leanann aonaid gnóthaí idirnáisiúnta ComReg agus Ofcom (rialtóir cumarsáide na Ríochta Aontaithe) de bheith rannpháirteach go débhlíantúil ar ábhair leasa choitinn, tar éis don Ríocht Aontaithe a ballraíocht ón Aontas Eorpach a tharraingt siar go foirmiúil agus imeacht ó BEREC dá bharr an 31 Eanáir 2020.

RÁITIS AIRGEADAIS

An Choimisiún Um Rialáil Cumarsáide
Don Bhliain Dar Chríoch An 30 Meitheamh 2021



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Ábhar

	Leathanach
1. Comhaltaí An Choimisiúin Agus Eolas Eile	76
2. Ráiteas Rialachais Agus Tuairisc Chomhaltaí An Choimisiúin	77
3. Ráiteas Maidir Le Rialú Inmheánach	84
4. Tuairisc An Ard-Reachtair Cuntas Agus Ciste	87
5. Ráiteas Ioncaim Agus Caiteachais Agus Cuntais Leithghabhála	89
6. Ráiteas Ar Ioncam Cuimsitheach	91
7. Ráiteas Staide Airgeadais	92
8. Ráiteas Sreabhadh Airgid	93
9. Nótaí A Ghabhann Leis Na Ráitis Airgeadais	94

1. COMHALTAÍ AN CHOIMISIÚN AGUS EOLAS EILE

An Coimisiún

Ag an 30 Meitheamh 2021 is ionann an Coimisiún agus triúr Coimisinéirí

Garrett Blaney - Cathaoirleach

Jeremy Godfrey - Coimisinéir

Robert Mourik - Coimisinéir

Oifigí

1 Lárcheantar na nDugaí

Sráid na nGildeanna

Baile Átha Cliath 1

Iniúcháirí

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

2. RÁITEAS RIALACHAIS AGUS TUAIRISC BHAILL AN CHOIMISIÚIN

Rialachas

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

Luaitear in Alt 11 den Acht 2002, faoi réir an Achta 2002, go mbeidh an Coimisiún neamhspleách ag feidhmiú a fheidhmeanna. Luaitear in Alt 14 den Acht sin go mbeidh ar a laghad 1 agus 3 ar a mhéid Choimisinéir i gcomhdhéanamh an Choimisiúin agus faoi réir an Achta seo, is féidir leis an gCoimisiún a nós imeachta féin a rialú. Tá an Coimisiún freagrach as dea-rialú a chinntiú agus déantar an tasc seo trí chuspóirí agus spriocanna straitéiseacha a leagan amach agus cinntí straitéiseacha a dhéanamh maidir leis na príomhcheisteanna gnó go léir. Tá gnáthbhainistíocht laethúil, rialáil agus treo ComReg mar fhreagrachtaí an Choimisiúin agus na Foirne Ceannaireachta. Ní mór don Fhoireann Cheannaireachta an treo straitéiseach leathan de réir mar a leagadh amach ag an gCoimisiún a leanúint, agus ní mór a chinntiú go bhfuil tuiscint shoiléir ag gach comhalta den Choimisiún ar na príomhghníomhaíochtaí agus cinntí a bhaineann leis an eintiteas, agus ar aon riosca suntasach a d'fhéadfadh teacht chun cinn.

Freagrachtaí an Choimisiúin

Leagadh amach, ar an gcéad dul síos, obair agus freagrachtaí an Choimisiúin in Acht 2002. Leagadh amach ár n-aidhmeanna faoi réir na reachtaíochta príomha agus tánaistí araon, agus tá an creat reachtaíochta seo fós ag teacht chun cinn ón Acht 2002 agus an tAcht um Chumarsáid (Rialáil) 2007. In 2007, cuireadh le freagrachtaí agus cumhachtaí ComReg, mar aon leis na bearta forfheidhmithe a bhí ar fáil, ag an Acht um Rialáil Cumarsáide (Leasú) 2007.

In Alt 21 den Acht 2002 foráiltear go 'ndéantar feidhmiú fheidhmeanna an Choimisiúin a dhéanamh ag nó trí bhall foirne nó oifigeach údaraithe an Choimisiúin mar is cuí leis an gCoimisiún'. Tá feidhmeanna ar leith tarmligthe ag an gCoimisiún ach tá cúrsaí eile atá coimeáda go háirithe i gcomhair chinneadh an Choimisiúin. I measc na gcúrsaí a mheasfaidh an Coimisiún áirítear:

- tuarascálacha ón gCoiste um Iniúchóireacht & Measúnú Riosca / meithleacha
- tuarascálacha airgeadais / cuntais bhainistíochta
- tuarascálacha ar fheidhmíocht, agus
- ábhair forchoimeáda.

Freagrachtaí an Choimisiúin (ar lean)

De réir Alt 32 an Achta um Rialáil Cumarsáide, 2002, ní mór don Choimisiún, san fhoirm a cheadóidh an tAire Comhshaoil, Aeráide agus Cumarsáide, le cead an Aire Caiteachais Phoiblí agus Athchóirithe, na cuntais go léir is cuí agus is gnách ar aon airgead a fuarthas nó do caitheadh ag an gCoimisiún, lena n-áirítear cuntas ioncaim agus caiteachais agus clár comhardaithe, lena ndéantar idirdhealú idir:

- (a) a fheidhmeanna maidir le cumarsáid leictreonach,
- (b) a fheidhmeanna maidir le cúrsaí poist agus
- (c) a fheidhmeanna maidir le seirbhísí ardráta.

Nuair atá na ráitis airgeadais á n-ullmhú, ní mór don Choimisiún:

- Beartais chuntasaíochta oiriúnacha a roghnú agus iad a chur i bhfeidhm go seasta;
- Breithiúnais agus meastacháin atá réasúnta agus stuama a dhéanamh;
- Na ráitis airgeadais a ullmhú mar ghnóthas leantach mura bhfuil sé mí-oiriúnach a ghlacadh go mbeidh an Coimisiún fós i bhfeidhm.
- A lua go cloíodh le caighdeáin chuntasaíochta bhainteacha, faoi réir aon imeacht ábhartha a nochtadh agus a mhíniú sna ráitis airgeadas;

Tá an Coimisiún freagrach as taifid chuntasaíochta shásúla a choimeád a léiríonn, le cruinneas réasúnta ag am ar bith, stádas airgeadais an Choimisiúin agus a ligeann don Choimisiún a chinntiú go gcloíonn na ráitis airgeadais le ceanglais Alt 32 an Achta um Rialáil Cumarsáide. Tá cothabháil agus ardchaighdeán an eolais chorparáidigh agus airgeadais ar shuíomh gréasáin an Choimisiúin mar fhreagracht an Choimisiúin.

Tá an Coimisiún freagrach as an bplean gníomhaíochta bliantúil agus an buiséad a fhormheas. Rinneadh measúnú ar chomhlíonadh an Choimisiúin trí thagairt don phlean bliantúil agus buiséad i Meitheamh 2021.

Tá an Coimisiún freagrach as a sócmhainní a chosaint agus mar sin as bearta réasúnta a dhéanamh chun calaois agus mírialtachtaí eile a chosaint agus a aimsiú.

Measann an Coimisiún go dtugtar léargas cothrom fíor den fheidhmíocht airgeadais agus de staid airgeadais an Choimisiúin ar an 30 Meitheamh 2021 sna ráitis airgeadais.

Struchtúr an Choimisiúin

Luaitear in Alt 14 den Acht um Rialáil Cumarsáide, 2002, go mbeidh ar a laghad 1 Coimisinéir agus triúr Coimisinéirí ar a mhéid sa Choimisiún. Luaitear in Alt 15 den Acht go gceapfar Coimisinéir ar bhonn lánaimseartha ar feadh tréimhse nach lú 3 bliana agus 5 bliana ar a mhéid. Sonraítear san Acht chomh maith go gceapfaidh an tAire, sa chás go bhfuil níos mó ná Coimisinéir amháin, duine acu mar chathaoirleach an Choimisiúin.

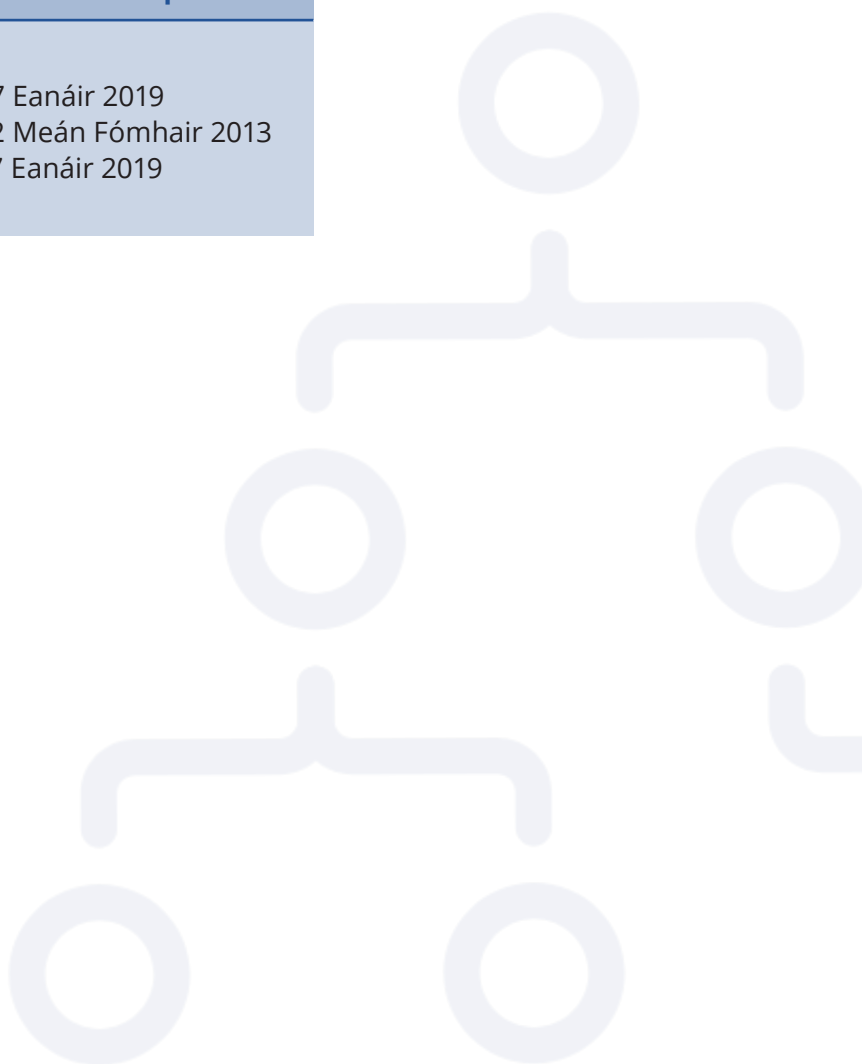
Faoi Alt 17 den Acht um Rialáil Cumarsáide, 2002, sa chás nár ceapadh níos mó ná Coimisinéir amháin faoi Alt 15, déanfaidh an Coimisiún comhalta dá fhoireann a ainmniú mar leaschomhalta den Choimisiún (“leaschoimisinéir”) a dhéanfaidh, le húdarás ón gCoimisiún, feidhmeanna uile an Choimisiúin cheal Coimisinéir.

