



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Meeting Name:	Consumer Advisory Panel
Meeting Date:	16 September 2026
Meeting Time:	11:00am
Meeting Location:	ComReg office and online
Panel Members in Attendance:	Dermott Jewell – Consumers' Association of Ireland Abbie Brennan – Chambers Ireland Cormac Laphorne – Southern Regional Assembly
Guests in Attendance:	Emer Coveney – Age Friendly Ireland
CAP Chairperson:	Barbara Delaney – Director of Retail and Consumer Services
ComReg Attendees / Presenters:	Elaine Carroll / Lorraine Daryan – Consumer Communications and Engagement Donal Rice / Devansh Dwivedi / James Browne / Liam Mimmagh / Shalin Sajan / Sharon Brennan
Apologies:	Donal Fitzpatrick – National Disability Authority
Recorded By:	Lorraine Daryan

Meeting Agenda

Item:	Agenda Items:
1	Update on the European Accessibility Act
2	Mobile Consumer Experience Survey 2025
3	Provider Information on Service Outages to End-Users
4	Tackling Scams: Recent Interventions

Meeting Minutes and Actions

Item:	Meeting Minutes and Actions:
	Introduction Lorraine Daryan opened the meeting. An update was provided on the Digital Networks Act.
1	Update on The European Accessibility Act ComReg updated the panel on recent implementation of the European Accessibility Act. Open panel discussion and questions raised by the panel were addressed by ComReg.
2	Mobile Consumer Experience Survey 2025 ComReg outlined the 2025 Mobile Consumer Experience Survey results highlighting the key findings and consumer experiences of mobile services. Open panel discussion and questions raised by the panel were addressed by ComReg.
3	Provider Information on Service Outages to End-Users ComReg provided an overview of potential approaches relating to service providers' communications during service outages. Open panel discussion and questions raised by the panel were addressed by ComReg.
4	Tackling Scams: Recent Interventions ComReg provided an update on nuisance communications interventions. Open panel discussion and questions raised by the panel were addressed by ComReg.