

February 2013

Panel newsletter

This month...

Communications Consumer Panel Work Plan 2013/14

The Panel has published its draft work plan for 2013/14 and is now seeking stakeholders' views on its proposed content. The proposed work plan explains the Panel's role, describes the different ways in which the Panel engages with issues, explains how we have chosen our proposed priorities for the coming year and sets out the areas that we propose to address.

The proposed key areas of engagement are:

- Nuisance calls
- Unexpected charges and high bills
- Effective digital engagement
- Consumer Information (inc security/privacy/non-geographic numbering, copyright, scams and broadband speeds)
- Coexistence of new services and DTT

You can view the draft work plan here:

<http://www.communicationsconsumerpanel.org.uk/CCP%20Draft%20Workplan%20Final.pdf>

We look forward to receiving your comments - please send them by 19th March 2013 to contact@communicationsconsumerpanel.org.uk

Ofcom announces winners of 4G auction

Ofcom has announced the winners of the 4G mobile spectrum auction. After more than 50 rounds of bidding, Everything Everywhere Ltd, Hutchison 3G UK Ltd, Niche Spectrum Ventures Ltd (a subsidiary of BT Group plc), Telefónica UK Ltd and Vodafone Ltd have all won spectrum.

The regulator said that the auction had achieved Ofcom's purpose of promoting strong competition in the 4G mobile market. This is expected to lead to faster mobile broadband speeds, lower prices, greater innovation, new investment and better coverage.

Ofcom attached a coverage obligation to one of the 800 MHz lots of spectrum. The winner of this lot is Telefónica UK Ltd. This operator is obliged to provide a mobile broadband service for indoor reception to at least 98% of the UK population (expected to cover at least 99% when outdoors) and at least 95% of the population of each of the UK nations - England, Northern Ireland, Scotland and Wales - by the end of 2017 at the latest.

Ofcom will also be carrying out research to measure the performance of 3G and 4G networks. This will

be broken down by operator and will assess the average mobile broadband speeds received by 3G and 4G customers. Ofcom expects to conduct this research around December 2013 and publish the results in spring 2014.

By 2030, demand for mobile data could be 80 times higher than today. To help meet this demand and avert a possible 'capacity crunch', more mobile spectrum is needed over the long term, together with new technologies to make mobile broadband more efficient. Ofcom is planning now to support the release of further spectrum for possible future '5G' mobile services.

Full details of the winners of the 4G auction can be found on Ofcom's website:

<http://consumers.ofcom.org.uk/2013/02/ofcom-announces-winners-of-the-4g-mobile-auction/>

Accessible ICT

Panel Member Bob Twitchin reports on a recent conference Accessible ICT: Priorities for Future Research on Accessible Information and Communication Technology Systems and Services organised by the Cardiac project <http://www.cardiac-eu.org/index.htm> in collaboration with the Institution of Engineering and Technology and the ICT Knowledge Transfer Network. The aim of this conference was to obtain a consensus on priorities for future research on accessible information and communication technology systems and services. Funding bodies need to ascertain the best strategy for investing their finite resources in research and development to benefit disabled and elderly people. The scope included network-based services (social networks, collective intelligent systems, augmented reality, cloud computing, advanced location aware services and ambient intelligent systems) as well as novel user interfaces and technology transfer. Videos of the presentations have been produced by the IET and are available on the cardiac website.

<http://tv.theiet.org/search.cfm?search=1&back=%2Findex.cfm&year=&schan=&stext=accessible+ict>

Prof Patrick Roe explained that the aim of the Cardiac project is to produce a roadmap for priorities for future research on accessible ICT. The primary audience for this roadmap is the European Commission to help them determine priorities in this area. He explained that the project had organised three workshops to identify the priorities in three areas - technology transfer, user interfaces and network applications. The resulting roadmap can be found at <http://www.cardiac-eu.org/roadmap/index.htm> along with a questionnaire to collect views from all relevant stakeholders on the priorities of the identified research lines.

