

Minutes of 25th Consumer Advisory Panel (CAP) Meeting

Date: 9th October 2015

Venue: ComReg Office

Attendees

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

Apologies

Donal Rice	National Disability Authority
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ComReg Presenters

Eric Tomkins	Market Trends
Tom Boyce	International Developments
Fiachra O'Doherty	ComReg Website
Kevin Kennedy	MMDS
Therese Hourigan	Retail Policy Updates
Richard O'Carroll	Retail Compliance Updates

Agenda

- (i) Market Trends – Latest Quarterly Report
- (ii) International Developments – Net Neutrality & Roaming
- (iii) ComReg Website
- (iv) MMDS (Multipoint Microwave Distribution System)
- (v) Retail Policy and Compliance Updates
- (vi) CAP Members - Round Table and AOB

Barbara Delaney opened the meeting.

(i) Market Trends – Latest Quarterly Report

Eric Tomkins presented an update on the fixed, mobile and broadband markets with data up to Q2 2015.

(ii) International Developments – Net Neutrality & Roaming

Tom Boyce presented an update on Telecoms Single Market for Net Neutrality (Articles 1 – 4) and Roaming (Articles 6 and 19 amending Roaming 111).
http://europa.eu/rapid/press-release_IP-15-5265_en.htm

(iii) ComReg Website

Fiachra O’Doherty presented an update on the ComReg website redevelopment project which is underway. The new website is due to go live in 2016.

(iv) MMDS (a subscription tv service)

Kevin Kennedy presented an update on the 2.6GHz band in Ireland that is currently used by Virgin Media for MMDS based on a licence regime that expires on 18 April 2016.

(v) Retail Policy and Compliance Update

Therese Hourigan provided an update on the Broadband Speeds project the current phase of which was concluded by the publication of an Information Notice <http://www.comreg.ie/fileupload/publications/ComReg1581.pdf> In addition an update was presented in respect recent publications

- Accessibility Statement Response to Consultation and Decision – [ComReg 15/98](#)
- Text Relay Service information notice – [ComReg 15/97](#)

Richard O’Carroll presented an overview of recent compliance action.

(v) CAP Members - Round Table and AOB

- Two CAP members commented their view that it is necessary for ComReg to continue to have a role in Broadband speed/quality as an independent voice.
- One CAP member raised a question in respect to consumers’ credit ratings where there is a dispute with an ECS provider and the unresolved bill amount is passed to a debt collection agency.

Next meeting is planned for January 2016.