



**NOTES OF THE INDUSTRY LIAISON PANEL (ILP) MEETING ON
THURSDAY 14TH DECEMBER 2006**

Present:

Nicola Robbins
Jacqui Brooks
Suhail Bhat
Roy Ellyatt
Robert Dirskovski
Hamish Macleod
Suzanne Gillies
Martin Ballard
Tony Maher

Andrew Bud
Sir Alistair Graham
Edward Boddington
George Kidd
Paul Whiteing

On-going Action Log of all open actions.

Meeting/Action number	Description	Owner	Status
2.1	Clarity with ICSTIS over live service permission and aggregators to be sought in October.	Suzanne Gillies/PRA	PENDING. A meeting with the Trustees, PRA and ICSTIS scheduled for 11.1.07
3.1	Provide feedback to the ILP on the sanctions and adjudications review as and when it is finished.	Paul Whiteing	PENDING. A consultation to further professionalize the adjudication process is planned for early 2007.
3.2	Arrange for an individual from the Broadcast Sector to attend the next ILP to provide a presentation.	Edward Boddington	PENDING. ITV specialist to be invited to ILP in Feb 2007.
3.8	Ensure that a discussion on Code of Practice structure is held at the next ILP and that consideration is taken into putting together a working group that assesses the effectiveness of the Code of Practice structure from the industry's perspective.	Suzanne Gillies/Nicola Robbins	PENDING
3.11	Form a sub-group to assess industry ideas in relation to CSO registration.	ILP Members	PENDING
4.1	Provide the percentage figures of amount of fines collected alongside a dissemination of the top offenders.	George Kidd	CLOSED – e-mail from George Kidd of 14/11/06 to ILP members refers
4.2	Assess whether it's possible to include the actual premium rate numbers related to adjudications on the website.	Paul Whiteing	PENDING
4.5	Include the topic of Wan Giri on the next ILP agenda.	Chairman	CLOSED
4.7	Include the topic of raising price points for inflation on the next ILP agenda.	Chairman	CLOSED
5.1	Developing best practice for customer care task group	Edward Boddington	PENDING
5.2	0871 regulation group	Paul Whiteing	PENDING
5.3	Market data study	Nicola Robbins	PENDING
5.4	ICSTIS budget analysis and assumption testing with ILP	George Kidd	PENDING

5.5	Pricing transparency study	Nicola Robbins	PENDING
5.6	Future technology effects on regulation for ILP agenda	Paul Whiteing	PENDING
5.7	Circulate comments on CSO registration to ILP	Edward Boddington	PENDING
5.8	Comments on ILP ToR to Nicola	ALL ILP MEMBERS	PENDING
5.9	Roy to send to Paul a copy of the events calendar	Roy Ellyatt	PENDING
5.10	George to present the new organisation at the February meeting.	George Kidd	PENDING
5.11	Include a health review topic on the next ILP agenda (market trends, etc).	Chairman	PENDING
5.12	ILP members to send Nicola and Paul a list of budget questions they may have so that ICSTIS can review and comment on what can be shared.	ILP members	PENDING
5.13	Nicola to organise a session to discuss increasing the 09 price point.	Nicola Robbins	PENDING. On reflection this may be best dealt with as part of the next ILP meeting.

1.0 Apologies

Were received from Michael Taylor, Mark Gracey and Alan Stone.

2.0 Notes from previous meeting

Were agreed subject to two typos.

3.0 Chair of ILP

The ILP members agreed that Nicola Robbins should become the Chair of ILP for the next year of meetings.

George Kidd reminded members that at the special meeting of ILP to discuss the budget consultation for 2007/8, it had been agreed that ICSTIS should bring to the ILP suggestions for how industry partnership issues could be taken forward. The link is to the budget philosophy around designing in compliance and being a more proactive regulator with a closer dialogue with industry on a range of matters.

George Kidd tabled a paper which identified a range of areas where ICSTIS has identified a need for ILP input into a series of projects on which ILP members and others could contribute.

ILP agreed to discuss the details of these proposals by considering each item in turn. The Terms of Reference for the working groups are to be agreed at the first session:

3.1 Developing best practice for customer service

A study to draw up industry guidance, which ICSTIS could endorse, for best practice for customer care when delivering PRS. This should aid consumer trust in PRS.

Lead: Edward Boddington **Timescale:** To be agreed.

Others: Martin, Roy, Suzanne, Tony, Suhail

3.2 0871 regulation by ICSTIS

As moves are made towards developing a draft Code of Practice or guidance on how the ICSTIS Code will apply to 0871 services, ICSTIS is keen to have an industry study look at and advise on how it should best deal with call centre waiting times and the interplay of supply/demand issues in call centres with proportionate regulatory responses to this. Additionally ICSTIS invites ILP views about the best mechanisms for handling consumer complaints about “unreasonable delays” and being on-hold when calling 0871 numbers.

