

**SOCIAL DIALOGUE COMMITTEE "TELECOMMUNICATIONS"
WORKING GROUP MEETING**

**13 DECEMBER 2007
FROM 9.30 TO 17.30**

**Premises DG EMPL
rue SPA 3
B - 1000 Brussels
4th Floor – Meeting Room A**

Languages: No interpretation available

Separated preparatory meetings – from 9h30 to 11h30:

- Employers: ETNO premises
- Employees: UNI premises

Joint working group meeting – from 11h30 to 17h30:

Rue SPA 3, Meeting room A (without interpretation)

(Lunch break from 12h30 to 14h00)

DRAFT AGENDA

11.30 –12.30

- 1. Customer Contact Centre Charter - how to survey implementation?**

14.00 – 17.30

- 2. Regulation - involvement of DG INFOSOC in SDC in 2008 (accent on Commission's review of Universal Service)**
- 3. Corporate Social Responsibility - how to go forward?**
- 4. Preparation of 2008 Work Programme:**
 - Diversity*
 - Health and Safety*
 - Regulation*
 - Skills and Training*
 - Work Organisation*

- 5. AOB**