

## Communications Consumer Panel and ACOD Agenda 2020/11

Agenda for the meeting of the Communications Consumer Panel and ACOD to be held via video and audio conferencing on Thursday 12 November 2020 10:30 - 15:30

|    | Item   |
|----|--|
|    | 1.1 Welcome  |
| 1  | 1.2 Declaration of Members' interests                            |
|    | 2.1 Minutes of the last meeting and matters arising              |
| 2  | 2.2 Updated Actions (including tracked items for ongoing review) |
| 3  | Consumer Update - review of workstreams                          |
| 4  | Panel discussion   |
| 5  | Fairness Commitments   |
| 6  | Automatic Compensation Scheme                                    |
| 7  | Ofcom's draft Plan of Work 2021/22                               |
| 8  | Behavioural Insights   |
| 9  | Affordability of communications services                         |
| 10 | AOB  |