



**SUMMARY NOTES OF THE 3rd INDUSTRY LIAISON PANEL (ILP) MEETING ON
THURSDAY 20TH JULY 2006**

Attendees:

Alan Stone (Chairman – UKCTA)
Michael Eagle (FCS)
Martin Ballard (MDA)
Roy Ellyatt (NOC)
Nicola Robbins (BT)
Hamish Macleod (MBG)
Robert Dirskovski (DMA)
Michael Taylor (ITSPA)
Tony Mahr (TUFF)

Edward Boddington (ICSTIS Industry Committee member)
Paul Whiteing
Suhail Bhat

Apologies:

Suzanne Gillies (PRA)
Rimma Perelmuter (MEF)
Sir Alistair Graham (ICSTIS Chairman)
George Kidd

On-going Action Log of all open actions

Meeting/Action number	Description	Owner	Status
1.1	ILP ToR to be amended to make clear BTs membership reasons	Paul Whiteing	CLOSED – See 3.3 below.
1.3	Suggestions for associate members of ILP to made to ICSTIS	ILP members	PENDING
2.1	Clarity over live service permission and aggregators to be sought	Liz Riby/George Kidd	PENDING
2.4	ILP members to receive a report at next ILP meeting on analysis of fines collected/not collected by TCP	George Kidd	PENDING
2.6	Proposed dates for ILP meetings in 2007 to be circulated	Paul Whiteing/Alan Stone	CLOSED – see e-mail of 31/8/06
3.1	Provide feedback to the ILP on the sanctions and adjudications review as and when it is finished	Paul Whiteing	PENDING
3.2	Arrange for an individual from the Broadcast Sector to attend the next ILP to provide a presentation	Edward Boddington	PENDING
3.3	Amend the description of BT within the ILP Terms of Reference	Paul Whiteing	CLOSED. ICSTIS' website updated with new ILP ToR
3.4	Amend the sentence "having regards to the needs of ICSTIS" to include "and ILP" at the end	Paul Whiteing	CLOSED. Ditto 3.3 above
3.5	Ensure that a discussion on how the ILP will comply with its Terms of Reference is held at the next ILP meeting	Paul Whiteing/Alan Stone	CLOSED. Agenda for September ILP has an agenda item.
3.6	Ensure that a discussion on the Ofcom scope review and the future of PRS regulation is held at the next ILP meeting.	Paul Whiteing/Alan Stone	CLOSED. As per 3.5 above
3.7	Ensure that all ILP members receive training dates for the new Code of Practice.	Suhail Bhat	CLOSED. Dates provided.
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.	ILP Members	PENDING
3.9	Provide urgent feedback to ICSTIS on any comments or concerns in relation to the new Code of Practice Help Notes.	ILP Members	PENDING

3.10	Provide feedback to ICSTIS on the usefulness of the ICSTIS Forum including whether it is achieving the engagement of issues that the industry hopes it should achieve.	ILP Members	PENDING
3.11	Form a sub-group to assess industry ideas in relation to CSO registration.	ILP Members	PENDING

1.0 Notes of the Previous Meeting

The notes of the second ILP, which took place on Thursday the 18th of May, were read and agreed.

2.0 Matters Arising

It was noted that ICSTIS will provide feedback to the ILP on the sanctions and adjudications review as and when it is finished.

(Action: Paul Whiteing)

It was noted that ICSTIS will be issuing a paper for extensive discussion on 0871 Regulation, subject to Committee approval of the draft paper at the end of July.

3.0 Actions Arising From Last Meeting

Action 1.3 remains pending as no suggestions on associate members to the ILP were made. ICSTIS would like to keep this action open to give ILP members further opportunity to give suggestions. An individual from the Broadcast Forum is to be invited to the next ILP to provide a presentation.

(Action: Edward Boddington)

Action 2.1 remains pending as ICSTIS is waiting for the PRA to be in contact.

Action 2.4 is pending however, the ILP noted that ICSTIS' new Chairman had stated publicly at the Press Launch at the beginning of July that he would be taking steps to speak privately with NOs who do not adhere to due diligence. Once this process is completed, the ILP will be formally updated.

Action 2.5 is closed and it was subsequently agreed that ILP members will provide Paul Whiteing with contact numbers that will be added to the list.

Action 2.6 is pending and is in-hand.

4.0 ILP Revised Terms of Reference

It was agreed that the current ILP Chairman would remain for the first year of ILP as he remains to represent UKCTA.

It was requested that the description for BT be changed to "BT PLC will be invited to ILP due to its position in the telecommunications industry". This was agreed.

