

Consumer Advisory Panel (CAP) 29th Meeting

	Consumer Advisory Panel
Meeting Date:	30 th May 2018
Meeting Location:	Spencer Hotel
Panel Members	Dermott Jewell – Consumer Association of Ireland David Minton – Northern and Western Regional Assembly (apologies) Donal Rice – 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 Joe Heavy – Corporate Affairs Eric Tomkins / Aoife Moloney – Market Trends Gabrielle Igoe / Richard O’Carroll / Therese Hourigan / Jacqueline Moore – Retail Updates

Meeting Agenda

Item:	Agenda Items:
1	Mobile Market Trends – Latest Quarterly Report
2	e-Call
3	Dispute Resolution Consultation
4	USO Directories and Payphones
5	Retail Update
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 with particular focus on the mobile markets based on the Q4 2017 publication ComReg 18/20: https://www.comreg.ie/publication/quarterly-key-data-report-q4-2017/ . Questions raised by the panel were addressed.
2	e-Call ComReg presented an overview of how emergency calls are handled and how the in vehicle emergency call system works in that context: Questions raised by the panel were addressed.
3	Dispute Resolution ComReg presented an update on the consultation that was published in April with respect to a proposal to introduce a formal Dispute Resolution ComReg 18/34 https://www.comreg.ie/publication/consultation-on-formal-dispute-resolution-procedures-for-ecs-ecm-end-users/ . Questions raised by the panel were addressed.
4	Universal Service Public Payphones and Directories ComReg presented an update on the public phone USO designation and printed directories. Questions raised by the panel were addressed.
5	Retail Update ComReg presented the key points from the Consumer Line Statistics ComReg 18/41 https://www.comreg.ie/publication/comreg-consumer-line-statistics-report-q1-2018/ and an update was provided with respect to ongoing compliance activities.
6	Next meeting scheduled for 26 th September 2018.