

What do you want Ofcom to keep confidential?:

Keep name confidential

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

name and Company name

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?:

cheaper data and voice calls in addition to greater data rate transmission

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

individuals are always contactable 24 / 7

cheaper bills

Smart phones become a fashion item

Greater coverage for remote areas in the UK

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

Protect the consumer

focus is defining data rate / voice quality standards and ensuring companies deliver what they advertise and monitor costs

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

plenty but should never be sold to anyone other than companies with robust finances

should be able to do an automatic "reverse charge" call; ie if i am not rich and I want to phone someone who is I should be able to invite him to pay for the call or reject it

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?:

reliable with plenty of capacity and no dropped calls! None at all with Vodafone (my provider)

Good 3 G coverage none 1 with Vodafone (my provider) in my home area near Inverness

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

number of complaints

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?:

like fashion this be something that people want for a while til the next change occurs

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

user of a mobile for some 15 yrs and user and owner of mobile phone for approx 10 yrs of twch the past 3 yrs I have used a "Smart" phone (ie currentlly Nokia E90.

Also run my Company mobile phone policy and procurement

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

by listening and taking action

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?:

no we need greater protection for consumers, for example if i try 3 times to make a call but only get through the 3rd time then I do not expected to be build for the first 2 attempts but I often do

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

makes us less responsible for our own decisions as there is always someone we can call to help us.

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

Pornography

Children

Safety - embed a sensor in the phone that inhibits use in a car (or any vehicle) unless attached to a hands free system

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?:

Pornography

User Groups // Children

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

Yes as I travel in the UK a lot between southampton and Inverness there are plenty of places with no reception

Despite the hype 3G is very patchy and London Centric with Vodafone

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

Free data globally

should be able to do an automatic "reverse charge" call; ie if i am not rich and I want to phone someone who is I should be able to invite him to pay for the call or reject it

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?:

privacy

for free global data you give up right to privacy to Government

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

no ofcom is the Regulator - the government needs to take a lead here

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?:

not applic considering answer above at 8.1

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?:

its a crucial role - its the only way ahead

yes re ofcom

re net neutrality - this should be explored

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?:

Protect the consumer

focus is defining data rate / voice quality standards and ensuring companies deliver what they advertise and monitor costs

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?:

as now with Vodafone - you have to prove u need the data

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

have to reduce the contract period to a max of say 6 months

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

penalise the UK element of the Provider concerned

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?:

do not understand "universal access"

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?:

Regulator should enforce this

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?:

need to be given greater priority and government should off support just like free prescriptions for OAP's

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

This form was too lengthy - any future ones need to be able to be answered in less than 5 mins

I almost gave up

Use a multiple choice question in future with a space for "other" and allow people to put in free text

Additional comments:

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