

Minutes of 16th Consumer Advisory Panel (CAP) Meeting

Date: 14th June 2011

Venue: RTÉ Offices

Attendees

Dermott Jewell	Consumer Association of Ireland
Edward Crean	National Disability Authority
Sean Murphy	Chambers Ireland
Alex Chisholm	ComReg Commissioner
Mike Byrne	ComReg Commissioner
Barbara Delaney	ComReg Consumer Policy Manager (CAP Chairperson)
Caroline Dee Browne	ComReg General Counsel
Michael Foy ComReg	ComReg Finance Manager
Therese Hourigan	ComReg Consumer Care Manager

Apologies

Gerry Finn BMW Regional Authority

Presenters

Jonathan Duggan, ComReg
Barbara Delaney, ComReg
Hugh Tuckey, ComReg
Mary Curtis, SaorView

Agenda

- (i) Update on Consumer Policy
- (ii) Update on Market Developments
- (iii) Digital TV Changeover
- (iv) SaorView
- (v) AOB

(i) Consumer Developments

Barbara Delaney noted a number of current consumer related items to the group including:-

- Universal Services Costing –Report on Consultation and Decision on the costing of universal service obligations: Principles and Methodologies published May 2011 (ComReg 11/42)

- Notification of contract changes
- E-billing
- Directory Enquiry Pricing
- Numbering conventions – rules in relation to charging for calls to 1850 and 1890 numbers

European Context

- Transposition of EU Directives
- Universal Service
- Roaming

(vi) Update on Market Developments

Jonathan Duggan presented current market data. The attendees discussed details in respect of the data presented including the composition of broadcasting revenue figures.

(iii) Digital TV Changeover

Hugh Tuckey presented an insight into digital tv – what it is, and, why the change from analogue is happening, together with ComReg's role and a summary of the progress to date.

(iv) SaorView

Mary Curtis, Project Director, Digital Switch Over, presented an outline of the Saorview Project. This included the aim of the project, who Saorview is for, and, the channel line up and online coverage checker. She also outlined some of the outreach events that the team are involved in to ensure that consumers are aware of Saorview and understand what Saorview approved products mean.

(v) AOB

The next meetings for 2011 has been previously advised at previous meeting - 18 October 2011.