Mar atá ar an 30 Meitheamh 2012 tá an Coimisiún comhdhéanta de thriúr Coimisinéirí a ceapadh go léir ag an Aire Comhshaoil, Aeráide agus Cumarsáide. Léirítear sa tábla thíos sonraí chomhaltaí an Choimisiúin agus a ndátaí ceapacháin, nó athcheapacháin (ní féidir le comhaltaí an Choimisiúin a bheith mar Choimisinéir ar feadh níos mó ná 2 théarma). Tagann an Coimisiún le chéile go rialta chun ceisteanna rialála agus oibriúcháin a phlé.

Comhalta an Choimisiúin	An Dáta a Ceapadh
Garrett Blaney – Cathaoirleach* Jeremy Godfrey Robert Mourik**	An 7 Eanáir 2019 An 2 Meán Fómhair 2013 An 7 Eanáir 2019

*Cathaoirleach go dtí an 6 Eanáir 2022

**Cathaoirleach ón 7 Eanáir 2022



An Coiste um Iniúchóireacht agus Measúnú Riosca

Tá Coiste um Iniúchóireacht agus Measúnú Riosca (CIMR) bunaithe ag an gCoimisiún. Ceapadh baill an CIMR ag an gCoimisiún agus ní bheidh níos mó ná cúigear ar an gcoiste:

- beirt Choimisinéirí (Nóta: Is Oifigeach Cuntasaíochta é/í an Cathaoirleach agus mar sin níor ceapadh é/í sa Choiste um Iniúchóireacht agus Measúnú Riosca);
- triúr comhaltaí neamhspleácha seachtracha.

Déanann duine de na comhaltaí seachtracha cathaoirleacht ar an CIMR.

Is é ról an CIMR ná tacaíocht a thabhairt don Choimisiún maidir lena fhreagrachtaí a bhaineann le ceisteanna riosca, rialaithe agus rialála agus urrús gaolmhar. Tá an CIMR neamhspleách ó bhainistíocht airgeadais na heagraíochta. Go háirithe cinntíonn an CIMR go ndéantar monatóireacht ghníomhach agus neamhspleách ar na córais rialaithe inmheánaigh lena n-áirítear gníomhaíochtaí iniúchóireachta. Tuairiscíonn an CIMR go foirmeálta i scríbhinn chuig an gCoimisiún go bliantúil.

Bhí Coimisinéirí Jeremy Godfrey agus Robert Mourik mar chomhaltaí an CIMR sa bhliain dar chríoch an 30 Meitheamh 2021. Ba iad comhaltaí seachtracha an Choiste um Iniúchóireacht agus Measúnú Riosca ar an 30 Meitheamh 2021 ná: Patricia Byron (Cathaoirleach), Marie Collins agus Jimmy Murphy. Bhí 5 chruinniú ag an CIMR sa bhliain dar chríoch an 30 Meitheamh 2021.

Sceideal Freastail, Táillí agus Speansais

Tá sceideal freastail chruinnithe an Choiste um Iniúchóireacht agus Measúnú Riosca do 2021 leagtha amach thíos lena n-áirítear na táillí a fuair gach comhalta. Níor íocadh aon speansas in 2021.

Comhaltaí an Choiste um Iniúchóireacht

Ainm	Ról	Líon na gCruinnithe ar a freastalaíodh	Táillí 2021 €
Patricia Byron - Cathaoirleach	Comhalta Seachtrach	5	10,000
Marie Collins	Comhalta Seachtrach	5	6,000
Jimmy Murphy	Comhalta Seachtrach	5	6,000
Jeremy Godfrey	Coimisinéir	5	N/b
Robert Mourik	Coimisinéir	5	N/b

Na Nochtaí a cheanglaítear leis an gCód Cleachtas chun Comhlachtaí Stáit a Rialú (2016)

Tá an Coimisiún freagrach as a chinntiú gur comhlíonadh ComReg le ceanglais an Chóid Cleachtas chun Comhlachtaí Stáit a Rialú (“an Cód”), mar a fhoilsíodh ag an Roinn Caiteachais Phoiblí agus Athchóirithe i Lúnasa 2016. Ceanglaítear na nochtaí seo a leanas leis an gCód:

Miondealú ar Shochair Ghearrthearma Fostaithe

Déantar sochair gearrthearma fostaithe níos mó ná €60,000 a rangú sna bandaí seo a leanas:

Raon (€'000)	An 30 Meitheamh 2021 <i>Líon</i>	An 30 Meitheamh 2020 <i>Líon</i>
60 - 70	15	17
70 - 80	17	12
80 - 90	19	25
90 - 100	12	7
100 - 110	7	6
110 - 120	7	7
120 - 130	9	9
130 - 140	7	5
140 - 150	3	1
150 - 160	0	1
160 - 170	1	0
170 - 180	0	1
180 - 190	1	0
190 - 200	0	0
200 - 210	0	2
210 - 220	2	0
220 - 230	0	0
230 +	2	2

Nóta:

Chun críocha an nochta seo, áirítear tuarastal, pá i gcoibhneas le feidhmíocht agus sochar comhchineáil i leith íocaíochtaí árachais sláinte déanta thar ceann an fhostaí gan ÁSPC an fhostaí san áireamh le sochair gearrthearmacha fostaithe maidir le hobair a rinneadh le linn na tréimhse thuairiscithe.

Costais i gcomhair Comhairle Theicniúil

Áirítear sna costais i gcomhair Comhairle Theicniúil costas comhairle sheachtrach do lucht bainistíochta agus lena n-áirítear feidhmeanna 'gnó mar is gnáth' seachfhoinsithe. Léirítear na costais i gcomhair Comhairle Dlí de €2.0m (2020: €1.2m) go leithleach mar chuid de na Costais Dlí thíos.

	2021 €'000	2020 €'000
Comhairle Ghairmiúil & Theicniúil	7,500	8,662
Bainistiú Teagmhálaithe	912	888
Taighde Margaidh	300	119
Monatóireacht ar Cháilíocht Seirbhíse	552	527
Oiliúint Foirne agus Forbairt Ghairmiúil	419	601
	9,683	10,797

Costais Dlí

Tá miondealú sa tábla thíos ar na suimeanna a aithníodh mar chaiteachas sa tréimhse thuairiscithe a bhaineann le costais dlí.

	2021 €'000	2020 €'000
Comhairle Dhlí	2,038	1,229
Costais Dlí a bhaineann le hlmeachtaí Dlí	1,157	992
	3,195	2,221

Luaitear na costais dlí glan ó chostais arna ghnóthú ó thríú páirtithe. Ní raibh aon íocaíocht comhréitigh agus eadrána nó ní dhearnadh aon íocaíocht socraíochta le linn na bliana.

Caiteachas Taistil agus Cothaithe

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

	2021 €'000	2020 €'000
Taisteal Intíre	-	16
Taisteal Idirnáisiúnta	-	190
	-	206

Caiteachas Fáilteachais

Áirítear sa Chuntas Ioncaim agus Caiteachais an caiteachas fáilteachais seo a leanas:

	2021 €'000	2020 €'000
Costais Fáilteachais do Bhaill Foirne	13	7
Ranníocaíocht don Chlub Spóirt agus Sóisialta	3	10
	16	17

Ní bhíonn ComReg i mbun Fáilteachais le Cliaint. Ní áirítear sna méideanna thuas aon chaiteachas ar shólaistí/fáilteachas a bhaineann le hoibríochtaí gnó amhail óstáil comhdhálacha, imeachtaí agus cruinnithe.

Ráiteas Comhlíontachta

Tá an Coimisiún tiomanta agus na caighdeáin is airde rialachais chorparáidigh a choimeád. Tá an Cód Cleachtas chun Comhlachtaí Stáit a Rialú a foilsíodh ag an Roinn Caiteachais Phoiblí agus Athchóirithe mar bhunchloch dár mbeartais rialachais chorparáidigh.

Faoi Alt 33 den Acht um Rialáil Cumarsáide, 2002, ceanglaítear an Coimisiún, le cead ón Aire Comhshaoil, Aeráide agus Cumarsáide agus ón Aire Caiteachais Phoiblí agus Athchóirithe, glacadh le cód bainistíochta airgeadais agus a fhoilsiú a shocrú i ndiaidh a cheadú amhlaidh. Anuas air sin, ní mór don Choimisiún athbhreithniú a dhéanamh ar a chód bainistíochta airgeadais ó am go ham agus an cód a leasú agus a athfhoilsiú mar is cuí. Tá ceanglas ann chomh don Choimisiún tráchta a dhéanamh sa tuarascáil bhliantúil maidir le comhlíonadh an chóid.

Tá ár gcód bainistíochta airgeadais (atá bunaithe ar an gCód Cleachtas chun Comhlachtaí Stáit a Rialú (2016) foilsithe ag an Roinn Caiteachais Phoiblí agus Athchóirithe) formheasta ag an Aire Comhshaoil, Aeráide agus Cumarsáide agus ag an Aire Caiteachais Phoiblí agus Athchóirithe. Tá an cód foilsithe ar ár suíomh gréasáin. Tá sé mar bheartas ag an gCoimisiún chomhlíonadh an Chóid a chinntiú.

Thar ceann an Choimisiúin

Robert Mourik
 Cathaoirleach
 Dáta: An 27 Eanáir 2022

3. RÁITEAS MAIDIR LE RIALÚ INMHEÁNACH

Freagracht as Rialú Inmheánach

Thar ceann ComReg glacaim le freagracht an Choimisiúin agus córas éifeachtach rialaithe inmheánaigh a chothabháil agus a oibriú. Cuirtear san áireamh leis an bhfreagracht sin ceanglais an Chóid Cleachtais chun Comhlachtaí Stáit a Rialú (2016).

Feidhm an Chórais Rialaithe Inmheánaigh

Dearadh an córas rialaithe inmheánaigh chun riosca a bhainistiú go leibhéal inghlactha seachas deireadh a chur leis. Níl an cumas ag an gcóras, mar sin, ach cinnteacht réasúnta seachas cinnteacht iomlán a sholáthar go ndéantar sócmhainní a chosaint, idirbhearta a údarú agus a chlárú i gceart, agus go ndéantar earráidí ábhartha nó mírialtachtaí a chosc nó a aimsiú i mbealach tráthúil.

Tá feidhm ag an gcóras rialaithe inmheánaigh, atá de réir treoraíocht eisithe ag an Roinn Caiteachais Phoiblí agus Athchóirithe, i ComReg don bhliain dar chríoch an 30 Meitheamh 2021 agus suas go dáta formheasa na ráiteas airgeadais.

Cumas Riosca a Láimhseáil

Tá Coiste um Iniúchóireacht agus Measúnú Riosca (CIMR) ag ComReg, le beirt chomhaltaí den Choimisiún agus triúr comhaltaí seachtracha, le saineolas airgeadais agus iniúchóireachta, agus duine acu mar Chathaoirleach. Tháinig an CIMR le chéile cúig huair sa bhliain dar chríoch an 30 Meitheamh 2021.

Tá feidhm iniúchóireachta inmheánaí sheachfhoinsithe bunaithe ag ComReg chomh maith ina bhfuil acmhainní leordhóthanacha agus déantar clár oibre a socraítear leis an CIMR.

