

Minutes of 24th Consumer Advisory Panel (CAP) Meeting

Date: 20th April 2015
Venue: ComReg Office

Attendees

Dermott Jewell	Consumer Association of Ireland
Donal Rice	National Disability Authority
Mark O'Mahoney	Chambers Ireland
Gerry Finn	Northern and Western Regional Assembly
Jeremy Godfrey	ComReg Chairperson
Gerry Fahy	ComReg Commissioner
Barbara Delaney	ComReg Director Retail and Consumer Services (CAP Chairperson)
Therese Hourigan	ComReg Consumer Policy Manager

Apologies

Kevin O'Brien	ComReg Commissioner
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ComReg Presenters

Arvydas Vidziunas	Market Trends
Mary Quinn	Consumer Complaints
Ciara O'Donovan	Postal Services
Therese Hourigan	Consumer Policy Updates

Other ComReg Attendees (Part Time)

Stephen Brogan	Senior Manager, Postal Regulatory Policy
Eamonn Kelly	Senior Telecoms Manager, Products and Competition
Richard O'Carroll	Retail Compliance Manager

Agenda

- (i) Market Update
- (ii) Consumer Complaints Trends
- (iii) Universal Services Postal Services Terms & Conditions
- (iv) Consumer Policy Updates
- (v) CAP Members - 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 Q4 2014.

(ii) Consumer Complaints Trends

Mary Quinn presented an update on Consumer Complaints with data up to Q1 2015.

(iii) Universal Services Postal Services Terms & Conditions

Ciara O Donovan presented a briefing on the consultation - ComReg Document 15/37: [Terms and conditions of the universal postal service: Single Piece and Bulk Mail](#)

(iv) Consumer Policy Update

Therese Hourigan provided an update on the recent consultations on Selective Call Barring and National Directory Database (NDD).

(v) CAP Members - Round Table and AOB

- Two CAP members raised the issue of Broadband speed/quality as they had received representations in respect of the matter.
- Correspondence from a Deputy in relation to the availability of eFibre services in Co Donegal and other locations together with ComReg's response to the correspondence was discussed.
- One CAP member raised two issues – Recent increases in prices to business customers by service providers and Metropolitan Area Networks – business access to MANs. ComReg clarified that any issue with MANs should be referred to E-net as this is not within ComReg's remit. In respect to price increases, ComReg outlined the associated Regulations and its role.
- One CAP member raised issues with respect to a service provider – Yourtel. ComReg updated the CAP members on its recent publications in respect of Yourtel.

Next meeting is planned for August 2015.