



## The internet and the consumer - identifying and measuring good outcomes

### Programme

#### 2011-11-29

#### **Welcome and Introduction:**

**Malcolm Harbour**, MEP and EIF Governor

#### **Key-note speaker:**

**Ed Richards**, CEO of Ofcom – the Independent regulator and competition authority for the UK communications industries

#### **Comments from:**

**Chris Fonteijn**, Chair of the Board of BEREC - The Body of European Regulators for Electronic Communications

**Monique Goyens**, Director General at BEUC – The European Consumers' Organisation

#### **Exchange of views with participants**