Tá beartas bainistíochta riosca forbartha ag an gCoimisiún lena leagtar amach a fhonn priacail, na próisis bainistíochta riosca atá i bhfeidhm agus sonraí róil agus freagrachtaí foirne maidir le riosca. Eisíodh an beartas do gach ball foirne a mheastar a mbeidh ag obair le beartas bainistíochta riosca ComReg, chun lucht bainistíochta a chur ar an eolas mar gheall ar rioscaí éiritheacha agus laigí a rialú agus freagracht a ghlacadh as rioscaí agus rialuithe ina réimsí oibre féin.

Creat Riosca agus Rialaithe

Tá córas bainistíochta riosca curtha i bhfeidhm ag ComReg a aithníonn agus a thuariscíonn na príomhrioscaí agus na gníomhaíochta bainistíochta atá faoi bhun chun dul i ngleic leis na rioscaí sin agus, a mhéid is féidir, na rioscaí sin a laghdú.

Tá clár riosca i bhfeidhm a aithníonn na príomhrioscaí os comhair ComReg agus tá siadsan aitheanta, measúnaithe agus grádaithe de réir a dtábhachta. Déantar an clár a athbhreithniú agus a nuashonrú ag an gCoimisiún ar bhonn ráithiúil. Úsáidtear toradh na measúnuithe sin i bpleanáil agus leithdháileadh acmhainní chun a chinntiú go ndéantar bainistiú ar na rioscaí go leibhéal sásúil.

Creat Riosca agus Rialaithe (ar lean)

Sonraítear sa chláir riosca na rialuithe agus na gníomhaíochtaí atá de dhíth chun rioscaí a laghdú agus an fhreagracht maidir le hoibriú rialuithe atá leagtha ar bhall foirne ar leith. Dearbhaím go bhfuil timpeallacht rialaithe i bhfeidhm leis na gnéithe seo a leanas:

- tá na nósanna imeachta i gcomhair gach príomhphróiseas gnó doiciméadaithe,
- tá freagrachtaí airgeadais leagtha ar an leibhéal bainistíochta le freagracht chomhfhreagrach,
- tá córas buiséadaithe inghlactha ann le buiséad bliantúil a bhíonn faoi bhráid na hardbhainistíochta,
- tá córais ann dírithe ar shlándáil na gcóras um theicneolaíocht faisnéise agus cumarsáide a chinntiú, agus
- tá córais ann chun na sócmhainní a chosaint.

Monatóireacht agus Athbhreithniú Leanúnach

Cuireadh ar bun nósanna imeachta foirmeálta chun monatóireacht a dhéanamh ar phróisis rialaithe agus go gcuirtear na daoine atá i gceannas gníomh ceartaitheach a dhéanamh agus an bhainistíocht agus an Coimisiún, más ábhartha, ar an eolas faoi easnaimh rialaithe go tráthúil. Dearbhaím go bhfuil na córais mhonatóireachta leanúnacha seo a leanas i bhfeidhm:

- aithníodh príomhrioscaí agus rialúcháin ghaolmhara agus tá beartas i bhfeidhm chun monatóireacht a dhéanamh ar oibriúcháin na príomhrialúcháin sin agus tuairisciú a dhéanamh ar aon easnamh a aithníodh,
- cuireadh ar bun socruithe tuarascála ar gach leibhéal ina bhfuil freagracht as bainistiú airgeadais leagtha, agus
- déanann an ardbhainistíocht athbhreithniú rialta ar fheidhmíocht thréimhsiúil agus bhliantúil agus ar thuarascálacha airgeadais a léiríonn feidhmíocht taobh le buiséid/réamhaisnéisí.

Soláthar

Tá Plean Corparáideach Soláthair forbartha ag ComReg agus formheasadh é ag an gCoimisiún. Mar aon leis sin tá nósanna imeachta agus beartais i bhfeidhm chun comhlíonadh le ceanglais agus treoirlínte reatha soláthair a chinntiú. Le nádúr ghníomhaíochtaí ComReg bíonn líon beag áirithe cásanna nuair nach mbíonn sé indéanta nó oiriúnach cloí leis na ceanglais agus treoirlínte oiriúnacha soláthair. Tá beartas rialachais chúil i bhfeidhm ag an gCoimisiún do chásanna mar sin.

Le linn 2021 íocadh caiteachas de €8,000 (2020: €39,000) i gcás conradh amháin do sheirbhísí TF nuair a bhí gá ár gconradh reatha a thar-rolladh de bharr ár riachtanais oibriúcháin agus próiseas tairisceana iomaíoch a bhí ag teacht chun críche. Ní úsáidtear an soláthraí seirbhíse a thuilleadh do na seirbhísí sin agus tairiscíodh an conradh seirbhísí gairmiúla mar chuid den phróiseas caidrimh iomaíoch atá tugtha i gcrích ó shin. Is é luach iomlán an tsoláthair neamhchomhlíontaigh ná €8,000 (2020: €289,000).

Athbhreithniú ar Éifeachtúlacht

Dearbhaím go bhfuil nósanna imeachta ag ComReg chun monatóireacht a dhéanamh ar an éifeachtúlacht i mbainistiú riosca agus nósanna imeachta rialaithe. Tá monatóireacht agus athbhreithniú ar éifeachtúlacht an chórais um rialú airgeadais inmheánaigh ComReg teoraithe ag obair iniúchóirí inmheánacha agus seachtracha, déanann an Coiste um Iniúchóireacht agus Measúnú Riosca maoirseacht ar a n-obair, agus an ardbhainistíocht in ComReg atá freagrach as forbairt agus cothabháil an chreata inmheánaigh rialaithe airgeadais.

Dearbhaím gur rinne an Coimisiún athbhreithniú bliantúil ar éifeachtúlacht na rialuithe inmheánacha don bhliain dar chríoch an 30 Meitheamh 2021 agus cuireadh i gcrích ar an 8 Meitheamh 2021.

Fadhbanna Rialaithe Inmheánaigh

Níor aithníodh aon lag sa rialú inmheánach a bhfuil gá iad a nochtadh sna ráitis airgeadais in 2021.

Covid 19

Bhí an phaindéim Covid-19 fós ina dhúshlán suntasach don eagraíocht agus do na hearnálacha atá á rialú againn. Ó Mhárta 2020, i gcomhréir le treoirlínte an Rialtais, d'aistríomar go socrú le tromlach mór foirne ag obair ó chian. Tugadh isteach beartais chuí um scaradh sóisialta agus beartais slándála eile inár n-oifigí nuair a bhí láithreach de dhíth (líon beag foirne) chun a chinntiú go mbeadh seirbhísí riachtanacha ann dóibh siúd atá á rialú againn.

Tá an t-ádh ar ComReg go raibh cianobair don eagraíocht iomlán san áireamh ó thaobh na teicneolaíochta de sa Phlean Leanúnachais Gnó agus sa bhonneagar. Cuireadh an tacaíocht riachtanach ar fáil do bhaill foirne ónár gcomhghleacaithe TF maidir leis an aistriú go cianobair agus úsáid na n-áiseanna comhdhála fíorúla srl. Forbraíodh taispeántais agus treoir d'úsáideoirí don fhoireann i gcomhair úsáid na n-uirlisí éagsúla cumarsáide. Anuas air sin, rinne foireann TF ComReg monatóireacht rialta i gcomhair laigí nó ionraí sa timpeallacht TFC. Treisíodh cleachtais reatha chianoibre agus déanadh tuairisciú & monatóireacht níos rialta.

Cuireadh Clár Rioscaí Covid 19 ar bun ag an gCoimisiún i Márta 2020 chun monatóireacht a dhéanamh ar na rioscaí sin. Ó shin déanann an Coimisiún athbhreithniú gníomhach agus freagra ar na rioscaí agus éiginnteachtaí a thagann chun cinn ón timpeallacht a bhíonn ag athrú go tapa. Cuireadh bearta coisctheacha i bhfeidhm agus déanta athmheasúnú rialta orthu chun sábháilteacht ár bhfostaithe agus ár ngeallsealbhoirí a chinntiú.

Leanann an Coimisiún leis an monatóireacht ar thionchar Covid-19 ar an timpeallacht rialaithe, lena n-áirítear an tionchar ar oibríochtaí airgeadais ó lá go lá. Cuireadh nósanna imeachta cuí i bhfeidhm ó 2020 don timpeallacht chianoibre chun leithscaradh na ndualgas agus cothabháil na rialuithe airgeadais go léir a chinntiú. Ní raibh aon laghdú sa timpeallacht rialaithe mar thoradh ar Covid-19. Dearbhaímid sa ráiteas seo nach raibh aon lag aitheanta sa rialú inmheánach a cheanglaíonn nochtadh sna ráitis airgeadais. Dearbhaímid, le linn an ama sin, leis an gCoiste um Iniúchóireacht agus Measúnú Riosca go rabhamar ag cothabháil ár dtimpeallacht rialaithe reatha agus nach raibh aon laghdú sa timpeallacht rialaithe.

Thar ceann an Choimisiúin



Robert Mourik
Cathaoirleach
Dáta: An 27 Eanáir 2022

4. AGUISÍN LE TUAIRISC AN ARD-REACHTAIRE CUNTAS AGUS CISTE CHUN CUR OS COMHAIR THITHE AN OIREACHTAIS



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

Report for presentation to the Houses of the Oireachtas **Commission for Communications Regulation**

Opinion on the financial statements

I have audited the financial statements of the Commission for Communications Regulation for the year ended 30 June 2021 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 2021 and of its income and expenditure for the year then ended 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.

Andrew Harkness
For and on behalf of the
Comptroller and Auditor General
31 January 2022

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 annual 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.

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.

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 I identify 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 I identify 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.

5. RÁITEAS IONCAIM AGUS CAITEACHAIS AGUS CUNTAIS LEITHGHABHÁLA DON BHLIAIN DAR CHRÍOCH AN 30 MEITHEAMH 2021

	Nótaí	An bhliain go dtí an 30 Meitheamh 2021				An bhliain go dtí an 30 Meitheamh 2020	
		Cumarsáid Leictreonach		Post	Seirbhísí Ardráta	Iomlán	Iomlán
Ioncam		Tobhach €'000	Eile €'000	Tobhach €'000	Tobhach €'000	€'000	€'000
Ioncam							
Tobhach		7,148		1,900	318	9,366	9,792
Táillí Ceadúnaithe	2		44,072			44,072	44,834
Ioncam Speictrim	2		7,600			7,600	7,920
Ioncam Eile	2		1,163			1,163	2,052
Ioncam Iomlán		7,148	52,835	1,900	318	62,201	64,598
Caiteachas							
Costais Foirne	3	9,125	4,723	660	301	14,809	13,161
Costais Sochair Scoir	17(b)	1,713	886	124	56	2,779	2,919
Comhairle Theicniúil	4	5,222	3,056	1,114	291	9,683	10,797
Costais Díl	5	1,080	1,993	93	29	3,195	2,221
Fógraíocht		90	7			97	224
Costais Riaracháin	6	1,407	1,095	99	84	2,685	2,915
Luach Saothair Iniúcháirí		16	10	1	1	28	21
Áitreabh agus Costais Bhainteacha		1,365	869	82	82	2,398	2,459
Dímheas	7	1,337	788	80	80	2,285	2,527
Cailteanas (Brabús) as Diúscairt Sócmhainní			5			5	-
Síntiúis le hEagraíochtaí Idir.	15	722				722	699
Caiteachas Iomlán		22,077	13,432	2,253	924	38,686	37,943
Barrachas / (Easnamh) roimh Leithreasáí		(14,929)	39,403	(353)	(606)	23,515	26,655
Lúide Leithreasáí							
Aistriú ón gCúlchiste Caipitil	12					330	966
Iníochta don Lárchiste	13					(23,712)	(27,668)
Coigeartú don Chúlchiste Pinsean	13					(133)	47
Barrachas i ndiaidh Leithreasáí						0	0

