

**Agenda of the First Meeting of the Ofcom Consumer Panel,  
held at Ofcom, London, 23 February 2004**

1. Welcome and introductions
2. The work of the Ofcom Consumer Panel
3. Draft Memorandum of Understanding with Ofcom
4. Ofcom's (proposed) Annual Plan
5. The Financial Services Consumer Panel
6. Directory Enquiries
7. Other papers to agree:
  - 7.1 Code of Conduct
  - 7.2 Note on Consumer Panel meeting dates and procedures
  - 7.3 Draft agenda for next meeting
8. Any other business