

18 June 2004

Lord Currie
Chairman, Ofcom
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Dear David,

Numbering issues

At its most recent meeting on 10 June, the Consumer Panel received an update from [REDACTED] and colleagues on Ofcom's Numbering Strategy. This was, as I outlined to you in my letter of 13 May, an area of Ofcom's work that the Panel had some concerns about.

The Panel very much welcomed the most recent presentation and was pleased to see the development of a more coherent route map for numbering work. In particular, the Panel noted the acknowledgement in the Numbering Strategy document that "securing widespread and diverse consumer understanding" has to be an outcome of any policy change in this area. The Consumer Panel has a keen interest in the development of Ofcom's approach to consumer information and will look forward to seeing development move into delivery.

Going forward, we have agreed arrangements for liaison – [REDACTED] will be the key point of contact on the Panel's behalf - and we will keep the strategy under review.

For the moment we are pleased that work is proceeding in the right direction.

A handwritten signature in black ink that reads "Colette". The signature is written in a cursive, slightly slanted style with a small underline at the end.

COLETTE BOWE