

Minutes of 20th Consumer Advisory Panel (CAP) Meeting

Date: 6th November 2012

Venue: ComReg Office

Attendees

Edward Crean	National Disability Authority
Dermott Jewell	Consumer Association of Ireland
Gerry Finn	BMW Regional Authority
Kevin O'Brien	ComReg Commissioner
Barbara Delaney	ComReg Director Retail and Consumer Services (CAP Chairperson)
Rachel Coyle	Legal Advisor
Laura Brien	Senior Economic Advisor
Therese Hourigan	ComReg Consumer Care Manager

Apologies

Sean Murphy	Chambers Ireland
Alex Chisholm	ComReg Commissioner
Caroline Dee Brown	ComReg General Counsel
Michael Foy	

Presenters

Jason Cleary	Market Developments
Eamonn Kelly	Senior Manager Wholesale Products
Hugh Tuckey	Senior Manager Strategic Resources, Market Framework

Agenda

- (i) Market Update
- (ii) Next Generation Broadband
- (iii) Analogue Switch off / DTT
- (iv) Retail policy matters
- (v) Round Table and AOB

Barbara Delaney opened the meeting.

(i) Market Update

Jason Cleary presented an update overview on the fixed, mobile and broadband markets with data up to Q2 2012.

(ii) Next Generation Broadband

Eamonn Kelly presented an overview of the Next Generation Services including benefits to consumers, services available and Eircom roll out plan up to Dec 2013. Details of the plan are available on

http://www.eircomwholesale.ie/News/NGA_Phase_4/

(iii) Analogue Switch off / Digital Terrestrial Television Switch Over

Hugh Tuckey presented an overview in respect of the digital switch off that occurred on 24 October 2012. An issue that may impact some households when 4G services are rolled out was highlighted. Details are available on ComReg's websites

http://www.comreg.ie/radio_spectrum/tv_reception_disruption.543.418.html and http://www.askcomreg.ie/home/what_is_radio_frequency_rf_overload_and_how_might_it_impact_me.19.226.LE.asp

(iv) Retail Policy Matters

Therese Hourigan presented an overview of consumer contacts for the financial year up to 30 June 2012. Barbara Delaney provided update on consumer policy matters.

(v) Roundtable and AOB

Dates for meetings in 2013 agreed

- Tuesday 5th March
- Tuesday 2nd July
- Tuesday 5th November