

**Agenda of the Fourth Meeting of the Ofcom Consumer Panel,
held at Ofcom, London, 18 May 2004**

1. Welcome and introductions
2. Minutes of the meeting on 26 April 2004 and matters arising
3. Chairman's report
4. Report on meetings with consumer groups
5. The Panel and electronic communication with consumers
6. Ofcom and providing consumers with information
7. Universal service in telecommunications
8. Members' workstreams
9. Other matters to note/agree
 - 9.1 Monthly report - consultations and approaches to the Panel etc
 - 9.2 Dates for meetings in 2005
10. Finalise Panel research brief
11. Any other business