

News Release

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Consumer Panel launches 2010/11 Work Plan after public consultation

The Communications Consumer Panel has launched its Work Plan for 2010/11 following a public consultation with issues such as mobile coverage and illegal file sharing high on the agenda.

Consumer Panel Chair Anna Bradley thanked the people who responded to the consultation, which she said had played a “significant part in how the Panel has targeted its work programme and action for the coming year”.

The Work Plan has identified six areas that it will focus on, but Anna Bradley said that she would be “keeping under review key consumer concerns that might need Panel intervention such as broadband speeds”.

The six areas the Panel will be working on are:

- Digital participation and inclusion
- Mobile coverage
- Processes for making and evaluating regulation
- Consumer protection and empowerment
- Consumer engagement with the internet
- Universal service.

“We’ll be looking at issues across all these areas through the eyes of consumers to protect and promote their interests”, Anna Bradley said, adding: “Research is already underway into digital participation exploring what more needs to be done to help people get online - and we’ll be publishing those findings in May. We’ve also planned more work on mobile coverage and research to test the usability of mobile phones,” she said.

The Consumer Panel is a panel of independent experts that looks at issues in the communications sector from the perspective of consumers and small businesses, and advises the regulator Ofcom, government and industry.

Ends

NOTES FOR EDITORS AND CSEs

Copies of the Communications Consumer Panel work plan 2010/11 and a summary of the responses to the consultation are available in PDF from the website <http://www.communicationsconsumerpanel.org.uk/cms.php?page=230>

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

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