

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?:

Increasing competition, steadily reducing prices, increasing range of tariff options, new entrants to market, consumers have a clear understanding of their contracts, increasing flexibility for consumers, nearly total and reliable coverage, customers satisfied with support.

I only see evidence of the first three of these items.

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

Audit the average consumer to see if they understand their contracts, are content with the fixed periods on offer, get good reliable coverage, and good support.

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?:

I see these as having little effect given the economic position and market saturation level.

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

The contracts are unintelligible to the layman. To get a decent tariff you have to commit to 18 months. Coverage is patchy and unreliable. Support is very poor.

Also, there are vendors selling contracts on behalf of service providers with cash back offers who are then renegeing on the deal. In my case I complied with the conditions as published on their website only to get rejected and referred to conditions on a different website. On re-applying I was then directed to another different site with even more draconian conditions which could not possibly be complied with.

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

Control coverage against licences forcing suppliers to achieve 99% coverage and force suppliers to make available accurate coverage information (including signal strength) to consumers before contract agreement. Set compulsory standards for contracts to meet. Set standards for support response time and complaints settling time per Ofgas model.

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?:

The balance is totally in favour of the supplier at the moment. The most important factor - is the consumer getting a fair deal (as outlined above)?

Not at the moment is the answer.

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

The use of mobile services has on the whole a detrimental effect by the intrusion into others lives and by frequently interrupting general and relationship-building discourse.

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

No comment.

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?:

Location data must not be allowed to be either kept or shared. Failure here will eventually lead to a societal breakdown in future years. Too little room to provide the logic here.

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

YES indeed. I live on high ground in a town and my significant other lives in the urban centre of the same town, again fairly high up. Even when we are both on our respective top floors and standing next to our windows the signal is always cutting out. This happens no matter where we are if one of us receives a text. (Orange).

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

The provision of PDA facilities in phones, merging is inevitable. The link at the moment is the Blackberry.

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?:

Regulators need to be ready for the blurring of technology features of PDAs, phones etc.

The key regulatory challenges are stated in 4.2 above.

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

Yes. Prices are still exorbitant and contracts too narrow and restrictive. Coverage needs to be a key competitive issue.

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?:

No comment.

As 7.2 above.

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?:

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?:

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

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

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: