

# Consumer Advisory Panel (CAP)

## 32nd Meeting

	Consumer Advisory Panel
Meeting Date:	03 July 2019
Meeting Location:	ComReg Head Office
Panel Members	Dermott Jewell – Consumers' Association of Ireland (apologies) David Minton – Northern and Western Regional Assembly (apologies) Donal Rice – The National Disability Authority (NDA) Emma Kerins – Chambers Ireland
Presenters	Orla Twomey – Advertising Standards Authority for Ireland (ASAI)
CAP Chairperson	Barbara Delaney – ComReg Director Retail and Consumer Services
ComReg Attendees / Presenters	Garrett Blaney – ComReg Chairperson Robert Mourik – Commissioner Tom Butler – Corporate Affairs Ivor Kelly / Aoife Moloney – Market Trends Leonie Allen / Stephen Brogan / Joan Killeen / Lorraine McCoy – Retail Updates / Consumer Engagement

# Meeting Agenda

Item:	Agenda Items:
1	Retail Update
2	Market Trends – Latest Quarterly Report
3	Postal Update
4	ASAI – Telecom Related Issues
5	New European Electronic Communications Code (EECC)
6	Topics Raised by CAP Members
	AOB

# Meeting Minutes

Item:	Meeting Minutes and Actions:
	Barbara Delaney opened the meeting.
1	<p><b>Retail Update</b></p> <p>ComReg presented an overview of the newly introduced price cap for calls &amp; SMS text messages between EU States (intra-EU communications).</p> <p><a href="https://www.comreg.ie/price-cap-for-calls-sms-text-messages-between-eu-states-intra-eu-communications/">https://www.comreg.ie/price-cap-for-calls-sms-text-messages-between-eu-states-intra-eu-communications/</a></p> <p>ComReg provided an update on Brexit and the potential impact on the 'Roam like at home' rates for Irish consumers travelling to the UK and UK consumers travelling to Ireland.</p> <p>ComReg updated the panel on recent consumer engagement activities including the recent public awareness campaign alerting consumers to the changes on how the Eir printed phonebook directory will be made available.</p> <p><a href="https://www.comreg.ie/printed-phonebook/">https://www.comreg.ie/printed-phonebook/</a></p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
2	<p><b>Market Trends – Latest Quarterly Report</b></p> <p>ComReg presented a summary update on the broadband, mobile and fixed voice markets based on the Q1 2019 publication ComReg 19/57R2: <a href="https://www.comreg.ie/publication/quarterly-key-data-report-q1-2019/">https://www.comreg.ie/publication/quarterly-key-data-report-q1-2019/</a></p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
3	<p><b>Postal Update</b></p> <p>ComReg presented a review on the repeal of the postal price cap and outlined a summary of the responses received to the public consultation.</p> <p><a href="https://www.comreg.ie/publication/consequences-of-the-repeal-of-the-price-cap-on-certain-of-the-universal-postal-services-consultation-seeking-views/">https://www.comreg.ie/publication/consequences-of-the-repeal-of-the-price-cap-on-certain-of-the-universal-postal-services-consultation-seeking-views/</a></p> <p><a href="https://www.comreg.ie/publication/consequences-of-the-repeal-of-the-price-cap-on-certain-of-the-universal-postal-services-submissions-to-consultation/">https://www.comreg.ie/publication/consequences-of-the-repeal-of-the-price-cap-on-certain-of-the-universal-postal-services-submissions-to-consultation/</a></p>

	Open panel discussion and questions raised by the panel were addressed by ComReg.
4	<p><b>ASAI – Telecom Related Issues</b></p> <p>The ASAI gave an overview of the organisation including the key points on the Code of Standards for Advertising and Marketing Communications in Ireland. A summary was provided on telecom related complaints received by the ASAI and information provided on the draft broadband guidance note.</p> <p>Open panel discussion and questions raised by the panel were addressed by the ASAI and ComReg.</p>
5	<p><b>New European Electronic Communications Code (EECC)</b></p> <p>ComReg presented an overview of the new EECC with respect to the high-level changes for consumers, including consumers with disabilities. The scope of the universal service obligations were also discussed alongside ComReg’s preparations for the introduction of the Code.</p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
6	<p><b>Topics raised by CAP Members</b></p> <p>The NDA provided an update on the EU Web Accessibility Directive and confirmed that the transposition of the Regulations into Irish law are currently being drafted by the Department of Communications, Climate Action and Environment.</p>
	<p><b>AOB</b></p> <p>ComReg advised that it is conducting a re-run of our consumer mobile experience survey with results due in Q3 2019.</p> <p>ComReg confirmed that a conference entitled ‘Ireland’s Digital Society’ is due to take place on 6 September 2019 and all panel members are invited to attend.</p> <p><a href="https://www.comreg.ie/conference2019/">https://www.comreg.ie/conference2019/</a></p>
	Next meeting scheduled for 25 September 2019.