

Press Release

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Making it easier to use mobile phones - Consumer Panel research to find out what improvements are needed

“Making it easier to use mobile phones would benefit everyone,” Communications Consumer Panel Chair Anna Bradley said today on World Usability Day, “and we are looking at what can be done to make mobile phones more usable for all users, including older and disabled people.”

For most people usability is a nice-to-have, but for many older and disabled users a usable phone is crucial for enabling them to use mobile services at all. However, while usability is generally thought of as an issue for older and disabled users, early findings from our research show that everyone appreciates phones that are easy to use.

The Panel has commissioned the charity Ricability, which carries out product testing for older people and people with disabilities, to conduct the research.

“I’m very much looking forward to publishing our findings in early December,” Anna said.

Ends

CONTACTS

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NOTES TO EDITORS

The Communications Consumer Panel was established to advise Ofcom on the consumer interest in the markets it regulates. The Panel is independent and sets its own agenda. Visit www.communicationsconsumerpanel.org.uk for more information.

The Panel’s members appointed by Ofcom are:

- Anna Bradley (Chair)
- Fiona Ballantyne (member for Scotland)
- Colin Browne
- Roger Darlington (member for England)
- Maureen Edmondson (member for Northern Ireland)
- Bob Warner