

Consumer Advisory Panel (CAP)

43rd Meeting

Consumer Advisory Panel	
Meeting Date	21 st February 2024
Meeting Location	Virtual Meeting
Panel Members in attendance	Aishwarya Patil, Chambers Ireland Dermott Jewell – Consumers' Association of Ireland CLG
Guest in attendance	Dr. Emer Coveney – Age Friendly Ireland
CAP Chairperson	Barbara Delaney – Director of Retail and Consumer Services
ComReg Attendees / Presenters	Richard O'Carroll – Retail Elaine Carroll / Muireann Doherty – Consumer Communications and Engagement Jack Byrne / John McGuinness – Strategy and Economics

Meeting Agenda

Item:	Agenda Items:
1	Update to CAP on topics raised
2	ComReg Consumer Trust & Confidence Survey 2023 overview
3	Consumer Experiences and Information – Presentation by Age Friendly Ireland
4	Market Developments – CPI & 3G Updates
5	AOB

Meeting Minutes

Item:

Meeting Minutes and Actions:

Muireann Doherty opened the meeting.

1 **Update to CAP Members on topics raised**

The European Accessibility Act

ComReg updated the panel on the [European Accessibility Act](#) from ComReg's perspective.

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

2 **ComReg Consumer Trust & Confidence Survey 2023 overview**

ComReg provided an overview of ComReg's Consumer Trust & Confidence Survey 2023, with a particular focus on issues relevant to the CAP and its members.

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

3 **Consumer experiences and information**

Age Friendly Ireland presented on the consumer experiences of older people in Ireland, with a particular focus on issues relevant to the CAP and its members.

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

4 **Market Developments – CPI & 3G Updates**

ComReg provided an overview of Contract Price Increases and 3G Updates. Open panel discussion and questions raised by the panel were addressed by ComReg.

5 **AOB**

Remaining 2024 proposed meeting dates are to be confirmed.