

BASIC DETAILS

Consultation title:

Direction under General Condition 21.1 on Quality of Service: Proposed modification

To: Rosalind Stevens-Strohmann

Name of respondent: Louise Winter

Representing (self or organisation/s): UniTech

Address (if not received by email): N/A

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Nothing

DECLARATION

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Louise Winter

UNITech RESPONSE TO OFCOM CONSULTATION

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UniTech are the Secretariat to the TopComm Forum and as such have been intimately involved with the evolution of the Forum and its processes since its creation early in 2005.

Having previously been the Secretariat for the predecessor to TopComm, the Comparable Performance Indicators (CPI) initiative, we believe that we have extensive knowledge and experience of the challenges which face co-regulatory groups.

The CPI initiative involved fewer operators, and to some extent the marketplace was simpler and therefore more comparable than it is now. Despite this the CPI process took years to put in place, and despite best efforts eventually failed due to lack of participation and enthusiasm from operators, the Regulator and the consumers.

In contrast to this, the TopComm Forum has many more members, over 20 companies representing approximately 30 brands. This Forum to date has been much more dynamic in designing its processes, appointing suppliers, and agreeing definitions. Also, the TopComm Forum and Chair with help from UniTech have embraced the latest technology: Microsoft Windows SharePoint Services, to act as their vehicle for secure information sharing and storage.

UniTech support the extension of the timetable and welcome TopComms suggestion for a pilot phase. This will enable the group to iron out any process wrinkles and refine their public website so that the maximum impact can be made with the first live publication.

UniTech look forward to continuing to support TopComm, the Regulator and consumers.

Louise Winter
UniTech
Secretariat to TopComm