

**Agenda of the Twelfth Meeting of the Ofcom Consumer Panel,
held at Ofcom, London, 24 February 2005**

- 1. Welcome and introductions**
- 2. Minutes of the meeting on 26 January 2005 and matters arising**
- 3. Consumer Panel research**
- 4. Chairman's report**
- 5. Members' updates**
- 6. Universal service review**
- 7. Other matters to note/agree**
 - 7.1 Annual report outline**
 - 7.2 Consultations and approaches to the Panel**
- 8. Any other business**
- 9. Elizabeth France, the Telecommunications Ombudsman**