

Implementation Policy Focus Group

6 September 2002, 14:00 - 17:30

OFTEL

50 Ludgate Hill, London EC4M 7JJ

Agenda

1. Introduction
2. EU Market Reviews update
 - Market review process
 - Overview of the individual reviews
 - Information gathering
 - Next steps
3. Consumer Information under the new Directives
 - Tariff Transparency
 - Quality of service
 - Other consumer rights
 - Informing consumers
4. Telecoms Ombudsman Service
5. New procedures for Dispute Resolution between undertakings
6. General Discussion / Q&As
7. AOB