

Minutes of 19th Consumer Advisory Panel (CAP) Meeting

Date: 17th July 2012
Venue: ComReg Office

Attendees

Edward Crean	National Disability Authority
Dermott Jewell	Consumer Association of Ireland
Gerry Finn	BMW Regional Authority
Sean Murphy	Chambers Ireland
Alex Chisholm	ComReg Commissioner
Kevin O'Brien	ComReg Commissioner
Barbara Delaney	ComReg Director Retail and Consumer Services (CAP Chairperson)
Caroline Dee Brown	ComReg General Counsel
Michael Foy	ComReg Finance Manager
Brendan Kenny	ComReg HR Manager
Laura Brien	ComReg Senior Economic Advisor
Therese Hourigan	ComReg Consumer Care Manager

Presenters

Jason Cleary	TREND
Gerard Costello	PRS
Tony O'Brien	ECAS Manager
Mary Quinn	Consumer Policy
Bobby Hannan	International Affairs Manager

Agenda

- (i) Market Update
- (ii) Premium Rate Services Update
- (iii) 112 Update
- (iv) Roaming Regulations and bill Shock
- (v) BEREC Updatee
- (vi) Riound Table – current / emerging issues
- (vii) AOB

Barbara Delaney opened the meeting and welcome Laura Brien who has recently joined ComReg as the Senior Economic Advisor.

(i) Market Update

Jason Cleary presented an overview of the fixed, mobile and broadband markets with data up to Q1 2012.

(ii) PRS

Ger Costello presented a PRS overview including, PRS Industry Meeting May 2012

- PRS Code of Practice June 2012, PRS eLicensing.

(iii) 112

Tony O'Brien presented an update based on operational matters and also details of the SMS to 112 pilot that is currently underway.

(iv) Roaming III

Mary Quinn presented as follows:

- Main provision of the current roaming regulation
- Main provisions - transparency and bill Shock
- Other transparency measures
- Changes due in July 2014
- Consumer Awareness.

(v) BEREC

Bobby Hannan presented as follows:

- BEREC role and objectives
- BEREC Work Programme
- Delivery of Work Programme
- 2011 & 2012 BEREC consumer deliverables

(vi) Round Table and AOB

The panel members raised some issues to be addressed by ComReg.