

Minutes of 18th Consumer Advisory Panel (CAP) Meeting

Date: 6th March 2012

Venue: ComReg Office

Attendees

Edward Crean	National Disability Authority
Dermott Jewell	Consumer Association of Ireland
Kevin Moylan	BMW Regional Authority
Sean Murphy	Chambers Ireland
Alex Chisholm	ComReg Commissioner
Kevin O'Brien	ComReg Commissioner
Barbara Delaney	ComReg Director Retail and Consumer Services (CAP Chairperson)
Caroline Dee Brown	ComReg General Counsel
Therese Hourigan	ComReg Consumer Care Manager
Tony O'Brien	ECAS Manager

Presenters

Tom Boyce	PRS Manager
Peter Lunn	ESRI
Albert Redmond	Manager, Forward Planning.

Agenda

- (i) Retail Update
- (ii) Premium Rate Services Update
- (iii) ESRI presentation – Working Paper - Telecommunications Consumers a Behavioural Economic Analysis
- (iv) ComReg Strategy 2012 -2014
- (v) AOB

Kevin O'Brien opened the meeting and welcomed Kevin Moylan who has been accepted as a replacement for Gerry Finn (Panel member) for the meetings of 6th March and 10th July 2012. He also confirmed that since the Panel met in November 2011 Barbara Delaney had been appointed Director Retail and Consumer Services.

- Retail Update

Therese Hourigan presented an overview of ComReg's consumer care statistics for 2011.

Barbara Delaney presented a summary update on the following:

- Roaming Regulation
- e-billing
- Broadband Speeds consumer information initiative
- Universal Service

Tony O'Brien presented an update on universal service fund aspects.

(i) Premium Rate Services Update

Tom Boyce presented a PRS overview as follows:

- Consumer Issues and trends for 2011
- Key points regarding the draft Code of Practice
- Information notice (ComReg Document 12/12) in respect publication of findings of non-compliance

(ii) ESRI presentation Telecommunications Consumers a Behavioural Economic Analysis

Pete Lunn, ESRI, presented his working paper – "Telecommunications Consumers: A Behavioural Economic Analysis" Working Paper (Dec 2011)

(iii) Strategy 2012- 2014

In the context of ComReg's development of its Strategy for 2012- 2014, the panel were invited to share their views in relation to the following:

- The emerging consumer trends and implications of those trends for regulation.
- Validity of the current set of consumer priorities.
- Future focus of ComReg's outreach programme, making information accessible and the challenges for consumer protection.
- Network security - Implications for consumer protection regarding
- The role communications regulation can play in aiding social cohesion and economic recovery

- Regulatory requirement(s) in light of the increasing proliferation of smart phones and tablet computers.
- Any additional consumer issues that might emerge because of evolving products and services in a world of mobility/convergence/IP services

(v) AOB