Tá an Ráiteas Sreabhadh Airgid agus na Nótaí 1 go 23 mar chuid den na ráitis airgeadais seo.
Thar ceann an Choimisiúin



Robert Mourik
Cathaoirleach
Dáta: An 27 Eanáir 2022

6. RÁITEAS AR IONCAM CUIMSITHEACH DON BHLIAIN DAR CHRÍOCH AN 30 MEITHEAMH 2021

		An bhliain go dtí an 30 Meitheamh 2021	An bhliain go dtí an 30 Meitheamh 2020
	Nótaí	Iomlán €'000	Iomlán €'000
Barrachas i ndiaidh Leithreasáí			
Scéim Sochair Shainithe ComReg			
An toradh iarmhír lúide an toradh ionchais ar shócmhainní scéime (Cailteanais) / gnóthachain ó thaithí ar oibleagáidí sochair scoir	17 (f)	8,284	(378)
Athruithe bhun-fhoshuíomhanna luacha reatha	17 (f)	(14)	(17)
Oibleagáidí sochair scoir		(7,698)	7,428
Aistrithe isteach don réamhsheirbhís	17 (g)	-	-
(Cailteanas) / gnóthachan achtúireach le linn na bliana		572	7,033
An Scéim Pinsean Seirbhíse Poiblí Aonair			
(Cailteanais) ó thaithí ar oibleagáidí sochair scoir		(72)	(299)
Athruithe bhun-fhoshuíomhanna luacha reatha		(698)	483
Oibleagáidí sochair scoir			
Coigeartú ar Mhaoiniú larchurtha		770	(184)
(Cailteanas) / gnóthachan achtúireach le linn na bliana		-	-
Gnóthachan / (cailteanas) achtúireach iomlán le linn na bliana		572	7,033
Gluaiseacht sa Chiste Sochair Scoir			
Iarmhéid ar an 1 Iúil		(9,041)	(16,027)
Iomlán na nGnóthachan Aitheanta don bhliain		572	7,033
Coigeartú ar Chiste Pinsin	13	133	(47)
Iarmhéid ar an 30 Meitheamh		(8,336)	(9,041)

Is ionann an Ciste Sochair Scoir Pinsin agus an difríocht idir costas carnach na sochar scoir lúide na méideanna a íocadh suas le dáta.

Tá an Ráiteas Sreabhadh Airgid agus na Nótaí 1 go 23 mar chuid den na ráitis airgeadais seo.

Thar ceann an Choimisiúin



Robert Mourik
Cathaoirleach
Dáta: An 27 Eanáir 2022

7. RÁITEAS STAIDE AIRGEADAIS AR AN 30 MEITHEAMH 2021

		An 30 Meitheamh 2021	An 30 Meitheamh 2020
	Nótaí	€'000	€'000
Sócmhainní Seasta Áitreabh, Gléasra & Trealamh	7	5,889	6,219
Sócmhainní Reatha		-----	-----
Infháltais	8	4,124	5,127
Infheistíochtaí Gearrthearma	9	40,000	73,500
Airgead Tirim agus Coibhéisí Airgid		13,617	8,847
		57,741	87,474
Dliteanais Reatha (Méideanna atá dlite in aon bhliain amháin) Suimeanna Iníoctha	11	(57,741)	(87,474)
Glansócmhainní Reatha		0	0
Iomlán Sócmhainní lúide Dliteanais Reatha		5,889	6,219
Iomlán Glansócmhainní gan Sochair Scoir (Dliteanas) san áireamh Sochair Scoir		5,889	6,219
Sócmhainn Chistiúcháin iarchurtha do Phinsin SPSPA	17c(i)	5,304	3,317
An Scéim Pinsean Seirbhíse Poiblí Aonair (Dliteanas)	17c(iv)	(5,304)	(3,317)
Scéim ComReg (Dliteanas)	17c(i)	(8,336)	(9,041)
Iomlán Glansócmhainní / (Dliteanais) lena n-áirítear Sochair Scoir (Dliteanas)		(2,447)	(2,822)
Léiriú Cúlchistí Caipitil Ciste Sochair Scoir	12	5,889 (8,336)	6,219 (9,041)
		(2,447)	(2,822)

Tá an Ráiteas Sreabhadh Airgid agus na Nótaí 1 go 23 mar chuid den na ráitis airgeadais seo.

Thar ceann an Choimisiúin



Robert Mourik
Cathaoirleach
Dáta: An 27 Eanáir 2022

8. RÁITEAS SREABHADH AIRGID DON BHLIAIN DAR CHRÍOCH AN 30 MEITHEAMH 2021

		An bhliain go dtí an 30 Meitheamh 2021	An bhliain go dtí an 30 Meitheamh 2020
	Nótaí	€'000	€'000
Glanreabhadh Airgid ó Ghníomhaíochtaí Oibriúcháin			
Ioncam Breise thar Chaiteachas (roimh Leithreasaí)		23,845	27,621
An difríocht idir muirear pinsin agus ranníocaíochtaí		(133)	47
Dímheas	7	2,285	2,527
Cailteanas ar Dhiúscairt Sócmhainne		5	-
Aistriú Ciste Caipitil	12	(330)	(966)
Méadú / (Laghdú) ar Infháltais		1,003	(1,170)
Méadú / (Laghdú) in Suimeanna Iníoctha (gan an lárchiste san áireamh)		689	(2,245)
Glan-insreabhadh Airgid ó Ghníomhaíochtaí Oibriúcháin		27,364	25,814
Sreafaí Airgid ó Ghníomhaíochtaí Infheistíochta			
Íocaíochtaí chun Áitreabh, Gléasra & Trealamh a fháil	7	(1,991)	(1,561)
Sreafaí Airgid ó Ghníomhaíochtaí Maoiniúcháin			
Fáltas ó dhíolachán Sócmhainne		31	-
Íocaíocht chuig an Lárchiste		(54,134)	-
Glanmhéadú / (Laghdú) Airgid Thirim agus Coibhéisí Airgid		(28,730)	24,253

9. NÓTAÍ A GHABHANN LEIS NA RÁITIS AIRGEADAIS DON BHLIAIN DAR CHRÍOCH AN 30 MEITHEAMH 2021

1. Beartais Chuntasaíochta

Leagtar amach thíos bunús cuntasaíochta agus na mbeartas suntasach cuntasaíochta in úsáid ag an gCoimisiún. Cuireadh i bhfeidhm iad go léir go seasta i rith na bliana agus don bhliain roimhe sin.

a) Eolas Ginearálta

Bunaíodh an Coimisiún faoin Acht um Rialáil Cumarsáide, 2002 agus tá a n-oifigí ag Uimhir a hAon Lárcheantar na nDugaí, Sráid na nGildeanna, Baile Átha Cliath 1.

Sonraítear aidhmeanna an Choimisiúin san Acht um Rialáil Cumarsáide, 2002, agus san Acht um Rialáil Cumarsáide (Leasú) 2007. Baineann na haidhmeanna le rialáil agus ceadúnú an tionscail cumarsáide leictreonaí (lena n-áirítear raidió agus tarchur craolacháin), rialáil na seirbhísí poist, rialáil na seirbhísí ardráta agus rialáil an ainm fearainn .ie.

Is Eintiteas Leas an Phobail (ELP) é an Coimisiún.

b) Ráiteas Comhlíontachta

Ullmhaíodh ráitis airgeadais an Choimisiúin don bhliain dar chríoch an 30 Meitheamh 2021 de réir na reachtaíochta infheidhme, agus an Caighdeán um Thuairisciú Airgeadais CTA 102 atá infheidhme sa RA agus i bPoblacht na hÉireann agus eisithe ag an gComhairle um Thuairisciú Airgeadais sa RA.

Bhí feidhm ag an gCód Cleachtas chun Comhlachtaí Stáit a Rialú (2016) maidir leis na tréimhse thuairiscithe airgeadais ag tosú ar an nó tar éis an 1 Meán Fómhair 2016 agus tá sé in úsáid sna Ráitis Airgeadais seo.

c) Bonn Ullmhúcháin

Ullmhaíodh na ráitis airgeadais faoi ghnás costais stairiúil, ach amháin i gcás sócmhainní agus dliteanas áirithe a mheastar ag luachanna cóir mar a mhínítear sna beartais chuntasaíochta thíos. Tá na ráitis airgeadais i ghnás atá formheasta ag an Aire Comhshaoil, Aeráide agus Cumarsáide le cead ón Aire Caiteachais Phoiblí agus Athchóirithe faoin Acht um Rialáil Cumarsáide 2002. Cuireadh na beartais chuntasaíochta seo a leanas i bhfeidhm go seasta i gcás nithe a mheastar mar ábhar maidir le ráitis airgeadais an Choimisiúin.

1.1 Aitheantas Ioncam

Faigheann an Coimisiún ioncam ó roinnt foinsí.

- Tobhaigh ar sholáthraithe áirithe chun costais rialaithe a mhaoiniú. Is iad seo a leanas na tobhaigh chuí:

(i) Tobhach Cumarsáide leictreonaí - Forchuirtear an Tobhach ar sholáthraithe seirbhísí cumarsáide leictreonaí. Ríomhtar an íocaíocht tobhaigh dlite ó sholáthraí seirbhíse aonair i gcomhair bliain ar leith bunaithe ar a láimhdeachas bliantúil le linn na bliana airgeadais a chríochnaíonn sa bhliain tobhaigh agus atá iníoctha i gceithre thráthchuid. Aithnítear ioncam ar bhonn infháiltas.

1. Beartais chuntasaíochta (ar lean)

1.1 Aitheantas loncaim (ar lean)

(ii) Tobhach Poist - Forchuirtear an Tobhach ar sholáthraithe seirbhíse poist ag soláthar seirbhísí poist laistigh de raon na seirbhíse poist uilechoitinne. Aithnítear ioncam ar bhonn infháltais.

(iii) Is earraí agus seirbhísí iad **Seirbhísí Ardráta (SAR)** gur féidir iad a cheannach agus do líne thalún, fón soghluaiste, an tIdirlíon, TV idirghníomhaíoch digiteach nó facs a úsáid. Íoctar an Tobhach SAR go cothrom ag soláthraithe seirbhísí SAR agus oibritheoirí líonra. Sonrasctar an tobhach mí amháin i riaráiste agus aithnítear ioncam ar bhonn infháltais.

