



Rialtas na hÉireann
Government of Ireland

Mobile Phone and Broadband Taskforce

Work Programme

April 2022

A particular emphasis will be placed on delivery of Mobile Phone and Broadband actions that implement the EU Connectivity Toolbox best practices relating to the further streamlining of permitting and licensing granting procedures, and in respect of improving access to information regarding the availability of assets.

Pillar 1: Planning and Licensing

Action No.	Action/Priority Area	Estimated Delivery	Proposed Action Owner	Supporting Bodies
1.	Ensure appropriate enforcement of Article 8 of the Broadband Cost Reduction Directive ('BCRD'), by promoting the installation of ducting at new builds which specifically supports fibre broadband rollout, made accessible at all locations within the new build.	Short Term	D/HLGH	D/ECC
2.	Update the Taskforce on the progress of the review of the Planning and Development Act with regard to issues relevant to telecommunications deployments, taking into account sectoral developments and the need to adapt to emerging technologies.	Medium Term	D/HLGH	D/ECC
3.	Update the Taskforce on measures to address the issues of ownership of ducting and chambers.	Long Term	D/HLGH D/Transport	CCMA
4.	Review and update planning guidelines from a telecommunications policy perspective, taking into account sectoral developments and the need to adapt to emerging technologies.	Long Term	D/HLGH	
5.	Bring all elements of the planning permission application and determination process fully online across all Local Authorities, via establishment and full implementation of the ePlanning system.	Medium Term	D/HLGH CCMA	
6.	Continue to refine and enhance the Broadband Officer (BBO) role across all Local Authorities in alignment with the implementation of the EU Connectivity Toolbox and development of EU Smart Community policies.	Medium Term	D/RCD	

Short Term: up to 6 months – 1 year **Medium Term:** 1 – 2 years **Long term:** 2 – 3 years

Pillar 2: Improving Information and Access to Assets and Infrastructure

It is noted that ComReg will support the work of the Taskforce in an independent advisory capacity.

Action No.	Action/Priority Area	Estimated Delivery	Owner	Support
7.	Support the local government sector to drive efficiencies in the planning and licencing of telecoms infrastructure	Medium Term	D/ECC	
8.	Make fixed radio links information publicly available and in a downloadable format via the Siteviewer resource, to provide greater overall transparency to relevant stakeholders regarding services deployed in certain areas.	Short Term	ComReg	
9.	Develop a standard approach and associated guidance document in relation to ducting and chamber deployments to support a 'dig once' policy.	Medium Term	CCMA D/Transport	D/RCD

Short Term: up to 6 months – 1 year **Medium Term:** 1 – 2 years **Long term:** 2 – 3 years

Pillar 3: Improving Consumer Information, Advice and Experience

Action No.	Action/Priority Area	Estimated Delivery	Owner	Support
10.	Conduct a data analysis exercise to examine the main areas of telecoms advertising that generate consumer complaints, and provide guidance and / or directions to the sector to address any failings.	Short Term	ASAI	ComReg
11.	ComReg will continue to enhance its national outdoor mobile coverage map, incorporating data updates on a regular basis and additionally the mapping of 5G outdoor mobile coverage, which will significantly enhance information available to consumers.	Short Term	ComReg	
12.	Launch consumer information campaign aiming to improve awareness of the basics of new technologies available	Medium term	ComReg	
13.	Following the MBSA II Awards, ComReg will assist the State in subsequent steps taken to further improve geographic mobile coverage. Such initiatives may include, for example, procuring for additional coverage beyond market-driven levels, in respect of which ComReg may provide advice in advance of and during.	Long Term	ComReg	D/ECC DRCD
14.	A dedicated point of contact(s) in telecoms companies will be established to provide up to date and accurate information to Broadband Officers and the Departments regarding the deployment, upgrading and availability of commercial services, and any related issues. This dedicated point of contact(s) in telecoms companies will liaise with Broadband Officers and the Departments on a regular basis (at least quarterly) regarding these issues, the first such meeting to occur during June 2022.	Medium Term	TII of Ibec	D/ECC D/RCD ComReg
15.	Industry will examine its processes regarding non-standard orders for a fibre broadband connection with a view to identifying and implementing actions it will take to provide information more effectively and consistently to customers who are currently unable to receive high speed broadband.	Medium term	TII of Ibec	D/ECC

Short Term: up to 6 months – 1 year **Medium Term:** 1 – 2 years **Long term:** 2 – 3 years