(Action: Paul Whiteing)

It was requested that "and ILP" is added to the sentence "having regards to the needs of ICSTIS" in the third paragraph.

(Action: Paul Whiteing)

It was agreed that the ILP will be provided with presentations on ICSTIS' performance in relation to KPIs.

It was agreed that at the next ILP, a discussion will be held on how the role of ILP, as detailed in the Terms of Reference will be executed.

(Action: Paul Whiteing/Alan Stone)

It was agreed that at the next ILP a discussion on the Ofcom scope review and the future of PRS regulation would be held.

(Action: Paul Whiteing/Alan Stone)

5.0 11th Code of Practice Consultation Update

The ILP noted that the Ofcom consultation on the new Code of Practice had now closed. The consultation with the EU is to be completed at the end of August. The new Code of Practice should then be implemented at around the end of September or early October, assuming no obstacles arise.

The ILP noted that a set of six dates will be provided to all industry members where three-hour training sessions on the new Code of Practice will take place.

(Action: Suhail Bhat)

The ILP's comments on the lessons learnt with the development of the 11th Code of Practice were noted.

The ILP noted that ICSTIS will be consulting on how stakeholder engagement can be improved.

It was requested that a discussion on Code of Practice structure is held at the next ILP. In addition it was requested that consideration is taken in putting together a working group that assesses Code of Practice structure from the industry's perspective.

(Action: ILP Members)

6.0 ILP Help Notes and Due Diligence

The ILP noted that some terminating networks will be in contact with ICSTIS with regards to the Help Notes and Due Diligence in relation to the 11th Code of Practice.

ICSTIS welcomed feedback from any ILP members who have comments or concerns in relation to the Help Notes. This however would be required on an urgent basis.

(Action: ILP Members)

7.0 ICSTIS Forum Review

ICSTIS welcomed the ILP to provide feedback on the usefulness of the Forums including whether it is achieving the engagement of issues that the industry hopes it should achieve.

(Action: ILP Members)

It was noted that one issue may be the level of interactivity where there isn't enough industry representation.

8.0 ICSTIS Annual Report Launch

The ILP noted that a press launch was held where most major newspapers were present who carried the message effectively. It was also noted that the Annual Report was distributed.

9.0 Ofcom Consultation – Revision of the CPRS Condition Regarding Diallers and Mobile Services

The ILP noted that ICSTIS released a Statement regarding how ICSTIS will regulate diallers going forward.

The ILP noted that the Ofcom consultation on the CPRS Condition in relation to the definition of mobile services had closed on the 10th of July.

10.0 Ofcom's Scope Review of PRS

The ILP had agreed earlier in the meeting that at the next ILP there would be a discussion on the Ofcom scope review and the future of PRS regulation. It was also agreed that at this meeting a sub-group should be formulated in order to discuss industry issues in relation to this review more thoroughly.

11.0 CSO Registration

The ILP was provided with a presentation by the NOC which gave an overview of how the NOC foresee a Content Service Operators Registration Scheme working and the benefits that would be derived. Altogether the NOC suggested that the process should be effective, simple, cost controlled, visible and transparent. The possible registration process would be managed by an independent administrator and a registration fee of approximately £1,000 could be applicable – but the detail for the entire scheme had not been worked up as at this stage the presentation related to a “concept”.

Paul Whiteing reminded ILP members of the letter from George Kidd that set out how under the 11th Code ICSTIS would be strengthening its current registration arrangements for service providers, including a new online registration process which could support TCP due diligence. The ILP agreed that, although ICSTIS would have these arrangements under its new Code of Practice, it would be worthwhile looking at all aspects of industry ideas. It was agreed that the best way to undertake this task would be to form a sub-group of which Edward Boddington agreed to attend.

(Action: NOC/ILP)

12.0 AOB

Consumer Refunds

The ILP were updated on the current position with consumer refunds and reminded of the discussion at the workshop the previous day which many ILP members had attended. The need to manage the consumer in a consistent manner was recognised alongside other requirements. All of these points will be put forward to the Committee in September.

It was noted that a sub-group of the ILP may be formed at the end of the year in order to discuss customer care best practice.

Payforit Drop Charges

The issue of Payforit Drop Charges was brought to light as a major concern. It was thought that this may form as a discussion point for the up and coming scope review as it is not fully understood whether the new Code of Practice will apply to Payforit, nor whether Payforit contravenes the Code.

13.0 Next Meeting

- Date: 19 September 2006
- Time: 10:00 – 12:30
- Location: 1st Floor, Clove Building, 4 Maguire Street, London, SE1 2NQ