

Minutes of the 89th meeting of the Communications Consumer Panel, held jointly
with ACOD

on 20 June 2012 at 9.30

Riverside House, 2A Southwark Bridge Road, London SE1 9HA

Present

Consumer Panel

Bob Warner (Chair)

Fiona Ballantyne

Colin Browne

Kim Brook (ex-officio member of the Panel and of ACOD)

Roger Darlington

Chris Holland (co-opted member)

ACOD

Jo Connell (Chairman)

Liz Atkins

Mairi Macleod (ex-officio member of ACOD)

Suneel Shivdasani

Bob Twitchin (co-opted member of ACOD)

In attendance

David Edwards

Fiona Lennox

Jonathan Pillinger-Cork

BDUK colleague

Other Ofcom colleagues (items 3- 9, 10 and 12)

Apologies

Libby Kinney ex-officio member of ACOD

1. Welcome and Chairman's introduction

1.1 The Chairman welcomed members of Ofcom's Advisory Committee on Older and Disabled People (ACOD) to the meeting.

2. Declarations of interest

2.1 There were no declarations.

3. Minutes of the meeting on 23 May 2012, matters arising and progress on actions

2.1 Members **APPROVED** the draft minutes for signature by the Chairman.

2.2 Members **NOTED** the success of activity to coincide with the recent publication of the Panel's digital participation research report, including two events held in Scotland. Details of related follow-up actions and meetings were also **NOTED**.

2.3 The Panel **NOTED** that Graham Howell - Ofcom's Consultation Champion - would review shortly a number of suggestions to facilitate responses to consultations by consumer groups and organisations.

2.4 It was **AGREED** that the Panel and ACOD would consider submitting a joint response to Ofcom's *Review of relay services* consultation.

- 2.5 Fiona Lennox would enquire with Ofcom colleagues about developments related to Ofcom's project on citizens and the internet.
- 2.6 Ofcom colleagues would attend the September meeting to update Members on ISPs' proposed actions to improve their compliance with the Code of Practice on broadband speeds.
- 2.7 In response to a query raised by the Panel, Members **NOTED** that Ofcom had provided DCMS with data from the Communications Market Report and could potentially be asked for research support for the Communications Review. It was further **NOTED** that Bob Warner would chair one of a series of seminars to be hosted by DCMS to inform the Review. The seminar would be held on 4 July and would consider the consumer perspective.
- 2.8 Members **NOTED** the information in the latest Panel Implementation Plan, providing a summary and strategic overview of Panel activities.

3. Developments of interest to ACOD/CCP

- 3.1 A paper had been provided as an update on various communications issues felt to be of interest to ACOD and to the Panel. An Ofcom colleague supplemented information in the paper and Members **NOTED**, amongst other things, ongoing work by Ofcom around 'fit and proper' in relation to BSkyB; Ofcom's plan to publish in July a concluding statement on the design of the 4G spectrum auction; the expected issue of local TV licences in the Autumn; and publication of Ofcom's Annual Report planned for early July.
- 3.2 In the absence of an expected Green Paper, and in response to a request for an update on the progress of the Communications Review, it was **AGREED** that an update on progress would be provided by Ofcom colleagues.

4. Consumer update

- 4.1 Papers had been provided as an update on consumer empowerment issues which were **NOTED** by Members. Discussion with Ofcom colleagues included switching, text relay services, progress in relation to the auto-renewal of contracts, broadband speeds, BT Basic and the quality of mobile services. Ofcom colleagues were asked to provide a paper on BT callboxes to a future meeting; attend the September meeting to update on text relay and circulate information about changes to BT Basic. The Secretariat would send Bob Twitchin's email to Ofcom colleagues.

5. Complaints data

- 5.1 Members had been provided with a paper reporting on the latest complaints data, which included data on pay TV complaints for the first time. Members **NOTED** the information and discussed with an Ofcom colleague how this data could be complemented by information from the consumer satisfaction survey and how the impact of the information could be maintained.

6. Spectrum update

- 6.1 Members had been provided with a paper reporting on the latest spectrum developments and Ofcom colleagues joined the meeting for discussion. Members **NOTED** the information and welcomed the news that reassurance had been forthcoming in relation to 4G and the potential impact on short range devices. Members expressed concern about the intended

<p>consumer support for DTT/4G coexistence issues, DUK's role and legacy, whether the results of MITCO's KPIs would be publically available and the nature of information available to the public.</p>
<p>7. Future of the Panel and ACOD</p> <p>7.1 Ofcom colleagues joined the meeting to discuss the future of the Panel and ACOD, stressing that there was significant support for the new combined body and acknowledging the benefits the bodies had brought to Ofcom to date. There was discussion of the new body's potential remit and the necessary skills mix that would be required among Members. Members were asked to convey expressions of interest in the new body by the end of June.</p>
<p>8. Mobile coverage update</p> <p>8.1 Members NOTED the information provided by Ofcom colleagues, who joined the meeting for discussion. Colleagues updated Members on MIP progress and there was discussion of the 'value for money' test, site-sharing, roaming, rail coverage, how to ensure adequate indoor coverage and femtocell performance. Following the consultation, the team hoped to publish a statement on the 4G auction before the Olympics. The Panel would consider sending a note to DCMS about rail coverage after the Olympics. The team would send Members a note about developments on London underground. The team would return to the Panel in September.</p>
<p>9. Non-geographic numbering</p> <p>9.1 An Ofcom colleague joined the meeting and briefed members on the background to Ofcom's consultation on non-geographic numbering. Members NOTED the information and discussed a variety of issues, including how the information could be conveyed to consumers and how to ensure that service providers did not desert freephone numbers due to increased costs to them. The Panel confirmed that it would be responding to the consultation. The team would return to the Panel later in the year with further details of progress.</p>
<p>10. TV access services</p> <p>10.1 Ofcom colleagues joined the meeting and provided an update on access services. Members discussed a number of issues including the quality of subtitling, making EPGs more accessible and satisfaction levels with audio description.</p>
<p>11. BDUK demand stimulation</p> <p>11.1 A colleague from BDUK attended to update Members on BDUK's work on demand stimulation and digital capability. Members NOTED the information. The presentation would be circulated to Members.</p>
<p>12. Bill Shock</p> <p>12.1 Ofcom colleagues updated Members on the Bill Shock project. Members NOTED the information and discussed whether there could be limits imposed on unauthorised charges - as in financial services, the role that default security settings could play, the data usage of apps auto-downloading updates, roaming and the vital importance of clear communication between MNOs and consumers. The team would return to the Panel in September with</p>

further details of progress.

13. Any other business

13.1 Jo Connell noted that, given ACOD's meeting schedule, this could be the last meeting for some Members. She expressed her warm thanks for all their hard work and contributions to the Committee.

13.2 There was no other business.