- **Táillí Ceadúnaithe** - Is é an príomhréimse a bhaineann leis na táillí seo ná ceadúnú Cumarsáide Raidió.
- **Ioncam Speictrim** - Is ionann ioncam agus ioncam táillí a íocadh don Choimisiún as ucht an ceart an speictream raidió a úsáid. Tugtar an t-ioncam don chuntas sa tréimhse ina bhfuil sé dlite. I gcásanna nuair a cuireadh moill ar na ceadúnais ghaolmhara, déanann ComReg foráil don mhéid a d'fhéadfadh a bheith iníoctha bunaithe ar mheastachán fhad na moille. Ní aithnítear é mar ioncam agus áirítear é mar chreidiúnaí (Féach Nóta 11). Déantar méid na forála a athbhreithniú ag deireadh gach tréimhse chuntasaíochta.
- **Ioncam eile** - In ioncam eile áirítear ús bainc agus GCTN ar thaisc agus suimeanna iníoctha don Choimisiún de bhun comhlíonadh agus gníomhaíochtaí forfheidhmithe.

1.2 Leithghabháil Bharrachais Oibriúcháin

Tá an barrachas a ghineadh le linn na bliana glan ón leasú ciste pinsin iníoctha don Státchiste. Íoctar méideanna go dtí an Lárchiste faoi threoir an Aire Comhshaoil, Aeráide agus Cumarsáide (Féach Nóta 13).

1.3 Sócmhainní Seasta agus Dímheas

Léirítear áitreabh, gléasra agus trealamh ag costas lúide dímheas carnach, leasaithe i leith lagú. Léirítear an dímheas ar gach áitreabh, gléasra agus trealamh ag rátaí a mheastar chun an costas a dhíscríobh lúide an luach iarmharach measta gach sócmhainn de réir méid chothroim thar a saolré ionchais measta, mar a leanas:

Trealamh teicniúil	-15% sa bhliain
Trealamh ríomhaire agus bogearraí	-33 1/3% sa bhliain
Daingneáin & fearais	- 9% sa bhliain
Troscán Oifige & trealamh oifige	-15% sa bhliain
Mótarfheithiclí	-20% sa bhliain

Is ionann an luach iarmharach agus an luach measta a d'fhéadfadh a fháil ó dhiúscairt sócmhainne, i ndiaidh laghdú na gcostas measta diúscairthe, sa chás go bhfuil an tsócmhainn fós ag aois agus i gcoinníoll a d'fhéadfadh ag súil ag deireadh a saolré ionchais. Glacann an Coimisiún le híostairseach caipitlithe de €1,000.

Má tá fianaise oibiachtúil ann maidir le lagú luach sócmhainne, aithnítear cailteanas lagaithe i Ráiteas loncaim agus Caiteachais na bliana.

1.4 Infháltais

Aithnítear infháltais ag luach cóir, lúide soláthar in aghaidh fiach amhrasach. Is soláthar ar leith é an soláthar in aghaidh fiach amhrasach, agus bunaítear é nuair atá fianaise oibiachtúil ann nach mbeidh an Coimisiún in ann na méideanna go léir atá dlite dó a bhailiú. Aithnítear gach céim maidir le soláthar in aghaidh fiach amhrasach sa Ráiteas loncaim agus Caiteachais.

1. Beartais chuntasaíochta (ar lean)

1.5 Cúlchiste Caipitil

Is ionann an cúlchiste caipitil agus an méid ioncaim gan amúchadh a úsáidtear chun sócmhainní seasta a cheannach.

1.6 Airgeadraí Eachtracha

Aistrítear idirbhearta atá ainmnithe in airgeadraí eachtracha agus a bhaineann le hioncaim agus costais isteach go euro agus aistrítear iad ag rátaí malairte na dátaí ar ar tharla na hidirbhearta.

Aistrítear sócmhainní agus dliteanais airgeadaíochta atá ainmnithe in airgeadraí eachtracha isteach go euro agus aistrítear iad ag rátaí malairte dháta an Ráitis Staide Airgeadais.

1.7 Sochair Ghearrthéarma

Aithnítear sochair ghearrthéarma amhail saoire le pá mar speansas sa bhliain, agus áirítear sochair a forbraíodh ag deireadh bliana san fhigiúr iníochta sa Ráiteas Staide Airgeadais.

1.8 Sochair Scoir

(a) Príomhscéim

Tá Coimisinéirí agus fostaithe a earcaíodh go díreach ag obair sa Choimisiún. Tá scéim pinsin le sochar sainithe i bhfeidhm do na Coimisinéirí agus foireann an Choimisiúin. Baineann an scéim dóibh siúd a ceapadh roimh an 1 Eanáir 2013 nó dóibh siúd a ceapadh i ndiaidh an 1 Eanáir 2013 le réamhsheirbhís leanúnach cháilithíoch i gcomhlacht seirbhísí poiblí eile. Maoinítear an ciste le ranníocaíochtaí ó na Coimisinéirí, fostaithe agus an Coimisiún, agus aistrítear iad go ciste iontaobhais ar leith.

Ghlac an Coimisiún le FRS 102 agus bhí tionchar aige ar ríomh na Sochar Scoir. Ríomhtar na sócmhainní scéime pinsin ag luach cóir. Ríomhtar dliteanais scéime pinsin ar bhonn achtúireachta lena n-úsáidtear an modh aonaid formheasta. Cuirtear aon bharrachas dliteanas scéime thar shócmhainní scéime sa Ráiteas Staide Airgeadais mar dhliteanas.

Tá an táille phinsin sa Ráiteas Ioncaim agus Caiteachais comhdhéanta den chostas seirbhíse reatha móide an difríocht idir an t-aisíoc ionchais ar na sócmhainní scéime sochair shainithe agus costas úis na ndliteanas scéime.

(b) An Scéim Pinsean Seirbhíse Poiblí Aonair

Oibrítear an Scéim Pinsean Seirbhíse Poiblí Aonair (“Scéim Aonair”) sa Choimisiún chomh maith, atá mar scéim sochair shainithe d’fhostaithe inphinsin sa tseirbhís phoiblí a ceapadh ar an nó tar éis an 1 Eanáir 2013. Íoctar ranníocaíochtaí bhaill na Scéime Aonair go dtí an Roinn Caiteachais Phoiblí agus Athchóirithe (RCPA). Anuas air sin, tá an Coimisiún faoi dhliteanas ranníocaíocht fostóra a íoc go dtí an RCPA de réir Chiorclán 28/2016 an RCPA.

Chomh fada is a thagann dliteanas ábhartha chun cinn, bíonn an dliteanas maidir le baill na Scéime Aonair ag teacht le sócmhainn chistiúcháin iarchurtha ar bhonn fhorálacha Ailt 44 den Acht um Pinsin na Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile) 2012.

Clúdaítear an ranníocaíocht fostóra sa táille phinsin atá sa Ráiteas Ioncaim agus Caiteachais. Tá an costas seirbhíse reatha móide ús ar an dliteanas SPSPA fritháirithe ag méid comhionann de chistiúchán iarchurtha. Ríomhtar an dliteanas SPSPA ar an mbonn céanna den príomhscéim mar atá leagtha amach thuas.

Aithnítear gnóthachain agus cailteanais achtúireacha a thagann ó athruithe sna meastacháin achtúireacha agus ó bharrachais agus easnaimh ó thaithí sa Ráiteas ar Ioncam Cuimsitheach don bhliain inar tharla siad.

1. Beartais chuntasaíochta (ar lean)

1.8 Sochair Scoir (ar lean)

Léiríonn na ráitis airgeadais na sócmhainní agus dliteanais, ag luach cóir, a thagann ó oibleagáidí pinsin le sochar sainithe an Choimisiúin agus aon chistiúchán gaolmhar, agus aithnítear an costas a bhaineann leis na sochair phinsin a sholáthar sa tréimhse chuntasaíochta inar thuilleadh iad ag fostaithe. Ríomhtar dliteanas scéime sochair scoir ar bhonn achtúireach le modh na n-aonad réamh-mheasta creidmheasa.

1.9 Cánachas

Níl an Coimisiún faoi dhliteanas Cánach Corparáide. Ní ghabhann CBL leis an ioncam a thuilleann an Coimisiún. Déantar foráil don cháin ar ús ar thaisce a fuarthas.

1.10 Leithdháileadh na gCostas

Faoi Alt 32 den Acht um Rialáil Cumarsáide, 2002, ceanglaítear don Choimisiún idirdhealú a dhéanamh idir a fheidhmeanna maidir le cumarsáid leictreonach, a fheidhmeanna maidir le hábhair phoist agus a fheidhmeanna maidir le seirbhísí ardráta. Aithnítear leo féin na hioncaim agus na speansais a bhaineann go díreach le gach feidhm sna cuntais. Leithdháiltear forchostais chomhroinnte do gach feidhm bunaithe ar líon na mball foirne atá ag obair i ngach aon fheidhm.

1.11 Tuairimí agus Meastacháin Chuntasaíochta Chriticiúla

Agus na ráitis airgeadais á n-ullmhú ag ardbhainistíocht, ní mór dóibh tuairimí, meastacháin agus buntuiscintí a dhéanamh a mbíonn tionchar acu ar na méideanna a tuairiscíodh do shócmhainní agus dliteanais de réir dháta an Ráitis Staide Airgeadais agus na méideanna ioncaim agus speansais a tuairiscíodh le linn na bliana. Ciallaíonn nádúr an mheastacháin go mbeadh torthaí éagsúla ó na cinn a measadh, áfach, agus d'fhéadfadh iad a bheith ábhartha. Bhí an tionchar is suntasaí ag na tuairiscí seo a leanas ar na méideanna a aithníodh sna ráitis airgeadais.

a) Luachanna Dímheasa agus Iarmharacha

Rinneadh athbhreithniú ag an gCoimisiún ar shaolréanna sócmhainní agus luachanna iarmharacha gaolmhara na gcineálacha sócmhainne seasta go léir, agus go háirithe, saolré ionchais eacnamaíoch agus luachanna iarmharacha na ndaingneán agus na bhfeisteas, agus socraíodh go bhfuil na saolréanna sócmhainní agus luachanna iarmharacha oiriúnach.

b) Oibleagáid Shochair Scoir

Déantar na buntuiscintí atá mar bhunús leis na luachálacha achtúireacha lena n-aimsítear na méideanna atá sna ráitis airgeadais (lena n-áirítear ráta lascaine, rátaí méadaithe sna leibhéil chúitimh amach anseo agus rátaí mortlaíochta) a nuashonrú go bliantúil bunaithe ar choinníollacha reatha eacnamaíocha, agus aon athrú ábhartha le téarmaí agus coinníollacha na bpleananna sochair scoir agus iar-scoir.

D'fhéadfadh tionchar a bheith ar na buntuiscintí ag:

- (i) an ráta lascaine, athruithe sa ráta fáltais ar bhannaí corparáide ardcháilíochta
- (ii) leibhéil chúitimh amach anseo, coinníollacha sa mhargadh fostaíochta amach anseo.

2. Ioncam Neamhthobhaigh

	An bhliain go dtí an 30 Meitheamh 2021	An bhliain go dtí an 30 Meitheamh 2020
	Iomlán €'000	Iomlán €'000
Táillí Ceadúnaithe Cumarsáid Leictreonach		
2G & 3G Táillí Ceadúnaithe Raidió	7,936	7,936
Táillí Ceadúnaithe Úsáid Léirscaoilte	22,633	22,729
Táillí Ceadúnaithe Raidió Eile	13,503	14,169
	44,072	44,834
Ioncam Speictrim Cumarsáid Leictreonach		
Ioncam Speictrim 3G	7,600	7,600
Ioncam Speictrim 400MHz	-	320
	7,600	7,920

Gnóthaíodh le hIoncam Speictrim 3G €7.6m (2020: €7.6M) in 2021 i leith na gceadúnas 3G a eisíodh in 2007.