Lloyds TSB become first UK bank to provide SignVideo interpreting service

Lloyds TSB has become the first UK bank to enable deaf customers to contact them online using BSL (British Sign Language). By using SignVideo, the service enables deaf customers to have direct access to the Lloyds TSB customer service team via a BSL interpreter using their computer and webcam. Customers can use the service to handle everyday transactions on their Lloyds TSB personal current, savings and credit card accounts.

Further details can be found on the bank's website: <http://lloydstsb.com/signvideo.asp>

Design Industry Voices

Panel Member Bob Twitchin also reports on a new report "*Design Industry Voices*" by Fairley & Associates, Gabriele Skelton and On Pointe Marketing that asked people who work within design or digital agencies to share their views anonymously about how it feels to work within their agencies right now. 459 people responded. Just under 22% agreed that clients ask for website designs to be accessible to people with disabilities and fewer than half (45.7%) agreed that they understood how to design in a

way that improves accessibility for people with disabilities. Over a third (35.9%) responded 'don't know/no opinion. Read more at <http://www.designindustryvoices.com/>

Nuisance calls

Nuisance calls have been high on the Panel's agenda for some time now, and our draft work plan highlights our significant concern about this area. BT states that it receives more than 50,000 calls to its Nuisance Calls Advice Line each month and Ofcom have found that just over seven in 10 (71%) people have received live marketing calls on their fixed line phone in the past six months with older consumers more likely to have been affected.

Part of the issue stems from the fact that this complex area has no single solution and is one that requires action from a number of public authorities, in addition to support from the industry. One recent industry development is a new landline phone launched by BT, that lets customers block calls from "international" numbers, "withheld" numbers or specific numbers.

Measuring mobile voice and data quality of experience

As part of its ongoing work to help improve the coverage and quality of mobile voice and data services, Ofcom published a Call for Input on 23 January seeking views on what information consumers need to make well informed purchasing decisions. Ofcom would welcome views from all stakeholders with an interest in this subject, particularly those who currently experience unsatisfactory mobile services or have experience in measuring network performance.

The Call for Input is available on the Ofcom website

<http://stakeholders.ofcom.org.uk/binaries/consultations/mobile-voice-data-experience/summary/condoc.pdf> and written responses are sought by 1 April. Additionally, if you are

interested in attending a workshop to discuss the options for improving the provision of consumer information please e-mail MobileQoE@ofcom.org.uk. Ofcom has provisionally scheduled a workshop for the morning of 20th March.

GSMA report predicts data to overtake voice by 2018

Mobile operators will make more money from data than from voice by 2018, according to the GSMA. The organisation - which represents the mobile industry - said that the surge in connected devices and the growth of machine-to-machine communications are creating huge demand. A new GSMA report, *Connected Life: The impact of the connected life in the next five years*, developed in collaboration with PwC, reveals how innovative mobile connected products and services will revolutionise people's lives over the next five years.

"Mobile data is not just a commodity, but is becoming the lifeblood of our daily lives, society and economy, with more and more connected people and things," said Michael O'Hara, Chief Marketing Officer, GSMA. "This is an immense responsibility and the mobile industry needs to continue collaborating with governments and key industry sectors to deliver products and services that help people around the world improve their businesses and societies."

The increase in mobile operator data revenues is a global trend across both developed and emerging markets. In 2012, Japan became the first country where data revenues exceeded voice revenues, due largely to the availability of advanced mobile broadband networks and a higher adoption of the latest smartphones, tablets and connected devices.

A copy of the report can be downloaded from the GSMA website:

<http://www.gsma.com/newsroom/gsma-the-rise-of-connected-devices-will-drive-mobile-operator-data-revenues-past-voice-revenues-globally-by-2018>

Safer Internet Day

This year's Safer Internet Day events focused around the theme of online rights and responsibilities, emphasising the rights that young people and their peers have online and the role they have in acknowledging and respecting these rights.

