



Press Release

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Disability mystery shop findings ‘shocking’ says Consumer Panel

Responding to today's publication of Ofcom's mystery shopping research into how well communications providers publicise services for disabled customers, Communications Consumer Panel Chair Anna Bradley, says:

"The results were shocking. Both fixed and mobile providers are required by Ofcom not only to make services available for disabled consumers, but to make sure consumers can find out about those services. Ofcom's mystery shopping has revealed a picture of inadequate, misleading or non-existent information across all providers."

The research shows that even after prompting the customer service advisor, a quarter of consumers were either not given information, or told that the provider did not offer any special services for disabled customers, despite the provider being required to do so. Those consumers who were given information were often told about the wrong service for their needs.

"While we are concerned about the results we are pleased to see that Ofcom is taking action on this issue," says Anna. "We support Ofcom's view that if things don't improve formal rapidly enforcement action should be taken."

Later in the year the Panel will be publishing its own research into how manufacturers and operators can make mobile phones easier to use for all consumers, including disabled people.

Ends

CONTACTS

Consumer Panel Media Adviser Siân Evans on 07713997510 or 020 7981 3798

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)
- 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

You can read about Ofcom's research at <http://media.ofcom.org.uk/2010/10/05/communications-providers-need-to-do-more-to-publicise-services-for-disabled-customers/>