

# Consumer Advisory Panel (CAP)

## 31st Meeting

Consumer Advisory Panel	
Meeting Date:	06 March 2019
Meeting Location:	ComReg Head Office
Panel Members	<p>Dermott Jewell – Consumers' Association of Ireland</p> <p>David Minton – Northern and Western Regional Assembly</p> <p>Donal Rice – The National Disability Authority</p> <p>Emma Kerins – Chambers Ireland</p>
CAP Chairperson	Barbara Delaney – ComReg Director Retail and Consumer Services
ComReg Attendees / Presenters	<p>Garrett Blaney – ComReg Chairperson</p> <p>Robert Mourik – Commissioner</p> <p>Caroline Dee Browne – General Counsel</p> <p>Joe Heavey / Tom Butler – Corporate Affairs</p> <p>Ivor Kelly / Eric Tomkins – Market Trends</p> <p>Karen Dunne / Albert Redmond – Market Framework</p> <p>John Regan – SAEPR</p> <p>Therese Hourigan / Leonie Allen / Seamas Plunkett / Joan Killeen / Lorraine McCoy – Retail Updates / Consumer Engagement</p>

# Meeting Agenda

Item:	Agenda Items:
1	CAP Members – matters raised by Members Roaming – post Brexit
2	Market Trends – Latest Quarterly Report
3	ComReg’s Mobile User Experience Ongoing Initiatives
4	Non-Geographic Numbers Consumer Engagement
5	Bill Shock
6	ComReg’s Strategy Consultation
7	Retail Update
	AOB

# Meeting Minutes

Item:	Meeting Minutes and Actions:
	Barbara Delaney opened the meeting.
1	<p><b>Brexit</b></p> <p>ComReg presented an overview on the potential implications of Brexit on the EU 'Roam Like at Home' rules and the postal service. ComReg also informed the panel about the new price cap on intra EU phone calls applicable from 15 May 2019.</p> <p>ComReg provided an update on Eir's customer care issues and confirmed Eir's associated regulatory obligations.</p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
2	<p><b>Broadband Market Trends – Latest Quarterly Report</b></p> <p>ComReg presented a summary update on the broadband, mobile and fixed markets based on the Q3 2018 publication ComReg 18/113: <a href="https://www.comreg.ie/publication/quarterly-key-data-report-q3-2018/">https://www.comreg.ie/publication/quarterly-key-data-report-q3-2018/</a></p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
3	<p><b>ComReg's Mobile User Experience Ongoing Initiatives</b></p> <p>ComReg presented an update on ComReg action plan items with respect to mobile user experience including a demonstration of the new outdoor mobile coverage map seeking feedback from the members. <a href="http://www.comreg.ie/coveragemap">www.comreg.ie/coveragemap</a></p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
4	<p><b>Non-Geographic Numbers Consumer Engagement</b></p> <p>ComReg presented the key points on the implementation of the new non-geographic numbering platform based on the publication ComReg 19/01: <a href="https://www.comreg.ie/publication/implementing-the-new-ngn-platform/">https://www.comreg.ie/publication/implementing-the-new-ngn-platform/</a></p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
5	<p><b>Bill Shock</b></p> <p>ComReg presented an overview of bill shock consumer protections, expenditure controls and ComReg's associated role and upcoming actions.</p>

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6	<p><b>Retail Update</b></p> <p>ComReg updated the panel on recent consumer-related compliance outcomes.</p> <p>ComReg updated the panel on the implementation of the barring decision by Mobile Operators that allows subscribers to bar Premium Rate SMS and Premium Rate MMS, effective Jan 2019.</p> <p>ComReg also provided an update on its consumer engagement including outreach events.</p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
7	<p><b>ComReg Strategy Statement</b></p> <p>ComReg presented an outline of the draft Strategy Statement for Electronic Communications Services for the period 2019-2021 and invited feedback from the panel members on the consultation.</p>
	<p><b>AOB</b></p> <p>ComReg provided an update on the Irish Text Relay Service, the reduced operational hours and ComReg's consideration of this.</p> <p>A proposal was received from the panel to discuss the new European Electronic Communications Code at the next CAP meeting.</p>
	Next meeting scheduled for 29 <sup>th</sup> May 2019.