Amidst a day of activities, the UK Safer Internet Centre launched the results of the UK's largest-ever survey into young people's attitudes towards online rights and responsibilities, involving a large-scale quantitative survey with over 24,000 young people age 7-19 years and qualitative findings from nine focus groups across the UK. <http://www.saferinternet.org.uk/safer-internet-day/2013/survey>

The BBC marked Safer Internet Day with the Share Take Care campaign. Working in partnership with the UK Safer Internet Centre, the campaign was designed to raise awareness of the risks of over-sharing information online and help people make smart choices about what they do online. Editorial coverage across a broad range of national, local and online BBC channels was supported by new, embeddable 'Share Take Care' resources including a series of specially commissioned CBBC 'sound-alike' music videos featuring CBBC presenters. There are also two Digital Detective films highlighting the risks of over-sharing online, and a third film looking at the tools available to help parents manage their children's access to the internet.

Radio 1 brought the Share Take Care message to older children and teenagers with extensive on-air coverage and launched a new online 'tagging' game designed to help teenagers think more carefully about their use of social media. For programme highlights, or to embed the films go to bbc.co.uk/sharetakecare.

Children and parents: Media use and attitudes in the nations

Following on from the publication of *Children and parents: Media use and attitudes* in October 2012, Ofcom has compiled a bulletin with some of the key statistics for parents and children in each of the four nations.

It includes figures on: children's media access and consumption; children's online behaviour; children's attitudes to media; and parents' concerns and approaches to mediation. The bulletin is available for download from the Ofcom website at: <http://stakeholders.ofcom.org.uk/binaries/research/media-literacy/2012-Metrics-Bulletin/2012-Metrics-Bulletin.pdf>

ParentPort helps parents keep children safe online

The online media complaints portal - [ParentPort](#) - has this month launched a one-stop shop for parents to help them keep children safe when online, watching films and playing video games. Despite a large volume of useful tips and online safety advice already being available online, this information is often fragmented and difficult to find.

ParentPort has brought this information together and organised it into a number of easily accessible top tip categories to help parents learn more about setting up online controls, improving mobile safety and keeping children safe on social networking sites.

ParentPort was set up in October 2011 to make it easier for parents to complain about material they see or hear across the media, communications and retail industries. It was jointly developed by the Advertising Standards Authority (ASA), the Authority for Television On Demand (ATVOD), the BBC Trust, the British Board of Film Classification (BBFC), the Office of Communications (Ofcom), the Press Complaints Commission (PCC) and the Video Standards Council (VSC)/Pan-European Game Information (PEGI).

Get Safe Online

At this month's Panel meeting, Tony Neate, CEO of Get Safe Online presented an update on their work to provide the Government's preferred online security advice channel and be a source of unbiased, factual and easy-to-understand information for consumers and small businesses on online safety. Tony updated Members on Get Safe Online's strategy, Get Safe Online week, forthcoming campaigns and his view of the top priorities in this area. To find out more and get the latest updates go to <http://www.getsafeonline.org/> or follow on Twitter @GetSafeOnline

Spring Online 2013: April 22-26

Spring Online is Digital Unite's award-winning campaign and one of the biggest digital inclusion drives in the UK. It encourages and supports individuals and organisations to run free taster sessions to introduce older people and less confident users to digital technology.

Last year, 2,000 Spring Online events helped 30,000 people to get online. If you'd like to get involved this year by holding a taster event, go to www.digitalunite.com/spring-online, call 0800 228 9272 or email springonline@digitalunite.com

New Age UK information - Digital Inclusion in care homes

Age UK has created a practical guide for organisations wanting to work with care homes, based on the experiences of its Reach for IT project. In addition, a colour magazine-style publication on the topic from Age UK's My Home Life has recently been sent to 20,000 care homes in England and Wales. Both are available on the Age UK website. Organisations can download the guide which is online only, and download and/or request by email printed copies of the My Home Life publication while stocks last. <http://www.ageuk.org.uk/professional-resources-home/services-and-practice/computers-and-technology/digital-inclusion-in-care-homes/>

Older people and technology

The Engineering Design Centre (EDC) at the University of Cambridge, in partnership with BT, has produced a book of thought pieces "*Ageing, Adaption and Accessibility: Time for the Inclusive Revolution!*", that brings together opinions and insights from twenty one prominent thought leaders from government, industry and academia regarding the problems, opportunities and strategies for combating digital exclusion among senior citizens.

