

# Consumer Advisory Panel (CAP)

## 27th Meeting

Consumer Advisory Panel	
Meeting Date:	27 <sup>th</sup> September 2017
Meeting Location:	ComReg Head Office
Panel Members	Dermott Jewell – Consumer Association of Ireland David Minton – Northern and Western Regional Assembly (apologies) Shane T Hogan – National Disability Authority Sarah Freeman - Chambers Ireland (apologies)
CAP Chairperson	Barbara Delaney – ComReg Director Retail and Consumer Services
ComReg Attendees / Presenters	Jeremy Godfrey – Commissioner Aoife Moloney/Eric Tomkins – Market Trends Albert Redmond/Brendan O Brien/Karen Dunne – Market Framework Therese Hourigan – Retail Policy Updates Gabrielle Igoe – Universal Service Updates

# Meeting Agenda

Item:	Agenda Items:
1	Market Trends – Latest Quarterly Report
2	<a href="http://www.comreg.ie/compare">www.comreg.ie/compare</a>
3	Review of Non-Geographic Numbers
4	Retail Policy and Universal Service Updates
5	CAP Members - Round Table and AOB Agenda

# Meeting Minutes

Item:	Meeting Minutes and Actions:
	Barbara Delaney opened the meeting.
1	<b>Market Trends – Latest Quarterly Report</b> ComReg presented an update on the fixed, mobile and broadband markets with data up to Q2 2017. Questions raised by the panel were addressed.
2	<b><a href="http://www.comreg.ie/compare">www.comreg.ie/compare</a></b> ComReg presented the ComReg Compare value comparison tool.
3	<b>Review of Non-Geographic Numbers</b> ComReg presented the key points as set out in the Review of Non-Geographic Numbers consultation. The deadline of 12th October 2017 for receipt of submissions to the consultation process was confirmed.
4	<b>Retail Policy and Universal Service Update</b> ComReg provided an update on the Code of Practice for Complaints Handling Decision, and Consumer Line statistics Q2 2017.  ComReg provided an update on the Universal Funding applications and consultations.
5	One member of the CAP requested further details in respect of the Numbering Consultation to share with its members.  Another member noted that with the evolution of technology consumer there are both opportunities and threats in the market in respect of accessibility.
6	Next meeting is planned for Q1 2018.