



**NOTES OF THE INDUSTRY LIAISON PANEL (ILP) MEETING ON
TUESDAY 20TH FEBRUARY 2007**

Present:

Nicola Robbins
Jacqui Brooks
Suhail Bhat
Roy Elyatt
Hamish MacLeod
Martin Ballard
Tony Maher
Lesa Green
Michael Taylor
Mark Thorndike

Edward Boddington
George Kidd
Paul Whiteing
Mark Collins

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 held on 11.1.07. Trustees have written to ICSTIS. ICSTIS to consider response
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 May 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
4.2	Assess whether it's possible to include the actual premium rate numbers related to adjudications on the website.	Paul Whiteing	PENDING. Paul Whiteing confirmed changes will be made to adjudication reports
5.1	Developing best practice for customer care task group	Edward Boddington	CLOSED. Meeting planned for 27 th Feb of sub-group. Forward ILP agenda to carry this item
5.4	ICSTIS budget analysis and assumption testing with ILP	George Kidd	PENDING for next meeting
5.5	Pricing transparency study	Nicola Robbins	PENDING for next meeting
5.6	Future technology effects on regulation for ILP agenda	Paul Whiteing	PENDING and on-going
6.1	Lesa Green to circulate a lay person guide to key numbering changes as announced/planned by Ofcom	Lesa Green	PENDING

6.2	Further market data assumption testing after the meeting on customer best practice on 27/2/07	ALL	PENDING
6.3	11 th Code communication/structure suggestions to be sent to Mark Collins (mcollins@icstis.org.uk)	ALL	PENDING
6.4	ICSTIS to consider if the questionnaire (about 0871) being produced by Analysys could be shared with the FCS so that their members could consider and make input.	Nathan Marshall	PENDING
6,5	George to share during March a draft template of key measures for ILP comment. This will then become a regular agenda item.	George Kidd	PENDING
6.6	All to consider ILP membership and put forward ideas for new members at the next meeting	ALL	PENDING

Working Group Actions

Ref	Action	Owner	Status
AP1.1	Martin, Mark and Nicola to work on a list of goals to put forward to the ILP.	Martin Ballard, Michael Traynor and Nicola Robbins	PENDING Draft discussed at February meeting, further work to do.
AP1.2	Nicola to talk to Bradley Brady about scope review market research.	Nicola Robbins	CLOSED Research under way and due to be completed in May.
AP1.3	George to publish aggregate out payment information for fixed and mobile.	George Kidd	PENDING Due to be presented at 27/2 meeting.
AP1.4	ILP to consider what more could be asked in the quarterly out payment requests.	ILP	PENDING
AP1.5	Paul to share his list of requirements for the Ofcom market trend report.	Paul Whiteing	PENDING
AP1.6	George to periodically share compliance stats for the 11 th code.	George Kidd	PENDING
AP1.7	ILP to help sanity check 07/8 forecast.	ILP	PENDING
AP1.8	Neil to share historic market data under non disclosure.	Neil Penny	PENDING

1.0 Apologies

Were received from Sir Alistair Graham and Robert Dirskovski.

2.0 Notes from the previous meeting

These were agreed subject to two amendments:

- Reference should be made to the comment made by Sir Alistair Graham in the context of ICSTIS' governance review of the adjudicatory process that one purpose was to professionalize the process through the changes being worked up.
- The notes should record the agreement that any decision taken by ILP needs to come to the Chair and agreed by all ILP members in advance of any public statement.

3.0 Matters Arising

The action log (above) was considered and updated in light of discussions on each PENDING issue.

It was agreed that the actions from the working group meetings would be added in to the action log to ensure that they were not lost.

Numbering – It was noted that there are considerable changes afoot by Ofcom with the Numbering Plan. It was recognised that this could cause industry confusion. Lesa Green volunteered to produce a lay person guide to the changes and timeline.

Action: Lesa Green

4.0 Working Group update

The following update was provided for each task group:

4.1 Developing best practice for customer service

A meeting has been fixed for 27th February where ILP members attending will scope this project.

4.2 0871 regulation

Paul Whiteing reported on the meeting that the group had held to consider the regulatory issues that arise from Ofcom's decision to transfer regulation of this area to ICSTIS.

Jacqui Brooks questioned the breadth of industry research that has been commissioned. It was agreed that the research team should have available to them widest possible industry knowledge base as part of the research phase. The plan is to present the findings at the May ILP meeting.

Action: ICSTIS to consider if the questionnaire being produced by Analysys could be shared with the FCS so that their members could consider and make input.

Concerns were also raised about on-going problems with 0871 services and Tony Maher reported that TUFF have written to Ofcom asking what regulatory action they can take to prevent fraudulent misuse of 0871 numbers in the period leading up to ICSTIS taking on regulatory responsibility for this issue.

4.3 Market data

Nicola Robbins reiterated the need for industry and ICSTIS to have a better understanding of market data and trends. The work on-going with Ofcom by ICSTIS was noted.

Suhail Bhat reported that MEF have access to data but not all will be relevant to PRS and the UK market. However, the potential for it to be shared exists.

George Kidd reported on the action in hand with the financial returns ICSTIS receives for funding purposes and how this can be utilised to build a basic picture of market data about the sector as split by fixed/mobile and DQ. There was a brief discussion on how the financial forecasts are turned into a picture of industry size by value and it was agreed that the principles that underlies this should be considered at the end of the 27th February meeting on customer best practice.

Action: All or 27th February meeting on customer best practice

4.4 Pre-budget analysis

George Kidd reported that this item will come into play on the next agenda of the ILP as it relates to industry information on trends which will be pertinent to developing a model for the 2008/9 budget.

4.5 Service provider registration

It was reported that the NOC have passed their data to Ofcom for consideration under the Ofcom scope review of PRS.

4.6 Pricing transparency

This will appear on the May ILP meeting for discussion.

Action: Nicola Robbins for the next agenda

4.7 ILP Terms of Reference

A sub-group of ILP members have met to consider the ILP terms of reference. It was agreed that they remain unchanged. However, it was felt helpful that some underlying SMART aims and objectives should be agreed to support them. Key to this should be the commitment to relationship building. A proposed set of objectives were tabled by Nicola Robbins and further work is planned to develop these.

After considerable discussion, both about governance issues and membership issues of ILP, it was agreed that the ILP governance should be considered at the November ILP meeting by which time the group will be considering the need to re-elect a Chair of ILP.

5.0 11th Code of Practice structure

Some members felt that the Code could be better presented on the ICSTIS website so that a more interactive version could be provided which would be targeted at the particular needs of service providers. Part of the brief of the Policy Executive (Mark Collins) is to consider how best the Code can be communicated.

Action: ALL – suggestions to be presented to Mark Collins for consideration

6.0 ICSTIS budget 2007/8 and market trends

George Kidd updated members on the letter he had circulated which explained how decisions had been reached on the Ofcom approved budget and the calculations that flow from the budget in order to agree a levy for 2007/8 (which has been set at 0.34%).

George reported that having agreed a budget for 2007/8, he and the Executive are finalising a work plan for 2007/8. The main components of this should be published. Hamish requested that there be greater visibility of the categories of complaints being received and what happens to them – i.e. to do they translate into actions by ICSTIS, especially the breakdown between: no case to answer, emergency cases, informal and standard cases. It is also necessary to explain criteria for using, respectively, informal, emergency and standard procedures, This request was noted and it was reported that the Executive plan to publish a regular report in this area along with monitoring reports in due course, prior to the next ILP. George agreed to share a draft template of key measures for ILP review and comment. Following this initial review this item would become a regular agenda item.

Action: George to share a draft template of key measures for ILP comment. This will then become a regular agenda item.

7.0 Staff structure for ICSTIS

George Kidd reported on the new staff structure for ICSTIS. He reported that the Executive operate in three core areas:

- Standards and Communications (headed by Trays O'Reilly) which is responsible for the provision of public service such as complaints and advice provision, investigations and the provision of consumer information and education;
- Policy & Innovations (headed by Paul Whiteing) responsible for developing policy, market research of consumer/market trends and developing industry relations;
- Corporate services (headed by Brian Lund) responsible for IT, finance and human resources.

8.0 Call Quiz TV Services

Paul Whiteing updated on the Quiz TV review and the public consultation (issued on 29th January) which closes on 12th March.

9.0 Increasing price points for 09 numbers

Some members expressed an interest in the current price cap on 09 numbers (£1.50) being raised. Paul Whiteing reported that some requests had been made to ICSTIS for this and the position is that such a decision does not rest with ICSTIS: any such decision requires collective agreement by the OCPs/TCPs and Ofcom along with ICSTIS. Members were of the view that any decision should be considered as part of Ofcom's scope review of PRS (consultation due end of May at earliest).

10. AoB

070 regulation – Paul Whiteing reported that CPRS services that use 070 numbers are regulated by ICSTIS and enforcement action is in hand following the statement made by ICSTIS in December 2006.

Alleged competition irregularities with Richard & Judy – Paul Whiteing updated members on the various press statements made by ICSTIS, channel 4 and others. Given the alleged breaches of the Code and public complaints, he reported that an investigation would be carried out as per the ICSTIS Code.

ILP membership – Hamish asked whether he would be able to bring an additional person to future meetings. The individual (Iain McCallum, head of wholesale messaging atO2) is part of the MBG and Hamish believes having a commercial as well as a regulatory specialist will add value to the work of the ILP. The ILP discussed the request and agreed that only the named individual would be able to attend future meetings. ILP also discussed some perceived gaps in stakeholder membership e.g. broadcast. It was agreed that this needed review.

Action: All to consider ILP membership and put forward ideas for new members at the next meeting.