This collection of thought pieces gives a broad perspective on ageing, people's adaption to the ever changing world of technology and insights into better ways of designing digital devices and services for the older population. The publication is also available as an eBook from the EDC website: <http://www-edc.eng.cam.ac.uk/insights>

News from the Consumer Forum for Communications

The Consumer Forum for Communications held a session on nuisance calls as part of their December

meeting. For more information about the Forum visit <http://www.ofcom.org.uk/about/organisations-we-work-with/consumer-forum-for-communications/>

The session started with an update from David Clancy from the Information Commissioners Office (ICO), including how new powers are helping the organisation tackle the problem. The other speakers were Mark McLaren from Which?, Lorna Stephenson from BT and Lynn Parker from Ofcom. The participants were asked what they would like to see done in the New Year to reduce nuisance calls. Suggestions included:

- Consumer consent - how does a consumer withdraw it and how do they know it has been withdrawn?
- Use the information received by BT's Nuisance Call Advice Line (NCAL) and Nuisance Call Bureau (NCB) on nuisance calls more intelligently and give robust data to regulators.
- Work with the industry to trace the numbers and also come up with the capability to block more calls.
- Identify what is driving these complaints and look at solving them in the long term.

Following the meeting, a letter was sent to regulators suggesting that they consider a variety of possible actions. Anyone wanting more information should contact Claire Milne, Chair of the Consumer Forum for Communications cbm@antelope.org.uk.

The Forum has responded to Ofcom's consultation on its draft Annual Plan with suggestions on improving Ofcom's transparency and consultation practice, as well as expressing broader concern about consumer vulnerability.

The next Forum meeting will be on 13th March. Planned agenda items include usability (mainly in the context of mobile terminals and apps), an update on data protection and privacy from Privacy International and the latest from Ofcom on reviewing compliance with the Consumer Interest Toolkit.

Technology4Good (T4G) Awards

The Technology4Good (T4G) Awards for 2013 launch this year on 5th March. These awards celebrate the hard work of people of all ages who use the power of computers and the internet to make the world a better place. They were created by AbilityNet, supported by BT, in 2010 and the awards are now in their third year. Stories of the impact on past winners are at technology4goodawards.org.uk.

Community Network Project

Over the past six months, mobile operator Three has provided mobile broadband connectivity to eight social housing providers across the country. The projects selected include Casa Support in Sittingbourne, which provides secure homes for people with enduring mental health diagnoses. Many of the residents have limited or no online experience but can now go online using a computer in the communal area of the property.

Three's Community Network Project has also been working with *Go ON NI* to improve digital participation in Northern Ireland. Three is supporting 20 'digital champions' with mobile broadband dongles to run events in local communities showcasing the benefits of using the internet. *Go ON NI* also identified three housing hostels to install laptops in, to enable tenants to access the internet and tackle the problems of social mobility that can be experienced by tenants. The three hostels have a mix of tenants including homeless people and single parents.

The initiatives form part of Three's Community Network Project which aims to support people to discover and enjoy the benefits of being online. For more details see www.three.co.uk/company Northern Ireland

Libraries NI: Got IT?

Libraries NI is offering a training programme for people who want to find out more about technology and computers in local libraries.

The free Got IT? and Go ON courses demonstrate how using technology can enhance people's lives. Libraries across Northern Ireland are running the courses from January to March 2013.

Got IT? is a computer help programme to support people with little or no knowledge of computers, while Go ON takes these skills one step further.

Go ON allows people to enhance their computer skills by offering help to do lots of everyday tasks on the computer, such as paying bills, health enquiries and keeping in touch with friends. It gives learners the opportunity to enjoy one or more of five subjects - Libraries in your Living Room; Relax and Learn; Get That Job; Your Health Online and Organise Your Life Online, with experienced staff on hand to help.

In addition, and now in its 9th year, Business in the Community, in partnership with the Delivery and Innovation Division of the Department of Finance and Personnel and Libraries NI, will be holding free IT taster sessions for the over 50s in a number of selected libraries across Northern Ireland on Silver Surfers' Day. It will take place on 26 April, linking in with Spring OnLine Week.

