

## Press Release

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For immediate release 15 March 2011

### Consumer Panel calls on ISPs to work with Ofcom for a traffic management minimum service level

**Communications Consumer Panel response to Broadband Stakeholder Group's (BSG) Voluntary Industry Code of good practice on traffic management transparency for broadband services:**

Anna Bradley, Chair of the Communications Consumer Panel said: "More comparable and robust information about traffic management policies is a welcome step forward. This information will enable us to track how these policies change as the market develops and decide whether we need a minimum level of service to guarantee reliable access to essential services, including public services such as monitoring older and disabled people's health. In the meantime, we would like to see ISPs working with Ofcom to investigate how a minimum level of service could be implemented."

**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](http://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