

Minutes of 22nd Consumer Advisory Panel (CAP) Meeting

Date: 4th July 2014
Venue: ComReg Office

Attendees

Edward Crean	National Disability Authority
Dermott Jewell	Consumer Association of Ireland
Gerry Finn	BMW Regional Authority
Mark O'Mahoney	Chambers Ireland
Kevin O'Brien	ComReg Chairperson
Gerry Fahy	ComReg Commissioner
Jeremy Godfrey	ComReg Commissioner
Barbara Delaney	ComReg Director Retail and Consumer Services (CAP Chairperson)
Mary Quinn	ComReg Consumer Care Manager
Kate Dunne	ComReg Regulatory Analyst
Joan Killeen	ComReg Divisional Assistant

Presenters

Arvydas Vidziunas	Market Trends
Albert Redmond	Strategy Statement
Mary Quinn	Consumer Complaints Trends
Barbara Delaney	Payphones and Subscriber Directories, Access at a Fixed Location
Jacqueline Moore	Broadband Speeds Pilot
Gerard Costello	Broadband Speeds Pilot

Agenda

- (i) Market Update
- (ii) Strategy Statement 2014-2016
- (iii) Retail Update
- (iv) Round Table and AOB

Barbara Delaney opened the meeting.

(i) Market Update

Arvydas Vidziunas presented an update on the fixed, mobile and broadband markets with data up to Q1 2014.

(ii) Strategy Statement 2014-2016

Albert Redmond presented a Strategy Statement 2014-2016 overview.

(iii) Retail Update

Mary Quinn presented an update on Consumer Complaints Trends with data up to Q1 2014.

Barbara Delaney presented an overview of Universal Service including Payphones and Subscriber Directories and Access at a Fixed Location.

Jacqueline Moore and Gerard Costello presented an overview of Broadband Speeds Pilot.

(iv) Roundtable and AOB

Next meeting planned for Q3 2014.