

Consumer Advisory Panel (CAP) 28th Meeting

Consumer Advisory Panel	
Meeting Date:	31 st January 2018
Meeting Location:	ComReg Head Office
Panel Members	Dermott Jewell – Consumer Association of Ireland David Minton – Northern and Western Regional Assembly James Hubbard – National Disability Authority Sarah Freeman - Chambers Ireland
CAP Chairperson	Barbara Delaney – ComReg Director Retail and Consumer Services
ComReg Attendees / Presenters	Gerry Fahy – ComReg Chairperson Kevin O Brien – Commissioner Jeremy Godfrey – Commissioner Caroline Dee Browne – General Counsel Joe Heavy / Tom Butler – Corporate Affairs Eric Tomkins / Aoife Moloney / Ivor Kelly – Market Trends John Evans / John Regan / Conor Mahon - SAEPR Ivan Kiely – Market Framework Miriam Kilraine / Richard O'Carroll / Therese Hourigan – Retail Updates
ITRS Presenters	David Humphries / Tom O'Donnell - ITRS (eir)

Meeting Agenda

Item:	Agenda Items:
1	Market Trends – Latest Quarterly Report
2	Mobile Consumer Experience Survey
3	ComReg's Mobile User Experience Ongoing Initiatives
4	Retail Updates
5	Text Relay Demonstration – www.itrs.ie
6	CAP Members - Round Table and AOB

Meeting Minutes

Item:	Meeting Minutes and Actions:
	Barbara Delaney opened the meeting.
1	Market Trends – Latest Quarterly Report ComReg presented a summary update on the fixed, mobile and broadband markets based on the Q3 2017 publication: https://www.comreg.ie/publication/quarterly-key-data-report-q3-2017/ Questions raised by the panel were addressed.
2	Mobile Consumer Experience Survey ComReg presented the main highlights of the Mobile Consumer Experience Survey published in Q4 2017: https://www.comreg.ie/publication/mobile-consumer-experience-survey/ Questions raised by the panel were addressed.
3	ComReg’s Mobile User Experience Ongoing Initiatives ComReg presented an update on ComReg action plan items in respect to mobile user experience including work underway on insulation materials and impact on user experience, mobile handset performance, Consultation on the Use of Repeaters and Coverage Map. Questions raised by the panel were addressed.
4	Retail Update ComReg provided an update on Retail Compliance actions in 2017 and AML launch.
5	Text Relay Service Tom O’Donnell and David Humphries provided a demonstration of the Irish Text Relay Service available to all consumers www.itrs.ie
6	Next meeting scheduled for 30 th May 2018.