

**Agenda of the Tenth Meeting of the Ofcom Consumer Panel,
held at Ofcom, London, 14 December 2004**

1. Welcome and introductions
2. Minutes of the meeting on 18 November 2004 and matters arising
 - 2.1 Note of meeting for publication
3. Chairman's report
4. Members' updates
 - 4.1 Panel research, including communications strategy
 - 4.2 Other Panel initiatives to be reported
5. Ofcom's advisory committees
6. Telecoms review
7. Universal service
8. Consumer complaint handling
9. Other matters to note/agree
 - 9.1 Consultations and approaches to the Panel
10. Any other business