

# Consumer Advisory Panel (CAP)

## 34<sup>th</sup> Meeting

	Consumer Advisory Panel
Meeting Date:	30 September 2020
Meeting Location:	Virtual Meeting
Panel Members	Dermott Jewell – Consumers' Association of Ireland David Minton – Northern and Western Regional Assembly (apologies) Donal Rice – The National Disability Authority (NDA) Michaela Reilly – Chambers Ireland
ComReg Commissioner	Robert Mourik – Commissioner
CAP Chairperson	Barbara Delaney – ComReg Director Retail and Consumer Services
ComReg Attendees / Presenters	Leonie Allen - Policy Gabrielle Igoe – USO Joan Killeen / Therese Hourigan – Consumer Communications and Engagement

# Meeting Agenda

Item:	Agenda Items:
1	Update from CAP Members
2	Discussion on Broadband
3	Looking to the Future – New consumer rights and ComReg strategy
4	AOB

# Meeting Minutes

Item:	Meeting Minutes and Actions:
	Barbara Delaney opened the meeting.
1	<b>Update from CAP Members</b> Open panel discussion and questions raised by the panel were addressed by ComReg.
2	<b>Discussion on Broadband</b> ComReg updated the panel on considerations for adequate broadband referring to a recent BEREC publication. ComReg also highlighted the current EU consultation on State aid rules deployment of broadband networks. Open panel discussion and questions raised by the panel were addressed by ComReg.
3	<b>Looking to the future – New Consumer Rights and ComReg Strategy</b> ComReg updated the panel on the End User rights as set out in the European Electronic Communications Code highlighting improved consumer protection in respect of contracts, switching, information and disabled end-users. Open panel discussion and questions raised by the panel were addressed by ComReg. ComReg provided an update on ComReg’s strategy in the context of Consumer Protection and invited panel members to provide any comments.
4	<b>AOB</b> Items noted for inclusion in the agenda for the next CAP meeting Brexit and Postal
	Next meeting to be scheduled.