

Minutes of the meeting of the Communications Consumer Panel and ACOD

on 25 April 2013 at 10.30

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

Present

Consumer Panel

Jo Connell (Chairman)
Kim Brook
Jaya Chakrabarti
Chris Holland
Mairi Macleod
Craig Tillotson

In attendance

David Edwards
Karen Keany
Fiona Lennox
Jonathan Pillinger-Cork
Colleagues from PhonepayPlus (item 3)
Simon Beresford Wylie, CEO, Digital Mobile Spectrum Limited (item 4)
Colleagues from Ipsos Mori (item 5)
Other Ofcom colleagues

Apologies

Libby Kinney
Bob Twitchin

1. Declarations of interest

1.1 Craig Tillotson declared his roles as Executive Director of the UK Payments Administration and as business leader for the developing Mobile Payments Scheme. Chris Holland declared his consultancy role across all dispute resolution schemes offered by IDRS Ltd, including the Communications and Internet Services Adjudication Scheme (CISAS).

2. Minutes of the meeting on 25 March 2013 and matters arising

2.1 Subject to minor amendment, the minutes were APPROVED for signature by the Chairman.
2.2 Jonathan Pillinger-Cork would keep the Panel informed, on an ongoing basis, of any developments in the debate about a single EU market in telecommunications.
2.3 Members would keep Karen Keany informed of relevant contacts made at events attended on behalf of the Panel.

3. Micropayments

3.1 Members had been provided with a paper and colleagues from Ofcom and PhonepayPlus joined the meeting to provide an update on the regulation of micropayments.
3.2 There was discussion of a variety of issues including the remit of

PhonepayPlus; the definition of a ‘micropayment’ and the current threshold of £10 or less for a qualifying transaction; scope and the current exclusion of certain transactions, eg iTunes purchases by credit card; child protection and unintended purchases; payment mechanism as a non-critical differentiator; coordination between regulators; the role of Alternative Dispute Resolution (ADR); Bitcoins; PhonepayPlus education initiatives; and the suggestion of a kitemark.

4. DTT coexistence

4.1 Members were joined by Simon Beresford Wylie, CEO of Digital Mobile Spectrum Limited (DMSL), who provided an update on recent and current DMSL activities.

4.2 Simon Beresford Wylie spoke about recent pilots, one in Dudley and the second in south east London - both designed to test the effect of 4G signals on DTT reception. A third pilot in West London was about to roll out. A pilot was expected to begin in Brighton in mid-May. There was discussion of issues including the branding of DMSL as *at800* and DMSL KPIs. DMSL was in the process of drafting a code in relation to complaints which it would share with the Panel.

5. Panel research project

5.1 Members had been provided with a paper and colleagues from Ipsos Mori and Ofcom joined the meeting and took members through a slide presentation on findings from the Panel’s qualitative ‘consumer journey’ research project based on 60 in-depth interviews. Following discussion it was AGREED that the next step would be for Ipsos Mori to write a research report; a Panel subgroup would then consider recommendations based on the findings; consideration would be given to a possible quantitative supplement to the interviews; and enquiries would be made about industry best practice with respect to consumer complaint handling. In addition, Ipsos Mori would post video material gathered during the research interviews on a site accessible to Panel members.

6. ADR research

6.1 Members had received a paper and Ofcom colleagues joined the meeting to brief the Panel on the findings of recent Ofcom research to gauge industry compliance with GC14 measures and the consumer experience.

6.2 There was discussion of awareness of ADR among eligible complainants, their reliance on their providers to inform them about ADR; the period - currently eight weeks - required to elapse before a complaint can be taken to ADR; the grounds upon which complaints are rejected by ADR; availability of information including codes of practice; and escalation processes. Ofcom would provide members with details of its desk-based ADR research.

7. Nuisance calls

7.1 Members had received a paper and Ofcom colleagues joined the meeting to update Members on progress on the five-point action plan to tackle nuisance calls. Members had also been provided with copies of a draft

<p>research report based on findings from a bespoke panel of 1000+ UK landline users asked to maintain call diaries over a four week period and comparison with face-to-face omnibus data covering the same period. Ofcom had also commissioned researchers to review recent developments in Answer Machine Detection in call centres and the resulting consequences for consumers - the researchers had expressed their wish to discuss this with the Panel.</p> <p>7.2 There was discussion of issues including a recent fine levied by Ofcom on TalkTalk; calls related to Payment Protection Insurance; and Ofcom consumer guides.</p>
<p>8. Citizens’ project</p> <p>8.1 Members had been provided with a paper and Ofcom colleagues joined the meeting. They summarised their work on the citizen interest undertaken to date. This included the ambit and themes of desk research based on interviews with a range of Ofcom colleagues and engagement with external stakeholders who had provided views. A number of online citizen issues had been identified. There was brief discussion of issues including protection of children; access to the internet and net neutrality; and the right to digital participation. Next steps would include publication of the research and a stakeholder event to discuss findings.</p>
<p>9. Contact Centre</p> <p>9.1 Members were joined by Ofcom colleagues who had provided a paper and delivered a presentation on the key performance indicators of Ofcom’s Consumer Contact Team (CCT) responsible for taking calls from the public on telecommunications, postal and broadcast issues. The CCT also responded to web/email and letter contacts related to telecommunications and post. There was brief discussion of issues including call volumes and complaint categories; responses and email acknowledgements received by consumers having raised issues via the Ofcom website; and complaint escalation processes.</p>
<p>10. Workplan deliverables</p> <p>10.1 Members had been provided with a paper containing a list of proposed deliverables mapped against the Panel’s key areas of engagement in its 2013/14 workplan and evaluation measures. Members made a number of comments and suggestions and it was AGREED that they would provide any additional views by email and by the end of the following week.</p>
<p>11. Any other business</p> <p>11.1 Mobile network infrastructure consolidation being undertaken around the country by Everything Everywhere, but especially in Wales, was raised as a coverage issue. It was AGREED that this should be followed up with Ofcom.</p>

.....ChairmanDate