

Minutes of 23rd Consumer Advisory Panel (CAP) Meeting

Date: 5th December 2014

Venue: ComReg Office

Attendees

Dermott Jewell	Consumer Association of Ireland
Edward Crean	National Disability Authority
Mark O'Mahoney	Chambers Ireland
Gerry Fahy	ComReg Commissioner
Jeremy Godfrey	ComReg Commissioner
Barbara Delaney	ComReg Director Retail and Consumer Services (CAP Chairperson)
Therese Hourigan	ComReg Consumer Policy Manager
Lorraine McCoy	ComReg Consumer Escalations
Joan Killeen	ComReg Project Administrator

Apologies

Gerry Finn	BMW Regional Authority
Kevin O'Brien	ComReg Chairperson

Presenters

Arvydas Vidziunas	Market Trends
Tom McCormack, DCENR	National Broadband Plan
Therese Hourigan	Consumer Complaints Trends
Jim Connolly	LTE & 3G Consumer Experience
Barbara Delaney	Roaming and Net Neutrality
Barbara Delaney	Broadband Speeds Pilot
Barbara Delaney	Universal Service

Agenda

- (i) Market Update
- (ii) National Broadband Plan
- (iii) Retail Update
- (iv) LTE & 3G Consumer Experience
- (v) 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 Q3 2014.

(ii) National Broadband Plan

Tom McCormack, Programme Manager – Strategy & Procurement, DCENR presented on the National Broadband Plan overview.

(iii) Retail Update

Therese Hourigan presented an update on Consumer Complaints Trends with data up to Q3 2014.

Barbara Delaney presented an overview of Roaming and Net Neutrality, Broadband Speed Pilot and Universal Service.

(iv) LTE & 3G Consumer Experience

Jim Connolly presented on the consumer experience of 3G and LTE.

(v) Roundtable and AOB

Next meeting is planned for March 2015.