

Consumer Advisory Panel (CAP)

33rd Meeting

	Consumer Advisory Panel
Meeting Date:	27 November 2019
Meeting Location:	ComReg Head Office
Panel Members	Dermott Jewell – Consumers' Association of Ireland David Minton – Northern and Western Regional Assembly (apologies) Donal Rice – The National Disability Authority (NDA) Shane Conneely – Chambers Ireland
Guest Attendee	Dr Cliona Kelly – Lecturer / Assistant Professor, UCD Sutherland School of Law
ComReg Commissioner	Robert Mourik – Commissioner
CAP Chairperson	Barbara Delaney – ComReg Director Retail and Consumer Services
ComReg Attendees / Presenters	Tom Butler – Public Affairs Sinead Kelleher – SAEPR Conor Berkeley – Market Framework Ivor Kelly / Eric Tomkins / Aoife Moloney – Market Trends Albert Redmond – Market Framework Leonie Allen / Joan Killeen / Lorraine McCoy – Retail Updates / Consumer Engagement

Meeting Agenda

Item:	Agenda Items:
1	Connectivity Update
2	5G Overview
3	Topics raised by CAP Members
4	Market Trends – Latest Quarterly Report
5	Consumer Engagement Update
6	Retail Update
	AOB

Meeting Minutes

Item:	Meeting Minutes and Actions:
	Barbara Delaney opened the meeting.
1	<p>Connectivity Update</p> <p>ComReg provided a summary of the recently published Mobile Consumer Experience Survey.</p> <p>https://www.comreg.ie/publication/mobile-consumer-experience-survey-2019</p> <p>ComReg presented an overview of the Government's Mobile and Broadband Taskforce action items and ComReg's deliverables regarding connectivity.</p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
2	<p>5G Overview</p> <p>ComReg updated the panel on the 5G developments. Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
3	<p>Topics raised by CAP Members</p> <p>ComReg updated the panel on the rollout of 5G, ComReg's role in 5G and the role of other bodies.</p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p> <p>ComReg provided an update on its role in respect of the National Broadband Plan.</p> <p>Discussion by Panel Members.</p>
4	<p>Market Trends – Latest Quarterly Report</p> <p>ComReg presented a summary on the broadband, mobile and fixed voice markets based on the Q2 2019 publication ComReg 19/82: https://www.comreg.ie/publication/quarterly-key-data-report-q2-2019</p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
5	<p>Consumer Engagement Update</p> <p>ComReg provided an update on the implementation and communications plan in respect of the changes to Non-Geographic Numbers (NGN) and referred to the dedicated webpages at www.comreg.ie/ngn</p>

	<p>ComReg also updated the panel on recent consumer engagement activities including a public awareness campaign alerting consumers to the ComReg Compare tool.</p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
6	<p>Retail Update</p> <p>ComReg informed the panel on recent Brexit matters and an update on matters relating to the National Directory Database (NDD). ComReg also updated on Yourtel.</p> <p>Open panel discussion and questions raised by the panel were addressed by ComReg.</p>
	<p>AOB</p> <p>Next meeting scheduled for 29 January 2020.</p>