



News Release

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Consumer Panel launches public consultation on 2010/11 Work Plan

The Communications Consumer Panel has launched a public consultation into its proposed Work Plan for 2010/11.

Consumer Panel Chair Anna Bradley, said: “The Panel would like to hear people’s views on whether we have identified the right areas to address, and also if we’ve targeted the right action to take.”

The Consumer Panel is a panel of independent experts which looks at issues in the communications sector from the perspective of consumers and small businesses, and advises the regulator Ofcom, government and industry. The proposed Work Plan has highlighted six areas:

- Digital inclusion and participation
- Mobile, including coverage
- Regulatory decision-making processes
- Consumer protection and empowerment, including switching and complaints-handling
- Consumer engagement with the internet, including illegal file-sharing
- Universal service, including implementation of the universal broadband commitment

“The Panel will also be keeping under review key consumer concerns that might need our intervention such as broadband speeds,” Anna Bradley said.

Ends

NOTES FOR EDITORS AND CSEs

Responses to the public consultation on the Communications Consumer Panel Work Plan 2010/11 should be made by the closing date Friday 26 March 2010.

Copies of the Communications Consumer Panel draft work plan 2010/11 are available in PDF from the website

www.communicationsconsumerpanel.org.uk

The Communications Consumer Panel was established to advise Ofcom on the consumer interest in the markets it regulates. The Panel is independent and sets its own agenda. Visit

www.communicationsconsumerpanel.org.uk for more information. The Panel's members appointed by Ofcom are:

- Anna Bradley (Chair)
- Fiona Ballantyne (member for Scotland)
- Louisa Bolch
- Kim Brook (member for Wales)
- Colin Browne
- Roger Darlington (member for England)
- Maureen Edmondson (member for Northern Ireland)
- Leen Petre
- Damian Tambini
- Bob Warner

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