

**Minutes of the Thirty-Ninth Meeting of the Council of the Telecommunications
Ombudsman Service Limited (TOSL)**

Monday 25 July 2005 at 10:45

Towerhouse Consulting, MLS Business Centre, 59-60 Russell Square, London

Present:

Council: Peter Holland (Chairman)
Margaret Doyle
Chris Holland
Roger Jefferies
Julie Meadows
Jeremy Mitchell

In Attendance: Elizabeth France (Ombudsman)
Richard Brown
Richard Sills

1 Apologies for Absence

Rosaleen Hubbard tendered her apologies.

2 Minutes of the Council Meeting, held on 28 June 2005

The Minutes were approved for publication on the Otelos website, subject to minor amendments.

3 Matters Arising

There were no matters arising which were not covered by Agenda items.

4 Chairman's Report

The Chairman reported that he and the Ombudsman had had a very interesting visit to ntl's Technology Development Centre. He also noted that both of them were due to visit United Utilities on 4 August, as a part of the continuing programme of visits to members of the Service.

5 Ombudsman's Report

The Ombudsman noted that her report and the accompanying Financial and Operations Reports provided more focus this month, as had been requested by the Council, and also more of the context of current trends.

She also reported on the status of the Ofcom Review. Otelo had been sent a document that asked for corrections of a factual nature, which had been returned. She did not know when the full Review would be published, although she understood from the regulator that it would be sometime fairly soon. Ofcom had also indicated that it would visit Otelo , after publication of the Review, to discuss both the recommendations and the up-dating of the Memorandum of Understanding.

The only point of significance raised was the debtor level at 17%, to which Richard Brown replied that some of the smaller companies had still to pay their subscriptions.

6 Member Board Report

In Rosaleen's absence, Chris Holland said that the Board had not met since the previous Council Meeting and there was nothing else to report.

7 Member Update

The Ombudsman reported that a further 13 members had joined the Service since the last meeting – making 165 in total.

8 Any Other Business

There was no other business.

9 Date of Next Meeting

The next Council meeting will be held on 20 September in the Otelo offices in Warrington.