

**Agenda of the Sixty third Meeting of the Communications Consumer Panel,
held at Riverside House, London, 20 January 2010**

1. Declaration of members' interests
2. Minutes of the meeting on 2 December 2009 and matters arising
 - 2.1 Progress on action points
 - 2.2 Forward Plan 2010
3. Process for making and evaluating regulation – Update
4. Mobile – Update (Coverage and T-Mobile/Orange merger)
5. Update on Panel engagement with the Ofcom Board
6. Collette Bowe – Ofcom Chairman
7. Ofcom Consumer Experience Report
8. Universal Broadband Commitment and Fund for the final third
9. Ofcom's role in relation to digital switchover and Ofcom's digital dividend clearance project
10. Ofcom Annual Plan and Update on Ofcom 2015
11. Digital Inclusion and Participation – Update
12. Consumer Protection and Empowerment – Update
 - Behavioral Economics
 - Usability
13. Panel Work Plan
14. Any Other Business