

Consumer Advisory Panel (CAP)

30th Meeting

	Consumer Advisory Panel
Meeting Date:	26 th September 2018
Meeting Location:	ComReg Head Office
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 (apologies)
CAP Chairperson	Barbara Delaney – ComReg Director Retail and Consumer Services
ComReg Attendees / Presenters	Jeremy Godfrey – ComReg Chairperson Caroline Dee Browne – General Counsel Joe Heavey – Corporate Affairs Eric Tomkins / Aoife Moloney – Market Trends Gabrielle Igoe / Stephen Brogan / Joan Killeen – Retail Updates / Consumer Engagement

Meeting Agenda

Item:	Agenda Items:
1	CAP Members – matters raised by Members ITRS Update
2	Broadband Market Trends – Latest Quarterly Report
3	ComReg’s Mobile User Experience Ongoing Initiatives
4	Postal – Overview of ComReg’s Role
5	Retail Update
6	Consumer Engagement
	AOB

Meeting Minutes

Item:	Meeting Minutes and Actions:
	Barbara Delaney opened the meeting.
1	<p>ITRS Update</p> <p>ComReg presented an update on Irish Text Relay Service usage and service levels based on the publication ComReg 18/83: https://www.comreg.ie/publication/comreg-publishes-irish-text-relay-service-itrs-take-up-and-usage-statistics/</p> <p>Questions raised by the panel were addressed.</p>
2	<p>Broadband Market Trends – Latest Quarterly Report</p> <p>ComReg presented a summary update with particular focus on the broadband markets based on the Q2 2018 publication ComReg 18/79: https://www.comreg.ie/publication/quarterly-key-data-report-q2-2018/</p> <p>Questions raised by the panel were addressed.</p>
3	<p>ComReg’s Mobile User Experience Ongoing Initiatives</p> <p>ComReg presented an update on ComReg action plan items with respect to mobile user experience including a report published on testing of building materials and impact on user experience, a report published on mobile handset data performance, a Decision permitting the use of repeaters, Wifi calling and an update of the development of a mobile coverage map.</p> <p>Questions raised by the panel were addressed.</p>
4	<p>Postal – Overview of ComReg’s Role</p> <p>ComReg presented an overview on its role in the regulation of postal services.</p> <p>Questions raised by the panel were addressed.</p>
5	<p>Retail Update</p> <p>ComReg presented the key points from ongoing policy activities and its extended Consumer Care hours.</p>
6	<p>Consumer Engagement</p> <p>ComReg presented an update on consumer engagement including outreach events.</p> <p>Questions raised by the panel were addressed.</p>
	Next meeting scheduled for 30th January 2019.