



Foreword by John Doherty, Chairperson of the Commission for Communications Regulation

On behalf of the Commission for Communications Regulation (ComReg), I would like to welcome you to ComReg's 2004 National Conference "Serving the e-consumer"

This year's conference will be opened by the new Minister for Communications, Marine and Natural Resources, Noel Dempsey TD. We are delighted that Minister Dempsey will make the keynote address to the conference and we wish him well in his new portfolio.

ComReg has a statutory responsibility to both protect consumers and to promote the interests of users of electronic communications services. Today's conference is designed to consider how best the needs of the consumer in the 21st century can be served.

We are also taking the opportunity of the conference to launch our new consumer website "askcomreg.ie". The site is designed to answer queries and questions from consumers and to provide people with information about services they wish to buy.

The speakers at this year's conference represent a range of companies and organisations with both a commitment to and experience of competition. Competition among suppliers, together with an informed consumer, is the key safeguard to ensuring that Ireland gets electronic communication services that it needs.

The conference will examine how competition with the electronic communications sector benefits the e-consumer and how companies can develop strategies to address the needs of consumers.

We hope that the conference will stimulate debate and discussion about how Irish consumers are being served by the electronic communications sector, the regulator and Government.

Thank you for attending and I hope you enjoy the conference.

John Doherty, Chairperson of ComReg