

Communications Consumer Panel Agenda 2011/9

Agenda for the 82nd Meeting of the Communications Consumer Panel to be held in Room 1.08 at
Riverside House on Wednesday 16th November 2011, 09:30 - 14:30

	Item
1	Declaration of members' interests
2	Minutes of the 11 October 2011 meeting and matters arising
	2.1 Updated Actions
	2.2 Implementation Plan
	2.3 Feedback
3	Panel consideration of item 4
4	Bill Shock
5	Panel consideration of item 6
6	Consumer Experience
7	Panel consideration of item 8
8	Annual Plan
9	Panel consideration of item 10
10	Complaints data
11	Phonepayplus report
12	Comms update
13	Panel consideration of item 14
14	Broadband speeds
15	Panel consideration of item 16
16	ADR principles
17	AOB
18	Date of Next Meeting: 7 December