

**Agenda of the Second Meeting of the Ofcom Consumer Panel,  
held at Ofcom, London, 16 March 2004**

1. Welcome and introductions
2. Minutes of meeting on 23 February 2004 and matters arising
3. Chairman's report
4. Ways of engaging with consumers
  - 4.1 Revised Chairman's paper on the work of the Panel
  - 4.2 Ideas on working with different consumer stakeholders and work areas
5. Stephen Carter, Ofcom CEO, meets the Panel
6. Ofcom's (proposed) Annual Plan
7. Ofcom's consumer research programme
8. Other matters to note/agree
  - 8.1 Report on activities and consultations
9. Any other business