Stiúradh Duais Bandaspeictrim 400 Mhz le linn 2019 agus fógraíodh an toradh i Samhain 2019. Fuarthas táille láithreach de €0.32m agus aithníodh é mar Ioncam in 2020.

	An bhliain go dtí an 30 Meitheamh 2021	An bhliain go dtí an 30 Meitheamh 2020
	Iomlán €'000	Iomlán €'000
Ioncam Eile		
Ioncam Ilghnéitheach	1,163	2,052

Áirítear san Ioncam Ilghnéitheach Neamhthobhach 2021:

I Nollaig 2018 tháinig ComReg ar réiteach le Eircom Teoranta (“Eircom”) maidir le dlíthíocht chomhlíonta áirithe a tugadh os comhair na hArd-Chúirte. Socraíodh go n-íocfaidh Eircom ar an iomlán €3 milliún le ComReg i leith na dlíthíochta comhlíonta agus cásanna comhlíonta oscailte áirithe. As an iomlán de €3m, íocadh €2m sa bhliain go dtí an 30 Meitheamh 2020 agus rinneadh an íocaíocht deiridh de €1 in Iúil 2020.

Áirítear san Ioncam Ilghnéitheach suimeanna éagsúla chomh maith atá iníoctha don Choimisiún ar dá bun comhlíonadh agus gníomhaíochtaí forfheidhmithe a rinneadh sa tréimhse. Sa chás gur cuireadh na gníomhaíochtaí sin i gcrích trí mheán socraithe dhlíthiúil, d’fhéadfadh iad a bheith faoi réir clásail rúndachta. Áirítear anseo ús bainc a thuilleadh chomh maith.

3. Costais Foirne

	Cumarsáid Leictreonach		Post	PRS	An bhliain go dtí an 30 Meitheamh 2021	An bhliain go dtí an 30 Meitheamh 2020
	Tobhach €'000	Eile €'000	Tobhach €'000	Tobhach €'000	Iomlán €'000	Iomlán €'000
Sochair fostaithe ghearrthearma Ranníocaíochtaí fostóra go leas sóisialta	8,324 801	4,309 414	602 58	275 26	13,510 1,299	12,007 1,154
	9,125	4,723	660	301	14,809	13,161
Bhí an meánlíon foirne fostaithe ag an gCoimisiún le linn na bliana, de réir catagóire, mar seo a leanas:	83	49	5	5	142	136
Sochair Fostaithe ghearrthearma						
Bunphá					12,442	10,925
Pá i gcoibhneas le feidhmíocht#					1,051	1,065
Liúntais					17	17
					13,510	12,007

#Tá scéim chúitimh i gcoibhneas le feidhmíocht i bhfeidhm sa Choimisiún (a cuireadh ar bun ar an gcéad dul síos ag Oifig an Stiúrthóra Rialála Teileachumarsáide). Tá an scéim bunaithe ar fheidhmíocht aonair agus formheasann an Coimisiún gach íocaíocht a dhéantar faoin scéim. As costas iomlán na sochar Gearrthearma Fostaithe, is ionann €1,051,000 (nó 8%) den iomlán agus íocaíochtaí do bhaill foirne de réir fhorálacha na scéime cúitimh i gcoibhneas le feidhmíocht agus téarma a gconraí fostaíochta (2020: €1,065,000 (9%)).

Príomhphearsanra Bainistíochta

Tá Príomhphearsanra Bainistíochta ComReg comhdhéanta de chomhaltaí an Choimisiúin. Léirítear thíos sonraí chúiteamh chomhaltaí an Choimisiúin (gan luach na sochar scoir a thuilleadh sa tréimhse san áireamh). Is baill iad den Scéim Pinsean Seirbhíse Poiblí Aonair nó den scéim pinsean seirbhíse poiblí eiseamláireach agus ní théann a dteidil thar théarmaí na scéime pinsean seirbhíse poiblí eiseamláireach.

	Iomlán Luach Saothair €'000
Garrett Blaney – Cathaoirleach	183
Jeremy Godfrey – Coimisinéir	166
Robert Mourik – Coimisinéir	166

4. Comhairle Theicniúil

	An 30 Meitheamh 2021	An 30 Meitheamh 2020
	€'000	€'000
Comhairle Ghairmiúil/Theicniúil agus Comhairle/Seirbhísí Eile Oiliúint Foirne agus Forbairt Ghairmiúil	9,264 419	10,196 601
	9,683	10,797

5. Costais Dlí

	An 30 Meitheamh 2021	An 30 Meitheamh 2020
	€'000	€'000
Luaitear na costais dlí glan ó chostais a gnóthaíodh ó thríú páirtithe	3,195	2,221

6. Costais Riaracháin

	An 30 Meitheamh 2021	An 30 Meitheamh 2020
	€'000	€'000
Trealamh agus Cothabháil TF	1,687	1,289
Síntiúis do Bhunachair sonraí/Tuarascálacha Taighde	425	416
Taistil agus Maireachtáil	-	206
Comhdhálacha/Cruinnithe	44	137
Poist agus Teileachumarsáid	119	146
Páipéarachas	15	27
Foilsíú agus Cur Chun Cinn	102	212
Earcaíocht	43	60
Solas, Teas agus Glantachán	10	134
Árachas	52	44
Costais Riaracháin Eile	188	244
	2,685	2,915

7. Áitreabh, Gléasra Agus Trealamh

	Teicniúil Trealamh	Trealamh Trealamh Bogearra	Daingneáin, Feistis & Oifig Trealamh	Mótar- fheithicilí	Iomlán	
	€'000	€'000	€'000	€'000	€'000	
Costas						
Ar an 30 Meitheamh 2020	3,051	10,836	4,521	312	18,720	
Breiseáin	88	1,855	-	48	1,991	
Diúscairtí	(55)	-	-	(42)	(97)	
Ar an 30 Meitheamh 2021	3,084	12,691	4,521	318	20,614	
Dímheas Carntha						
Ar an 30 Meitheamh 2020	2,323	8,545	1,475	158	12,501	
Diúscairtí	(31)	-	-	(30)	(61)	
Muirear don tréimhse	274	1,522	443	46	2,285	
Ar an 30 Meitheamh 2021	2,566	10,067	1,918	174	14,725	
Glanluach de réir na Leabhar						
An 30 Meitheamh 2021	518	2,624	2,603	144	5,889	
An 30 Meitheamh 2020	728	2,291	3,046	154	6,219	

Áirítear sna Breiseanna Trealaimh Ríomhaireachta in 2021 €1.267m de Chostais Forbartha FT (2020: €1.104m).

8. Infháltais

	An 30 Meitheamh 2021	An 30 Meitheamh 2020	
	€'000	€'000	
<i>Dlite in aon bhliain amháin:</i>			
Tobhach riaracháin Cumarsáide Leictreonaí	267	1,203	
Ioncam ó Cheadúnas Raidió	2,476	2,713	
Ioncam Carnach	746	34	
Réamhíocaíochtaí & Speansais in-aisghabhála	635	1,177	
	4,124	5,127	

9. Infheistíochtaí Gearrthearma

	An 30 Meitheamh 2021	An 30 Meitheamh 2020	
	€'000	€'000	
Infheistíochtaí Gearrthearma	40,000	73,500	

Bíonn Nótaí Stáitchiste a ceannaíodh ón nGníomhaireacht Bainistíochta an Chisteáin Náisiúnta Teoranta sna hInfheistíochtaí Gearrthearma. Cuireann an Coimisiún airgead ar láimh sa bhreis in infheistíochtaí gearrthearma. Is ionann an t-airgead ar láimh seo don mhórchuid agus barrachais ginte ag an gCoimisiún atá iníoctha don Stáitchiste (mar atá nochtta i Nóta 11) agus airgead ar iontaobhas maidir le tiomantais déanta ag tríú páirtithe leis an gCoimisiún agus aisíocaíochtaí féideartha i leith tús iarchurtha ceadúnas áirithe (mar atá nochtta chomh maith i Nóta 11).

10. Imréiteach an Ghlanmhéadaithe in Airgead Tirim agus Coibhéisí Airgid go Gluaiseacht i nGlanchistí

	An 30 Meitheamh 2021	An 30 Meitheamh 2020	
	€'000	€'000	
Méadú / (Laghdú) in Airgead Tirim agus Coibhéisí Airgid sa tréimhse sin	4,770	(747)	
(Laghdú) in Infheistíochtaí Gearrthearma	(33,500)	25,000	
Leasú in Airgead Tirim agus Coibhéisí Airgid	(28,730)	24,253	
Airgead Tirim agus Coibhéisí Airgid Tosaigh	82,347	58,094	
Airgead Tirim agus Coibhéisí Airgid Deiridh	53,617	82,347	

11. Suimeanna Iníoctha

	An 30 Meitheamh 2021	An 30 Meitheamh 2020	
	€'000	€'000	
Suimeanna Iníoctha			
<i>Suimeanna dlite in aon bhliain amháin</i>			
Creidiúnaithe Trádála	1,902	1,693	
Creidiúnaithe Eile	6,123	6,319	
Cáin bhreisluacha	95	134	
Fabhruithe	1,215	1,259	
Ioncam iarchurtha (féach an anailís thíos)	24,796	24,670	
Párolla	1,378	745	
Iníoctha don Lárchiste (féach Nóta 13)	22,232	52,654	
	57,741	87,474	

Áirítear sna Creidiúnaithe Eile aisíocaíochtaí féideartha de €6.1m (2020: €6.3m) i leith tús iarchurtha na gceadúnas Banda Úsáide Léirscaoilte 3.6GHz. Áirítear na méideanna comhfhreagracha in iarmhéid ó dheireadh na bliana Infheistíochtaí Gearrthéarma an Choimisiúin.

Anailís ar Ioncam Iarchurtha			
Ioncam ó Cheadúnas Raidió	24,655	24,257	
Eile	141	413	
	24,796	24,670	

Sa chás go ndéantar ceadúnais a athnuachan ar feadh tréimhse a théann thar dheireadh na bliana airgeadais, déantar cuid den ioncam sin a iarchur chun íoc as caiteachas na bliana dar gcionn.

12. Cúlchistí Caipitil

	An 30 Meitheamh 2021	An 30 Meitheamh 2020	
	€'000	€'000	
Iarmhéid Tosaigh	6,219	7,185	
<i>Aistriú (go) / ón gCuntas Ioncaim agus Caiteachais:</i>			
Sócmhainní dochta breise	1,991	1,561	
Amúchadh de réir dímheas sócmhainní dochta	(2,321)	(2,527)	
Méid arna scaoileadh ar dhiúscairt Sócmhainní Seasta	-	-	
Glanmhéid ón gCuntas Ioncaim agus Caiteachais	(330)	(966)	
Iarmhéid deiridh	5,889	6,219	

13. Leithghabháil Barrachais

Leagtar síos in Alt 30 den Acht um Rialáil Cumarsáide 2002 go bhféadfadh an tAire, le cead an Aire Caiteachais Phoiblí agus Athchóirithe, ordú a thabhairt don Choimisiún méideanna a íoc don Státchiste. Socraíonn an tAire ar an méid atá le híoc i ndiaidh comhairle leis an gCoimisiún. Tá an Coimisiún ag fanacht ar threoir ón Roinn maidir leis an gcinneadh deiridh faoin mhéid iníoctha don Lárchiste don bhliain dar chríoch an 30 Meitheamh 2021.