Connected communities

In the Connected Communities initiative, BT is working in Ireland with a number of community based group groups providing computers, training, access to high speed broadband and volunteers to deliver ICT training skills. BT is currently scaling-up its involvement and now supports 15 communities.

<http://www.btconnectedcommunities.com/>

Among the Northern Ireland groups that are benefiting from the expansion into rural communities are the Clogher Valley Community Centre, Rowan Tree Centre in Pomeroy, Centres in Ederney, Irvinestown and Enniskillen in Fermanagh, The Gasyard, Caw, Maydown and Draperstown in county Londonderry. Working with leading community groups, BT is investing in the technology and the fibre infrastructure in each of the community centres and making available BT employees who are volunteering their time to support the communities.

To date more than 3,500 participants - from senior citizens to farmers - have benefited from access to skills training, support and the technology through the programme.

Wales

Communities 2.0

A new online search facility is now available in Wales for people to find their nearest community IT course and venue. 'Computer Courses Near You' has been developed by Communities 2.0, the Welsh Government digital inclusion programme. There are currently 440 centres on the database, with details of available courses along with information on the venue, its accessibility and wi-fi provision.

<http://www.communities2point0.org.uk/computer-courses-in-wales>

Communities 2.0 is receiving an increasing number of referrals from Job Centre Plus and job clubs in Wales, for people who want to increase their IT skills to find work. The Welsh Government digital

inclusion programme has an established 'Web 4 Work' course that helps people to search for jobs online.

Budding entrepreneurs who are thinking about starting a new business venture are being offered expert IT advice and possible funding by Communities 2.0, if their business will depend on digital technology for success. See. <http://www.communities2point0.org.uk/starting-an-it-enterprise>

Welsh Government Digital Inclusion Unit

A Statistical Bulletin presenting the Internet results from the National Survey for Wales was released on 19 December 2012;

<http://wales.gov.uk/topics/statistics/headlines/compendia2009/1212191/?lang=en>

The bulletin presents a summary of the findings based on the first quarter of the survey's fieldwork (from January to March 2012). Some of the key findings are:

- 70% of households had access to the internet. This equates to approximately 77% of people aged 18 or over having access to the internet at home.
- 73% of people said that they used the internet at home, work or elsewhere; this varied by age with a far greater proportion of people under 45 using the internet than those aged 45 and over.
- 22% said they had never used the internet
- Of those who did not use the internet, 56% didn't want to, and 35% didn't need to use the internet. 19% stated that they did not have the skills.
- Of those who use the internet, 79% of people stated they had accessed government and public service websites within the last 12 months.

Cardiff business rating affected by broadband connectivity issues

Wales Online reports that the UK Town and City Index has revealed that Cardiff is the most competitive city in Wales for business - but it still lags behind the best in the UK, according to a new report.

The study compared 74 towns and cities in the UK on 20 factors including business survival rates, income and broadband speeds. The capital was ranked 27th for its business competitiveness but Cardiff fell to 52nd place in the study when rated on connectivity because of concerns over the city's broadband speeds.

Dai Davies, South Wales development manager for the Federation of Small Businesses (FSB), said: "The vast majority of our members believe that a reliable internet connection is crucial to their business operations. Problems in accessing broadband are common complaints in some of our more rural areas so it is surprising to see our capital city scoring so low in terms of connectivity." "It is important therefore that plans such as the UK Government's Ten Super-Connected Cities, and the Welsh Government's partnership scheme with BT - Superfast Cymru - benefit Cardiff and give a further boost to a city which has scored well in terms of competitiveness and talent."

Read more: Wales Online <http://www.walesonline.co.uk/cardiffonline/cardiff-news/2013/02/13/cardiff-most-competitive-city-in-wales-but-lags-behind-the-uk-s-best-91466-32796514/#ixzz2M2oGISxA>

Ofcom's Quarterly Media Literacy Bulletin

Ofcom has recently published its media literacy update which can be viewed online at:

<http://stakeholders.ofcom.org.uk/market-data-research/media-literacy/information/bulletins/>

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