

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:

Yes

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

I would anticipate that services would be more accesible and better value.

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

New developments mean that I can email, surf the net etc on one device. Its a good thing. I now use a Blackberry for work and it allows me to stay in touch with emails and other business even when I am off site.

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

I was want mobile regulators to ensure that fair competition and best prices were a reality. Mobile phones are very expensive to use and regulation should ensure that prices charged are reasonable not extortionate.

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

I think there is competition, especially with supermarkets getting on on the mobile act.

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?:

Access to many services, email, internet etc. For it to be well functioning I would want to see fair prices and less long contract buy ins.

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

Length of contracts, you should be able to change your contract if it is too costly. Companies should be advising customers if it becomes evident that the tariff they are using is not cost effective and being proactive in getting it changed. Check how many allow unused minutes to be carried over. How many customers have been stuffed with massive bills because their contract wasn't clear on things like cost of internet downloads. Again companies being proactive if they realise excessive bills are being run up.

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, more competition means better prices and deals.

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

I have a pay as you go which suits me as a low user. The rates are reasonable.

However I have wanted to use one of the new iPhones but find that there is only one company (O2) that has them and only available on an 18-month tariff at high cost. This doesn't seem fair competition to me. You should be able to buy an iPhone and use whatever tariff suits you including pay as you go.

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

Ensure that there is an enforceable code of conduct for phone companies. In my experience, voluntary codes are not effective.

If trends are noted in complaints then Ofcom should ensure appropriate regulation is implemented.

Many youngsters use mobiles and any contracts should be crystal clear for under 21's to ensure that they don't get left in a position of large debt.

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?:

Open pricing system. Ofcom should have a reasonable idea how much a service costs to run including research and development. With this information it should be clear whether profiteering / price fixing is going on.

I don't think the balance is right. Overseas calls for example, it costs you more to receive a call if you are overseas and I don't think that is fair, not when a local network is being used.

Too many deals are linked to other packages like TV and internet. I can't get a faster broadband at the same price as I'm currently paying because to do so I would have to switch my land line and I don't want to do that. There should be flexibility that if I want a faster broadband I shouldn't have to link in to other deals.

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

To be honest it blocks it. People talk more on phones than face to face and that's not healthy.

Hand slapping can hardly be called a society benefit.

I think the habit of carrying on calls in public places is plain bad manners!

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

You need to make it accessible for all. There needs to be no frills tariffs for people who don't run their life on a phone but want to keep one for emergencies etc. The senior tariff or something.

I think wireless should be more accessible. Local networks that you don't have to pay a subscription for - as part of council tax.

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?:

Cost, accessibility, length of contract, being able to break down deal packages so you don't feel obliged to have to take on a whole package TV/Internet etc to get a reasonable phone price.

BT line rental is a big con and keeps the price of calls high. This should go and be paid for out of the standard broadband costs. In many cases you have to pay BT land line and for your broadband on top.

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

Just occasionally on trains but not so I would complain.

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

Encryption for privacy. Better security particularly with the amount of internet banking / spending etc. There needs to be more investment on being able to make financial transactions on line.

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?:

Make providers accountable for security breaches.

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

Regulate contract lengths and make it easier for people to change.

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?:

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?:

Support formation of local wireless networks.

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?:

There needs to be cheap tariffs for minimal users

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:

Sorry cant finish this all. But I have said what I wanted to say.