

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?:

Beneficial to the consumer as hopefully PAYG call rates will fall

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

We are being ripped off by the price of calls particularly on a PAYG agreement, 25p per minute - no thanks ! The PAYG customer is supplementing the cost of business contract call rates as businesses get calls at a fraction of the rate that PAYG customers do

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

Protection of the private consumer or individual

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?:

Good network coverage - which isn't the case at present, Providers only give good coverage where they can get a large number of users and make a lot of profit. They do not consider the private individual in remote areas.

Cheap calls - PAYG call rates are outrageous. The PAYG customer is supplementing the cost of business contract call rates as businesses get calls at a fraction of the rate that PAYG customers do, they get handsets free of charge and PAYG customers have to pay through the nose for a handset, especially if they want a SIM free unit.

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

Feedback like this questionnaire from the end users specifically private individuals and private customers especially those on PAYG or Private contracts

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?:

Hopefully a call charge price war will start and we can all get very cheap calls and not just those on business contracts

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

Poor coverage in area's Scotland for example when heading north out of Dumbarton past Loch Lomond the signal disappears and doesn't reappear until you get to Oban, this is a major transport artery and there is no mobile coverage on it. There are many other areas which suffer similarly.

Very expensive call charges for PAYG customers. The PAYG customer is supplementing the cost of business contract call rates as businesses get calls at a fraction of the rate that PAYG customers

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

Do Something !

Impose a maximum call charge limit on all providers for PAYG customer of no more than 10p per minute at any time of the day, and enforce it.
Force providers to guarantee network coverage across the UK irrespective of the number of consumers in the area

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?:

Stop the providers ripping off customers as they do at present.

No, the balance is completely wrong PAYG customers are supplementing the miniscule cost of calls and handsets for business users

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

My mother in law would like to use her mobile as an emergency device in case she has a fall or something, but she can't as there is no coverage within 8 miles of her home in a fairly well populated area of Skye

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

Everyone should be able to get a signal anywhere in the UK.

PAYG call charges should be highly regulated

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?:

Poor coverage in areas Scotland for example when heading north out of Dumbarton past Loch Lomond the signal disappears and doesn't reappear until you get to Oban, this is a major transport artery and there is no mobile coverage on it. There are many other areas which suffer similarly.

My mother in law would like to use her mobile as an emergency device in case she has a fall or something, but she can't as there is no coverage within 8 miles of her home in a fairly well populated area of Skye.

I often stay at a hotel used by my employers which is only 3 miles from Corby town centre on the road to Market Harborough and there is no signal at all at the hotel and this is in a built up area on a main arterial transport route.

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

Internet on mobiles

PAYG call charges

Price of handsets

No need for all of the features available on current handsets which make the handset cost more. It is very difficult to buy a mobile PHONE ! without a raft of features people don't need

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?:

PAYG call charges

Price of handsets

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

Yes without question regulation and enforcement are essential

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?:

Regulation and enforcement are essential and need to be put in place now to stop private customers being ripped off any longer

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?:

Bringing prices down

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?:

Bringing prices down and to stop private customers being ripped off any longer

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?:

Yes without question regulation and enforcement are essential

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?:

No they can't. all providers should be forced to provide full network coverage across 100% of the UK

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?:

Providers should be forced to provide full network coverage across 100% of the UK with reduced call rates for pensioners

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

Get on with it and do something positive and now to stop private customers being ripped off any longer

Additional comments:

The mobile providers have a captive market and they rip off the private customer day in day out. They should be forced to regulate the private customer market for both contract and PAYG customers, and let the business users pay a more realistic rate for their services instead of the private individual supplementing business users