

## Minutes of the meeting of the Communications Consumer Panel and ACOD

on 30 April 2014 at 10.30

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

**Present**Consumer Panel/ACOD

Jo Connell (Chair)

Kim Brook

Jaya Chakrabarti (by telephone)

Chris Holland

Mairi Macleod

Craig Tillotson (items 1 to 9)

Bob Twitchin

In attendance

Eleanor Berg

Karen Keany (item 4 to 6, 10 to 11)

Fiona Lennox

External visitor from Lloyds Banking Group (item 3)

External visitor from Jigsaw (item 4)

David Hendon, Chairman of the TV/4G Coexistence Oversight Board (item 7)

Other Ofcom colleagues

**1. Declarations of interest**

- 1.1. Mairi Macleod reminded Members of her occasional work with access services and STV. There were no other interests to declare.

**2. Minutes of the meeting on 26 March 2014 and matters arising**

- 2.1 The minutes were **APPROVED** for signature by the Chair.  
2.2. Progress on outstanding actions was **NOTED**.

**3. Lloyds Business Digital Index**

3.1 Richard Hubbard joined the meeting and delivered a presentation on the Lloyds Business Digital Index research which Lloyds Bank published April. Members **NOTED** the findings and highlighted how useful case studies and tangible examples could be for businesses in assessing whether to make improvements to their IS. It would be helpful if businesses were able to access a tool to assess their own digital maturity in further iterations of the survey. Members discussed the digital maturity of firms providing business to business services, compared to business to consumer services; the need for charities to invest in IS to improve their effectiveness, despite this sometimes not always being seen as a priority by funders and the need for targeted recommendations and political engagement. The Panel would engage with Lloyds about the 2015 survey.

#### 4. Micro-business research

4.1. Members had been provided with a working draft of the findings from the Panel's research project on how micro-businesses engage with communications services. Jigsaw joined the meeting for discussion and, following discussion, took note of a number of comments from Members to be incorporated into the report. Members will highlight the spelling and grammatical errors as well as further suggestions and send them to FL/EB.

4.2 The Panel's accompanying report and recommendations would also be drafted in parallel and draft recommendations would be circulated for the May Panel meeting.

#### 5. Consumer Update

5.1 An Ofcom colleague joined the meeting to update Members on Consumer Affairs - in particular the delay to the launch of BT's next generation text relay service. Members expressed their significant concern at the delay and **AGREED** that they would write to BT to voice their disappointment at the delay to this service. Members also discussed GC9, GC14 and GC15 and how compliance in these areas would be monitored.

#### 6. Nuisance calls and messages

6.1. Ofcom colleagues joined the meeting to update Members on Ofcom's current nuisance calls and messages work and latest research findings. Members discussed the latest research and suggested additional demographic breaks in the analysis of the research. The Panel welcomed Ofcom's review of its statement of policy in relation to persistent misuse and reiterated its call for free CLI by default. Members stressed that research should include contacts made by fixed and mobile, voice and texts. The team would discuss forthcoming further research with the Panel.

#### 7. Oversight Board Update

7.1 David Hendon joined the meeting and updated the Panel on the recent activity of the TV/4G Coexistence Oversight Board. Members **NOTED** the cases of interference and agreed that, on the experience to date, it was logical to revisit the KPIs. While the situation so far was generally positive, it was important that this did not induce complacency. The latest KPIs would be copied to Members.

#### 8. Public Sector Spectrum Release: Award of the 2.3 and 3.4 GHz bands

8.2 Members had been provided with a paper and Ofcom colleagues joined the meeting to provide background to the project. Panel **NOTED** that there may be some interference issues - particularly to Wi-Fi - as a result of the release of new spectrum. The Panel expressed concern about some elements of the proposal and agreed to respond to the current consultation. The Panel would comment on suggestions on how to engage with Wi-Fi consumers once

there is further information on this project from Ofcom and the team would return in September.

**9. Report on the Levels of Television Access Services Provided by Relevant Channels over 2013**

9.1 Members had been provided with a paper and Ofcom colleagues joined the meeting to update the Panel on the publication of the report on the levels of Television Access Services. Panel **NOTED** the statistics and discussed whether quotas could be increased given the level of progress to date and technological developments; why some films were not subtitled despite subtitles almost certainly being available; and the Panel’s involvement in the recent roundtable on accessible EPGs.

**10. Mobile Coverage and Quality (MCQ)**

10.1 Members were provided with a paper on mobile coverage and quality and Ofcom colleagues joined the meeting to ask for Panel’s input on the proposals for disseminating consumer information through a dedicated website. The Panel strongly **WELCOMED** the proposal set out in the paper, commented on the ideas set out therein and discussed the role of MNOs, the need for accurate data, its preference for responsive design and the need to make the website accessible for consumers. Members also discussed recent research into consumers’ satisfaction with their service. Members raised the question of whether there were any commercial blocks to MVNOs offering national roaming and discussed the Panel’s previous ‘Can I Cancel’ work in relation to coverage and the cancellation of contracts. It was agreed that the team and secretariat would follow up on these matters, particularly whether MNOs were still honouring the voluntary agreement to cancel contracts if appropriate, as outlined in the Panel’s earlier report.

**11. Any other business**

11.1 Members discussed progress in the recruitment of a Panel Member for Northern Ireland.  
 11.2 Members asked for information relating to disability in Ofcom’s media literacy survey.

.....Chairman .....Date