

Communications Consumer Panel and ACOD Agenda 2018/5

Agenda for the meeting of the Communications Consumer Panel and ACOD to be held in Room G11 a&b at Riverside House on Thursday 17 May 2018 10:30 - 15:30

	Item
1	Declaration of Members' interests
	2.1 Minutes of the last meeting and matters arising
2	2.2 Updated Actions
3	Consumer update
4	Complaints update
5	Migration to VOIP
6	Post update
7	Phone-paid Services Authority
8	Consumer Outcomes update
9	Behavioural Insight Team and Ofgem
10	Panel complaints recommendations and AOB