

Minutes of 17th Consumer Advisory Panel (CAP) Meeting

Date: 15th November 2011

Venue: ComReg Office

Attendees

Gerry Finn	BMW Regional Authority
Edward Crean	National Disability Authority
Sean Murphy	Chambers Ireland
Alex Chisholm	ComReg Commissioner
Mike Byrne	ComReg Commissioner
Kevin O'Brien	ComReg Commissioner
Barbara Delaney	ComReg Consumer Policy Manager (CAP Chairperson)
Michael Foy	ComReg Finance Manager
Therese Hourigan	ComReg Consumer Care Manager
Jean Bonar	ComReg Consumer Policy

Apologies

Dermott Jewell Consumer Association of Ireland

Presenters

Jonathan Duggan, ComReg
Mary Quinn, ComReg Consumer Policy
Jacqueline Moore, ComReg Consumer Policy

Agenda

- (i) Update on Market Developments
- (ii) Billing Consultation
- (iii) Broadband Speeds Project
- (iv) Overview of the year
- (v) AOB

(i) Market Developments

Jonathan Duggan presented current market data. The attendees discussed details in respect of the data presented including the statistics available regarding broadband, EU Digital Agenda Scorecard and other benchmarking available.

(ii) Ebilling

Mary Quinn presented an overview of the consumer billing consultation and presented the proposed measures detailed in the paper:

- Itemised bills and non-itemised bills
- Bill mediums
- Types of calls which should not to be identified on itemised bills
- Bills for consumers with disabilities
- Bill alerts

(iii) Broadband Speed

Barbara Delaney and Jacqueline Moore presented details of the broadband speed information initiative that is being developed by ComReg.

(iv) Overview of 2011

Therese Hourigan presented an overview of the consumer statistics for the year to date as follows:

- Main issues raised by premium rate, business and all other consumers
- Outreach events
- FAQ's and news items added to askcomreg.ie

Barbara Delaney presented an overview of the Retail and Consumer Services matters for the year to date including:

- Universal Service
- Consumer Contracts
- E-billing
- Disability Forum
- Websites
- New Regulations
- Review of Action Plan/Consultations completed and planned

(v) AOB

The panel were advised of a proposed meeting with representatives from the European Commission on 14th December

The meetings for 2012 will be organised in the coming month.