Lead: Paul Whiteing

Timescale: meeting in January

Others: Nicola, Suzanne, Robert, Jacqui, Roy. Agreed that Call Centre expertise also required for this.

3.3 Market data

ICSTIS would like industry to advise on (a) what market data in PRS industry would find beneficial to be made available to them (and which is not otherwise available in the market through Ofcom or industry sources) and (b) how ICSTIS (or others) might best deliver this in a trusted way.

Lead: Nicola Robbins

Timescale: meet in January

Others: Roy, Suhail, Martin, Suzanne

3.4 Pre-budget analysis

ICSTIS would like ILP, going forward, to contribute to ICSTIS assumption and planning for future budgets in order to better “road test” the underlying assumptions that are made in designing a budget on which ICSTIS subsequently consult all stakeholders.

Lead: ICSTIS

Timescale: On-going as agenda item at

ILP meetings

3.5 Pricing transparency

Making consumers aware of the price of PRS is more difficult in a world where the cost of calls can vary for legitimate reasons beyond the control of service providers. Network charges and data download costs can mitigate against clarity to consumers. We would welcome a study which analysed the issues and made some recommendations about how consumer understanding and education could be improved, accepting that these charges cannot be “wished away”.

Lead: Nicola Robbins

Timescale: Meeting to be

organised early in 2007 to scope issue

3.6 Future technology effects for regulation

Everyone agreed that they had a role to play in contributing to this project. It will appear as an agenda item at the next ILP. There was a particular interest in reviewing VOIP.

3.7 Refunds

A study to consider and advise on how refund issues can be best managed in order to develop consumer trust in PRS.

ILP agreed to de-prioritise this for re-consideration later in 2007 should problems with refund issues emerge.

4.0 Budget 2007/8

Sir Alistair Graham gave an update on the budget discussions. He reported that ICSTIS' Committee would be considering the budget at their meeting later that day. He reported that he recognised the tight monetary constraints generally in the public

sector and that industry revenue have stabilised and in some areas decreased. Investment is still required and where it is this should improve efficiencies. On this basis, and having re-evaluated some costs associated with 0871 in 2007 which can be re-directed to that project, the overall budget increase he would be recommending to the Board for approval would be in the order of an increase of 0.6%. He reiterated the need for increased partnership working as demonstrated through the previous discussion about a range of tasks where ICSTIS needs industry input and assistance and that this is integral to a co regulatory basis moving forward. He also identified some changes planned for the next year including governance changes designed to professionalize further the adjudication processes.

There was discussion about the role that the ILP should play in scrutinising the budgets and outturns of ICSTIS. It was agreed that members would send the questions they have on the budget to Nicola Robbins and Paul Whiteing so that these issues could be more fully reflected on outside the meeting.

Action: All ILP members

5.0 The 12th Code

Nicola and Suzanne agreed that they would meet to explore their thoughts on a structure for the 12th Code that they would then report back on to ILP. Andrew Bud suggested this may be premature insofar as the overall structure may be affected by the outcome of Ofcom's scope review of PRS regulation. Nicola and Suzanne noted this but felt that they may make some progress regardless.

Action: Suzanne, Nicola and Martin (Action 3.8)

6.0 CSO registration

It was agreed that some members of ILP would meet in January to discuss the NOC proposal. Suzanne, Nicola, Suhail and Martin expressed interests in joining the group. Edward agreed to circulate comments that he had submitted to NOC to all members.

Action: Roy/ Edward Boddington

7.0 Terms of Reference for ILP

These were circulated and were briefly discussed.

It was agreed that Ofcom should be invited where appropriate to topic items.

It was agreed that subject experts should be invited where needed.

It was agreed that final suggestions for tuning should be submitted to Nicola in order to facilitate any changes felt necessary and that ICSTIS would be involved in this.

Action: All

8.0 070 numbers providing a controlled premium rate service.

Paul Whiteing updated ILP that ICSTIS expected to be making an imminent announcement on the enforcement of regulations relating to controlled premium rate services where they are mistakenly provided on 070 prefixes in breach of Ofcom's numbering policy.

9.0 Increasing the price point for 09 numbers

This was briefly discussed and there was a general consensus that it this should be reviewed and in fact should be part of the Scope Review. The ILP agreed to discuss this further.

Action: Nicola Robbins

10.0 AoB

Paul Whiteing updated ILP on the implementation plan for the Code launch on 4th January and that this included online prior permission (to be charged) and the online registration forms.

Suhail Bhat raised the recent article in NMA which attributed the views of some trade body members of ILP to ILP itself. It was agreed that no trade body would purport to represent their views as those of the collective ILP to the media. It was agreed that any communications to be made in the name of ILP should be communicated to the Chair of ILP and agreed with all ILP members.

There was a request that for the next meeting there be a presentation by ICSTIS of the new organisation staff structure.

Action: George Kidd

Dates of meetings for 2007:

20th February 2007

15th May 2007

10th July 2007