

Metering & Billing Systems Approval Scheme

Annual Open Forum 2

***“Consumer Protection, Revenue Assurance, Regulation
- Is the balance right?”***

20th October 2004

Metering & Billing An Industry Group ?

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M&B – an Industry Group ?

Why might we want an Industry Group ?

- Input to the Ofcom Scheme Review
- Standard setting in general
- Sharing of thoughts, methods, problems, solutions
- To achieve ‘Best Practice’ approach

M&B – an Industry Group ?

Who would attend such a Group ?

- Open to any organisation that is Approved or seeking Approval under the Scheme
- One representative per organisation
- Senior managers responsible for Scheme within their organisation
- No formal ‘membership’

M&B – an Industry Group ?

What would be the remit of an Industry Group?

- To set standards in general and specific areas, particularly in new technology areas, eg data
- To aid operation of the Scheme in general, review proposed guidance, and the implementations of rulings in practice
- To enhance consumer confidence in billing

M&B – an Industry Group ?

How would an Industry Group work ?

- Discussion format, with recommendations, maybe through focus panels, for dissemination across whole group
- Advice and suggestion, rather than diktat or decree – consensus approach
- Close links to Ofcom and the Approval Body Forum

M&B – an Industry Group ?

Why is it necessary ?

- Ofcom now has a wider remit – should the industry not take a lead in setting expectations & standards ?
- It is the norm in other industries for standards to come from players, regulation provides an oversight, not a definition

M&B – an Industry Group ?

Next steps ?

What do you think ?

Do we need / want such a group ?

If so :

- Arrangements for a first meeting ?
- Selection of Chairman & Secretary, maybe on a meeting by meeting basis – volunteers ?
- Draft a first agenda – suggestions ?