



News Release

For immediate release 10 June 2009

Communications Consumer Panel welcomes Ofcom research on barriers to broadband take-up

Responding to the publication today of the Ofcom research into why 30% of UK adults do not have the internet at home, Communications Consumer panel Chair Anna Bradley said:

“This is very welcome research that looks in-depth at the reasons why people don’t yet have broadband at home. This paves the way for action to help people get online that is better tailored to their needs, including financial support, training to boost skills and confidence, more easy-to-use equipment and better online public services; new interactive public services, could play a particularly important role in bringing the ‘self-excluded’ round to the value of being on-line.

Our recent research found that before too long people without broadband at home will be at a major disadvantage – worse off financially and with reduced options and opportunities. So the gap in take-up is a problem that we need to address urgently and older people, people on low incomes and people with disabilities are in particular need of help.”

Ends

NOTES FOR EDITORS AND CSEs

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:

- Fiona Ballantyne (member for Scotland)
- Louisa Bolch
- Kim Brook (member for Wales)
- Colin Browne
- Roger Darlington (member for England)
- Maureen Edmondson (member for Northern Ireland)
- Leen Petre
- Damian Tambini
- Bob Warner

For a copy of the Communications Consumer Panel report *Not online, not included: consumers say broadband essential for all* go to www.communicationsconsumerpanel.org.uk

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