

# Consumer Advisory Panel (CAP)

## 35<sup>th</sup> Meeting

	Consumer Advisory Panel
Meeting Date:	20 January 2021
Meeting Location:	Virtual Meeting
Panel Members	Dermott Jewell – Consumers' Association of Ireland Catriona Meehan – Northern and Western Regional Assembly Donal Rice – The National Disability Authority (NDA) Emma Kerins – Chambers Ireland
ComReg Commissioner	Robert Mourik – Commissioner
CAP Chairperson	Barbara Delaney – ComReg Director Retail and Consumer Services
ComReg Attendees / Presenters	Leonie Allen / Noreen Moloney – Policy Stephen Brogan – Postal John Regan – SAEPR Albert Redmond / Karen Dunne – Market Framework Gabrielle Igoe / Mary Quinn / Richard O'Carroll – Retail Therese Hourigan / Lorraine McCoy – Consumer Communications and Engagement

# Meeting Agenda

Item:	Agenda Items:
1	Update from CAP Members
2	Discussion on Brexit Matters
3	Non-Geographic Numbers (NGN) Update
4	Customer Care Update
5	Retail Updates
	AOB

# Meeting Minutes

Item:	Meeting Minutes and Actions:
	Barbara Delaney opened the meeting.
1	<b>Topics raised by CAP Members</b> Service Provider Consumer Care Transposition of the EECC, disability issues.
2	<b>Discussion on Brexit Matters</b> ComReg updated the panel on the recent developments concerning <a href="#">Brexit</a> and the impact on postal services, mobile roaming and intra-EU communications.  Open panel discussion and questions raised by the panel were addressed by ComReg.
3	<b>Non-Geographic Numbers (NGN) Update</b> ComReg provided an update on the implementation and communications plan in respect of the <a href="#">changes to Non-Geographic Numbers (NGN)</a> .  Open panel discussion and questions raised by the panel were addressed by ComReg.
4	<b>Customer Care Update</b> ComReg provided an update to the panel on the Consumer Lines' role in complaint handling and included an overview on service providers' obligations relating to their code of practice and complaints procedures.  Open panel discussion and questions raised by the panel were addressed by ComReg.
5	<b>Retail Updates</b> ComReg informed the panel on the update concerning the European Electronic Communications Code, recent <a href="#">compliance and enforcement actions</a> and an overview on the decision relating to universal service <a href="#">public pay telephones</a> .  Open panel discussion and questions raised by the panel were addressed by ComReg.
	<b>AOB</b> Next meeting date to be decided.