

**Agenda of the Sixty second Meeting of the Communications Consumer Panel,
held at Riverside House, London, 2 December 2009**

1. Declaration of members' interests
2. Minutes of the meeting on 3 November 2009 and matters arising
 - 2.1 Progress on action points
 - 2.2 Forward Plan 2009/10
3. Panel Work Plan and Panel Impact Report
4. Services and equipment for people with disabilities
5. Otelo (Andrew Walker)
6. Broadband speeds
7. Advertising Standards Agency (Guy Parker)
8. Ofcom Consumer Experience Report
9. Any Other Business