Déantar an méid dlite don Státchiste a mheas trí thagairt don bharrachas arna dtaifeadadh ag an gCoimisiún sa tréimhse, leasaithe i gcomhair roinnt nithe mar atá leagtha amach thíos.

	Méid Comhlán Dlite	Pinsean Leasú(b)	Glanmhéid Dlite
	€'000	€'000	€'000
Iarmhéid dlite don Státchiste ar an 30 Meitheamh 2020	54,454	(1,800)	52,654
Barrachas do 2021	23,845		23,845
Íoctha in 2021	(54,134)		(54,134)
Leasú cúlchiste pinsin (a)	(133)		(133)
Aisghlámadh íocaíochta ciste pinsin (b)	(320)	320	-
Iarmhéid ar an 30 Meitheamh 2021	23,712	(1,480)	22,232

Léirítear thíos na figiúirí comparáideacha maidir leis an méid dlite don Státchiste ar an 30 Meitheamh 2020.

13. Leithghabháil Barrachais (ar lean)

	Méid Comhlán Dlite	Pinsean Leasú(b)	Glanmhéid Dlite
	€'000	€'000	€'000
Iarmhéid dlite don Státchiste ar an 30 Meitheamh 2019	27,106	(2,120)	24,986
Barrachas do 2020	27,621		27,621
Íochta in 2020	-		-
Leasú cúlchiste pinsin (a)	47		47
Aisghlámadh íocaíochta ciste pinsin (b)	(320)	320	
Iarmhéid ar an 30 Meitheamh 2020	54,454	(1,800)	52,654

- (a) Léiríonn an leasú don chiste pinsin an difríocht idir an méid pinsin a gearradh ar an gCuntas Ioncaim agus Caiteachais in 2021 de €2,779,000 (2020: €2,919,000) agus na ranníocaíochtaí fostóra le linn na tréimhse de €2,912,000 (2020: €2,872,000).
- (b) Rinne an Coimisiún ranníocaíocht iomlán de €5m dá chiste pinsin (€2.5m in 2008 agus €2.5m in 2009, iomlán de €5m). Léirítear an méid atá dlite don Státchiste glan ón ranníocaíocht sin atá á aisghabháil ag €320,000 sa bhliain de réir mar a dhéantar íocaíochtaí don Státchiste. In 2021 rinneadh íocaíochtaí aon bhliana agus bhí aisghlámadh de €320,000 (2020: €320,000) dá réir.

14. Áitribh Agus Lóistín

Bogadh an Coimisiún go háitribh nua ar léas lonnaithe ag Uimhir a hAon Lárcheantar na nDugaí, Sráid na nGildeanna, Baile Átha Cliath 1 ar an 6 Meitheamh 2017. Tá na háitribh ar cíós ag costas de €1.6m (gan CBL san áireamh) per annum.

Tá iomlán na n-íosíocaíochtaí oibriúcháin ar léas amach anseo (gan CBL san áireamh) faoi léasanna oibriúcháin neamh-inchealaithe i leith na n-áitreabh atá in úsáid ag an gCoimisiún mar seo a leanas:

	An 30 Meitheamh 2021	An 30 Meitheamh 2020
	€'000	€'000
Iníochta:		
In aon bhliain amháin	1,679	1,662
Idir bliain amháin agus cúig bliana	6,500	6,648
Breis is cúig bliana	150	3,561
	8,329	11,871

15. Ballraíocht In Eagraíochtaí Teileachumarsáide Idirnáisiúnta

Déanann an Roinn Comhshaoil, Aeráide agus Cumarsáide (RCAC) íocaíocht as íocaíochtaí áirithe go hEagraíochtaí Idirnáisiúnta Teileachumarsáide leis na fáltais ón Tobhach Riaracháin Cumarsáide Leictreonaí. Áirítear sa mhuirear ar an gCuntas Ioncaim agus Caiteachais €722,000 (2020: €699,000) chun na críche sin. Déantar muirir mar sin a sonrascadh don RCAC agus aisíocfar iad ina dhiaidh sin ag ComReg.

16. Coimisinéirí, Baill Foirne Agus Comhairleoirí/Sainchomhairleoirí – Nochtadh Leasanna

Chloígh na Coimisinéirí agus an fhoireann le ceanglais Ailt 25 (Nochtadh Leasanna) den Acht um Rialáil Cumarsáide, 2002. Ní raibh aon idirbheart le linn na bliana maidir le gníomhaíochtaí an Choimisiúin ina raibh leas ag na Coimisinéirí ná ag comhairleoir nó ag sainchomhairleoir ar bith.

17. Sochair Scoir

a) Cur síos na Scéime

Is údarás rialála náisiúnta é an Coimisiún bunaithe faoin Acht um Rialáil Cumarsáide, 2002. Déantar foráil le hAilt 26 agus 27 den Acht go ndéanfaidh an Coimisiún scéimeanna chun sochair aoisliúntais a cheadú do agus i leith Coimisinéirí agus baill foirne, faoi réir fhorghníomhaíochtaí an Aire.

Tá scéim cistiúcháin shochair shainithe á hoibriú d'fhostaithe an Choimisiúin. Sainmhínítear sochair na scéime trí thagairt do rialacháin na scéime seirbhíse poiblí 'eiseamláireach' reatha. Socraítear rátaí ranníocaíochtaí fostóra bunaithe ar chomhairle achtúireach agus athbhreithniú tréimhsiúil ar an ráta cistiúcháin atá de dhíth don scéim. Leis an scéim tá sochar scoir (aon ochtóid in aghaidh na bliana seirbhíse), aisce nó cnapshuim (trí ochtóid in aghaidh na bliana seirbhíse) agus sochair scoir don chéile agus do na páistí. Is í an ghnáthaois scoir ná 65ú breithlá an chomhalta. De ghnáth tagann méadú ar shochair scoir san íocaíocht (agus san iarchur) de réir boilsciú tuarastail ginearálta san earnáil poiblí.

Tá an Scéim Pinsean Seirbhíse Poiblí Aonair ("Scéim Aonair") i bhfeidhm sa Choimisiún chomh maith do bhaill foirne a tháinig isteach sa Scéim Aonair ar an nó tar éis an 1 Eanáir 2013. Íoctar ranníocaíochtaí bhaill na Scéime Aonair go dtí an Roinn Caiteachais Phoiblí agus Athchóirithe (RCPA). Anuas air sin, tá an Coimisiún faoi dhliteanas ranníocaíocht fostóra a íoc go dtí an RCPA de réir Chiorclán 28/2020 an RCPA. Tugadh cuntas ag an gCoimisiún i gcostais agus dliteanais faoin scéim pinsean seirbhíse poiblí aonair (ón 1 Iúil 2017) ar bhonn a tabhaíodh iad.

Chun críocha tuairiscithe de réir an Chaighdeáin um Thuairisciú Airgeadais 102 (FRS 102), cuireadh i gcrích nuashonrú den athbhreithniú achtúireach (i leith na scéime cistiúcháin shochair shainithe) ar an 30 Meitheamh 2021.

17. Sochair Scoir (ar lean)

	An 30 Meitheamh 2021	An 30 Meitheamh 2020
	€'000	€'000
b) Costais Shochair Scoir Comhdhéanta de:		
<i>Scéim Sochair Shainithe</i>		
Costas seirbhíse reatha	2,302	2,469
Costas úis	1,207	1,140
Toradh ionchais ar Shócmhainní Scéime	(1,067)	(904)
Lúide Ranníocaíochtaí Fostaithe	(393)	(389)
	2,049	2,316
<i>An Scéim Pinsean Seirbhíse Poiblí Aonair (SPSPA)</i>		
Ranníocaíocht Fostóra	730	603
Ranníocaíocht Fostóra	1,157	920
Costas Seirbhíse Reatha*	60	41
Costas Úis	(1,217)	(961)
Leasú don chistiú Pinsin Státchiste iarchurtha	730	603
Iomlán Costas Sochair Scoir	2,779	2,919
*Áiríodh ranníocaíochtaí fostaithe de €242,000 (2020: €201,000) a tugadh ar ais don RCPA, i ríomh an chostais seirbhíse reatha.		
c) Glan ó Dhliteanas Sochair Scoir (Scéim Sochair Shainithe)		
(i) Comhdhéanta de:		
Luach cóir na Sócmhainní Scéime	69,724	58,194
Luach Reatha na nOibleagáidí Sochair Scoir	(78,060)	(67,235)
Glan (Dliteanas)	(8,336)	(9,041)

Nóta: Tá Dliteanas an Chláir Comhardaithe i leith Shochair Scoir na Scéime Aonair in 2021 comhdhéanta de Shócmhainn Chistiúcháin Iarchurtha de €5.304m (2020: €3.317m) chun teacht le Dliteanas na Scéime Aonair de €5.304m (2020: €3.317m) lena dtugtar Glandliteanas nialasach.

17. Sochair Scoir (ar lean)

	An 30 Meitheamh 2021	An 30 Meitheamh 2020	
	€'000	€'000	
(ii) Luach Reatha na nOibleagáidí Sochair Scoir ag tús na bliana (Scéim Sochair Shainithe)	67,235	71,386	
Costas Seirbhíse Reatha	2,302	2,469	
Costas Úis	1,207	1,140	
(Gnóthachan) / Cailteanas Achtúireach	7,712	(7,411)	
Sochair Íoctha	(329)	(288)	
Bisigh Íoctha	(67)	(61)	
Luach Reatha na nOibleagáidí Sochair Scoir ag deireadh na bliana (Scéim Sochair Shainithe)	78,060	67,235	
(iii) Athrú sna Sócmhainní Scéime (Scéim Sochair Shainithe) Luach Cóir na Sócmhainní Scéime ag tús na bliana	58,194	55,359	
Toradh ionchais ar Shócmhainní Scéime	1,067	904	
Gnóthachan / (Cailteanas) Achtúireach	8,284	(378)	
Ranníocaíochtaí Fostóra	2,182	2,269	
Ranníocaíochtaí Comhaltaí	393	389	
Sochair Íoctha	(329)	(288)	
Bisigh Íoctha	(67)	(61)	
Luach Cóir na Sócmhainní Scéime ag deireadh na bliana	69,724	58,194	
Cuirtear an cleachtas reatha agus sochair scoir a mhéadú i gcomhréir le boilsciú tuarastail na hearnála poiblí san áireamh agus an oibleagáid sochair scoir shainithe á ríomh.			
(iv) Dlíteanas Sochair Scoir (SPSPA) Luach Reatha ar an 1 Iúil 2020	3,317	2,540	
Costas Seirbhíse Reatha	1,157	920	
Costas Úis	60	41	
(Gnóthachan) / Cailteanas Achtúireach	770	(184)	
Sochair Íoctha	-	-	
Luach Reatha ar an 30 Meitheamh 2021	5,304	3,317	

