What do you want Ofcom to keep confidential?:

Keep name confidential

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Ofcom should only publish this response after the consultation has ended:

You may publish my response on receipt

Question 1.1: What are the implications of market change for mobile and wireless services?:

Question 1.2: How are citizens and consumers affected by developments in the mobile sector?:

Question 1.3: What are the purposes of mobile regulation, and where should its focus lie?:

Question 1.4: What is the scope for deregulation, competition and innovation in the mobile sector?:

Question 3.1: What do you think are the features of a well-functioning mobile market? What evidence do you see that those features are present in the UK market?:

Question 3.2: What measures are most appropriate to assess whether the mobile sector is performing well for citizens and consumers?:

Question 3.3: How will market dynamics change as a result of trends such as availability of new spectrum, mobile broadband and new ways of delivering voice services?:

Question 4.1: What is your experience, as an individual consumer or an organisation that uses mobile services?:

I find myself bewildered by the complexity of different pricing plans on offer from mobile vendors, to the extent that I cannot compare them to decide which is best

value.

Also I'm angered by the high costs of making international calls within the EU when many of the mobile companies exist in more than one EU country.

Question 4.2: How should regulators and policy-makers respond to signs of rising consumer concern? :

Question 4.3: What are the important factors to consider in striking a balance between protecting mobile consumers and enabling markets to work flexibly? Have we got this balance right in today?s mobile market?:

Question 5.1: How does the use of mobile services affect our participation as citizens in society?:

Question 5.2: What factors should we take into account in thinking about access and inclusion issues in mobile markets?:

Question 5.3: What factors should we take into account in thinking about new services, and how those services may affect issues like protection of children, privacy and security?:

Question 5.4: Have you been affected by issues about coverage or 'not spots?? How has it affected you?:

Question 7.1: What do you see as the most influential trends and features of mobile and wireless markets in future?:

Question 7.2: What new policy and regulatory challenges could the trends identified in this section bring? Which policy and regulatory challenges could they address?:

Question 8.1: Should Ofcom do more to promote competition in mobile and wireless markets?:

Question 8.2: Ofcom's strategy in telecommunications is to promote competition at the deepest level of infrastructure that is effective and sustainable. How might this strategy be applied, given future developments in the mobile sector? Under what circumstances, if ever, would it make sense to consider access regulation for mobile platforms?:

Question 8.3: What role can competition play in ensuring that future development of the mobile internet provides an open and flexible environment for a wide range of services? Should Ofcom explore open

access requirements to ensure opportunities for innovation? What role might 'net neutrality? play in the mobile sector?:

Question 8.4: What role might competition play in addressing questions about transparency of prices, services and contractual conditions offered to consumers of mobile and wireless services? What role should regulation play in addressing these questions?:

Excessive standardisation could reduce competition, but the current approach is also not functioning in the interest of the consumer. I wonder if a mobile tariff evaluation scale could be created which did the same job for mobile tariffs that APRs to for mortgages (another market with large numbers of complex product offerings).

Question 8.5: What is the best way to promote content standards and ensure privacy protection for increasingly complex content and transaction services? How will privacy issues fare in a world where services are more personal and more complex?:

This seems to be part of the general Internet privacy argument. OFCOM should make sure its voice is heard where international regulation of such issues is discussed (via the government if necessary). It should work with all relevant regulatory bodies to help agree reasonable standards for privacy that can be enforced. The problem is that it is an international problem so the UK can't go it alone.

Question 8.6: Will the mobile termination rate regime need to evolve or change more fundamentally? What is the best approach to adopt?:

I think more should be done to create single European market for mobile phone calls. Many of the operators have franchises across the EU but I suspect they often treat their different units as different 'companies' for purposes of inflating connection charges between them. I would like to see a Europe-wide regulatory system. Also I'd like to see termination charges capped at the greater of the two charges that the two individual networks would make for a given call.

As a 2nd point I'm horrified at the idea of charging to receive calls which has somehow been accepted in other parts of Europe. This breaches what I perceive as a fundamental right of a phone owner to control his own bill. It leaves the phone owner open to being bankrupted by bullies who phone his number repeatedly. This seems like a very bad system and I'd like to see moves to abolish it and certainly not moves to introduce it into the UK.

Question 8.7: If competition does not reduce international roaming charges sufficiently, how should regulators respond, if at all?:

See my answer to the previous question.

Question 8.8: How might universal service and universal access need to adapt in a world where we increasingly rely on mobile services? What role might mobile play in universal access delivery in future?:

Question 8.9: Can markets and commercial agreements address issues such as ?not spots? and emergency access?If not, what role might be played by a regulator to address these issues?:

Question 8.10: How might access for particular groups (such as the elderly and disabled users) need to evolve in future? What role can competition play in addressing these questions?:

Question 8.11: Do you have any comments regarding our proposed way forward and the objectives of the next phase of this Assessment?:

Additional comments: