

Minutes of 13th Consumer Advisory Panel (CAP) Meeting

Date: 15th June 2010
Venue: Westin Hotel

Attendees

Dermott Jewell CAI
Donie O'Shea NDA
Gerry Finn BMW Regional Authority
Sean Murphy Chambers Ireland
Alex Chisholm ComReg Chairperson
Mike Byrne ComReg Commissioner
Barbara Delaney ComReg
Caoimhe Donnelly ComReg
Caroline Dee Brown ComReg
George Merrigan ComReg
Jean Bonar ComReg
Kevin Kennedy ComReg
Therese Hourigan ComReg
Tom Boyce ComReg
Shay O'Malley ComReg (Chairperson)
Yvonne White ComReg

Agenda

- (i) Ongoing Consultations – update on ComReg Strategy Statement, USO and PRS regulation
- (ii) Voluntary Quality Standard Customer Service Complaints Handling
- (iii) Test and Trial Initiative
- (iv) AOB

(i) Briefing – Ongoing Consultation

- Caoimhe Donnelly presented an overview of the key strategic consumer issues raised in ComReg’s Strategy Statement consultation followed by Panel discussion.
- Barbara Delaney presented key items raised in ComReg’s USO consultation followed by Panel discussion.
- Tom Boyce presented an overview of the scope review consultation followed by Panel discussion

(ii) Voluntary Quality Standard Customer Service Complaints Handling

EIQA who, following a public tender, were awarded the contract to work with ComReg to develop a quality standard presented the draft standard to the Panel. The project is now at pilot phase and Service Providers have been invited to participate. The manner in which the standard will address complaint handling issues was discussed by the Panel.

(iii) Test and Trial

Kevin Kennedy briefed the Panel on the test and trial initiative which ComReg is promoting, followed by Panel discussion.

(iv) AOB

Matters raised:

- Roll-out of NBS – clarification sought on ComReg’s role with regard to testing signals
- Implication on TV of expiration of MMDS license
- Next meeting: 19 October 2010.