17. Sochair Scoir (ar lean)

	An 30 Meitheamh 2021	An 30 Meitheamh 2020	
	€'000	€'000	
(d) Comhdhéanamh Sócmhainne Scéime (Scéim Sochair Shainithe) <i>Ag deireadh na bliana ba ionann na sócmhainní scéime agus:</i>			
Gnáthscaireanna	31,310	23,338	
Bannaí	26,466	23,581	
Áitreabh	615	629	
Airgead Tirim agus Sócmhainní leachtacha eile	11,333	10,646	
	69,724	58,194	
<i>Ag deireadh na bliana ba ionann na sócmhainní scéime i dtéarma % agus:</i>			
	%	%	
Gnáthscaireanna	44.9%	40.1%	
Bannaí	38.0%	40.5%	
Áitreabh	0.9%	1.1%	
Airgead Tirim agus Sócmhainní eile*	16.2%	18.3%	
	100.0%	100.0%	
*Comhdhéanta de straitéisí malartacha agus cistí feabhsaithe toraidh.			
Úsáideadh réamh-mheastacháin meánré ualaithe chun oibleagáidí sochair a mheas (Scéim Sochair Shainithe)	%	%	
Ráta Lascaine	1.75%	1.80%	
Ráta méadaithe cúitimh	3.20%	2.80%	
Úsáideadh réamh-mheastacháin meánré ualaithe chun costas sochair a mheas (Scéim Sochair Shainithe)	%	%	
Ráta Lascaine	1.80%	1.60%	
Toradh fadtéarma ionchais ar shócmhainní scéime	1.75%	1.80%	

17. Sochair Scoir (ar lean)

	An 30 Meitheamh 2021	An 30 Meitheamh 2020
	%	%
(e) Príomh-Réamh-Mheastacháin Achtúireacha, Airgeadais & Dhéimeagrafacha (Scéim Sochair Shainithe)		
<i>Bhí na réamh-mheastacháin a úsáideadh mar seo a leanas:</i>		
Ráta Lascaine	1.75%	1.80%
Arduithe ar thuarastail	3.20%	2.80%
Arduithe ar phinsin	2.70%	2.30%
Méaduithe Boilscithe	1.70%	1.30%

Bhí na réamh-mheastacháin Dhéimeagrafacha a úsáideadh mar seo a leanas:

	2021	2020
Mortlaíocht Roimh-Scoir & Iar-Scoir	S3PMA le feabhsuithe CMI 2019 (1.5%) do gach comhalta.	S2PMA le feabhsuithe CMI 2016 (1.5%) do gach comhalta.
Scor	Glactar leis go n-imíonn na comhaltaí go léir a thosaigh roimh an 1 Aibreán 2004 ar scor ag aois 60 agus go n-imíonn gach comhalta eile ar scor ag 65.	Glactar leis go n-imíonn na comhaltaí go léir a thosaigh roimh an 1 Aibreán 2004 ar scor ag aois 60 agus go n-imíonn gach comhalta eile ar scor ag 65.
Scor Drochshláinte	Gan liúntas.	Gan liúntas.
Luathscor	Gan liúntas.	Gan liúntas.
Cúluithe	Gan liúntas.	Gan liúntas.
Céatadán atá pósta	Glactar leis go bhfuil 90% de chomhaltaí pósta.	Glactar leis go bhfuil 90% de chomhaltaí pósta.
Éagsúlacht Aoise idir céilí	Glactar leis go mbíonn fear 3 bliana níos sine ná a chéile.	Glactar leis go mbíonn fear 3 bliana níos sine ná a chéile.

* Tá na réamh-mheastacháin mhortlaíochta a roghnaíodh bunaithe ar tháblaí caighdeánacha a léiríonn gnáthmhortlaíocht pinsinéara agus tá teagmhas iontu do mhéadú ar ionchas saoil thar am.

17. Sochair Scoir (ar lean)

Déantar na buntuisintí atá mar bhunús leis na luachálacha achtúireacha lena n-aimsítear na méideanna atá sna ráitis airgeadais (lena n-áirítear ráta lascaine, rátaí méadaithe sna leibhéil chúitimh amach anseo agus rátaí mortlaíochta) a nuashonrú go bliantúil bunaithe ar choinníollacha reatha eacnamaíocha, agus aon athrú ábhartha le téarmaí agus coinníollacha na bpleananna sochair scoir agus iar-scoir.

D'fhéadfadh tionchar a bheith ar na buntuisintí ag:

- (a) an ráta lascaine, athruithe sa ráta fáltais ar bhannaí corparáide ar ardcháilíocht.
- (b) leibhéil chúitimh amach anseo, dálaí mhargadh an tsaothair amach anseo.

	An 30 Meitheamh 2021 €'000	An 30 Meitheamh 2020 €'000	An 30 Meitheamh 2019 €'000	An 30 Meitheamh 2018 €'000	An 30 Meitheamh 2017 €'000
(f) Stair na n-oibleagáidí sochair shainithe, sócmhainní agus gnóthachain agus cailteanais ó thaithí					
Oibleagáidí sochair shainithe	78,060	67,235	71,386	59,000	57,448
Luach cóir na Sócmhainní Scéime	<u>(69,724)</u>	<u>(58,194)</u>	<u>(55,359)</u>	<u>(51,695)</u>	<u>(47,350)</u>
Easnamh don Scéim cistithe	8,336	9,041	16,027	7,305	10,098
Leasú ó Thaithí ar Shócmhainní Scéime	8,284	(378)	747	2,311	1,661
- céatadán na sócmhainní scéime	11.9%	0.6%	1.3%	4.5%	3.5%
(Cailteanais) / gnóthachain ó thaithí ar Dhliteanais Scéime ComReg					
- méid	(14)	(17)	904	533	823
- céatadán na nDliteanas Scéime	0%	0%	1.3%	0.9%	1.4%
Gnóthachain / (cailteanais) ó thaithí ar Dhliteanais Scéime Pinsean Seirbhíse Poiblí Aonair					
- méid	(72)	299	(28)	10	
- céatadán na nDliteanas Scéime	1.4%	9.0%	1.1%	0.6%	

(g) Seirbhís Inphinsin Roimh Ré

Baineann dliteanais na scéime pinsin le sochair scoir ag teacht chun cinn ó sheirbhís leis an gCoimisiún agus seirbhís le comhlachtaí poiblí eile roimh theacht chuig an gCoimisiún sa chás go bhfuil an Coimisiún ar an eolas faoin tseirbhís sin. Tá an Coimisiún i dteideal iarracht a dhéanamh costas cistiúcháin na seirbhíse roimhe a aisghabháil ó na comhlachtaí poiblí eile faoi théarmaí a bhallaíocht sa Líonra Aistrithe don tSeirbhís Phoiblí

I gcomhair seirbhís aistrithe ag comhaltaí roimh an 30 Meitheamh 2021, ba é luach iomlán íocaíochtaí mar sin don bhliain go dtí an 30 Meitheamh 2021 ná Nialasach (2020: Nialasach).

Léirítear íocaíochtaí maidir le haistriúcháin sa tseirbhís (nuair a bhfuarthas) mar mhír eile sa Ráiteas ar Ioncam Cuimsitheach.

17. Sochair Scoir (ar lean)

(h) Cistiúchán na sochar scoir

Rinneadh luacháil achtúireach thríbhliantúil na scéime ar an 1 Eanáir 2020 agus socraíodh ar an ráta ranníocaíochta molta ina dhiaidh sin. Déanfar an chéad luacháil achtúireach thríbhliantúil eile ar an 1 Eanáir 2022.

(i) Sócmhainn Chistiúcháin Iarchurtha do Phinsin (Scéim Pinsean Seirbhíse Poiblí Aonair)

I gcomhréir leis an Acht um Pinsin na Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile) 2012, agus an Coimisiún mar an “tÚdarás Ábhartha” ríomhadh an sochar scoir infheidhme leis an Scéim Pinsean Seirbhíse Poiblí Aonair ar an 30 Meitheamh 2021. Baineann an tsócmhainn chistiúcháin iarchurtha do phinsin le cruthú sócmhainne cothrom le dliteanas sochair shainithe na scéime seo. Bíonn an dliteanas i leith bhaill na Scéime Aonair ag teacht le sócmhainn chistiúcháin iarchurtha ar bhonn fhorálacha Alt 44 an Achta um Pinsin na Seirbhíse Poiblí (Scéim Aonair agus Forálacha Eile) 2012.

18. Dlíteanais Theagmhasacha

Tá na costais dlí a thabhaíodh go dáta foráilte go hiomlán sna ráitis airgeadais seo. Tá baint ag an gCoimisiún i roinnt cásanna dlí, áfach, agus tá toradh na gcásanna sin neamhchinnte. Níor cuireadh na costais féideartha amach ar fáil toisc an mhíchainteacht a bhaineann leis an toradh agus na costais féideartha a d’fhéadfadh a thabhu.

19. Idirbhearta Páirtithe Gaolmhara

Mar chuid den ghnáthchúrsa gnó, bhí idirbhearta ag an gCoimisiún le ranna eile rialtais agus le comhlachtaí stáit eile. Foilsítear Luach Saothair Príomh-Bhainistíochta i Nóta 3.

20. Rannaíocaíocht Aoisliúntais Sa Bhreis

Baineadh suim de €508,000 (2020: €484,000) ó thuarastail i leith na Rannaíocaíochta Aoisliúntais sa Bhreis a íocadh don Roinn Comhshaoil, Aeráide agus Cumarsáide sa bhliain dar chríoch an 30 Meitheamh 2021.

21. Imeachtaí Iar-Cláir Chomhardaithe

Níor tharla aon imeacht do na ráitis airgeadais seo idir an dáta tuairiscithe agus an dáta formheasa a cheanglaíonn aon leasú do na ráitis airgeadais.

Aithníonn an Coimisiún gur imeacht suntasach é Covid-19 atá fós ann ón dáta tuairiscithe. Bíonn an Coimisiún ag plé le cúrsaí go dáiríre agus déantar monatóireacht ar an scéal, i bpáirt le bainistíocht, ar bhonn leanúnach. Tá an gnó fós ag feidhmiú le beartas i bhfeidhm chun an fhoireann agus na cliant a chosaint. Tá na Coimisinéirí agus an fhoireann ag obair ó chian agus tá seirbhísí fós á sholáthar. Go dtí seo, tá oibriúcháin agus gníomhaíochtaí ComReg go léir á chothabháil fad a táthar ag teacht i dtáthar ar bhealach éagsúil trína ndéantar an gnó a sholáthar. Bailítear ár dtobhaigh agus táillí earnála ar bhonn reachtúla agus bíonn dlúthmhonatóireacht á dhéanamh ar fheidhmíocht agus oibríochtaí ComReg agus soláthraítear tuarascálacha airgeadais rialta don Choimisiún.

22. Gnóthas Leantach

Measann an Coimisiún, fad a bhailítear fáiltas tobhaigh agus táille arna bhforáiltear dóibh sna hIonstraimí Reachtúla de réir réamh-mheastachán, go bhfuil sé oiriúnach na ráitis airgeadais seo a ullmhú ar bhonn gnóthais leantaigh.

23. Formheas Na Ráiteas Airgeadais

Formheasadh na ráitis airgeadais seo ag Robert Mourik, Cathaoirleach, don Choimisiún, ar an 27 Eanáir 2022.



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation
1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.
One Dockland Suíomh Central, Guild Street, Dublin 1, Ireland, D01 E4X0.
Teil | Tel +353 1 804 9600 | Web www.comreg.ie



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation