

Consumer Advisory Panel (CAP)

40th Meeting

	Consumer Advisory Panel
Meeting Date	1 st February 2023
Meeting Location	Virtual Meeting
Panel Members in attendance	Dermott Jewell – The Consumers’ Association of Ireland Donal Fitzpatrick – The National Disability Authority (NDA) Aishwarya Patil – Chambers Ireland
Guest in attendance	Catherine McGuigan – Age Friendly Ireland
CAP Chairperson	Barbara Delaney – Director of Retail and Consumer Services
ComReg Attendees / Presenters	Leonie Allen / Jennifer Wittich / Richard O’Carroll – Retail Elaine Carroll / Lorraine McCoy – Consumer Communications and Engagement John Regan / Patrick Gahan – Strategy and Economics

Meeting Agenda

Item:	Agenda Items:
1	Update to CAP on topics raised
2	Overview of ComReg's Draft Electronic Communications Sector (ECS) Strategy Statement 2023-25
3	ComReg's Draft ECS Strategy Statement 2023-25 in the context of Consumer Protection
	AOB

Meeting Minutes

Item:

Meeting Minutes and Actions:

Barbara Delaney opened the meeting.

1 Update to CAP Members on topics raised

- Consumer Complaints Update and Trends
- Update on the European Accessibility Act

ComReg updated the panel on consumer complaints and trends and the European Accessibility Act.

Open panel discussion and questions raised by the panel were addressed by ComReg.

2 Overview of ComReg's Draft Electronic Communications Sector (ECS) Strategy Statement 2023-25

ComReg provided a high level overview of ComReg's draft ECS Strategy Statement 2023-25 and invited the members to provide any comments.

3 ComReg's Draft ECS Strategy Statement 2023-25 in the context of Consumer Protection

ComReg provided an update on ComReg's strategy in the context of consumer protection and invited the members to provide any comments.

AOB

2023 Meetings:

21st June 2023, 11:00am – 1.00pm, ComReg Office

13th September 2023, 11:00am – 1:00pm, Virtual Meeting