

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?:

The ability to move providers without undue hindrance. This ensures competition between providers and phone manufacturers is kept strong.

For the whole part this is the case, individuals can switch providers relatively easily and keep their number. However problems such as Network Locking, Phones Exclusive to particular network, restricts users to a mobile service they may not be happy with. For instance the iPhone on O2 Only.

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

Level of Complaints. However over time people's expectations from certain sectors both Public and Private change, so it's keen to keep up to date with people's views through consultations such as these.

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?:

It will force the need for media content providers to co-operate and work together in order to fulfil expectations.

Such as Phone operators and TV Broadcasters, to enable relatively hassle free use of services on multiple platforms.

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

Relatively hassle free, although as I am planning to change provider there does seem to be a misunderstanding, purposely in order to hinder the transfer of services to alternative providers.

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

Investigate and Penalise on the behalf of others who may have not had the time or patience to follow through a complaint.

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?:

Ofcom haven't got the balance right but they aren't far off it.

Simplifying certain expectations such as PAC, so that all networks operate the in the same format. Time can vary between Hours and Days and to most that's unacceptable.

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

At the moment it's relatively low, however the need to stay connected at all times seems to be growing through interaction with Social Networking Sites and Broadcasters actively enticing viewers to send in Mobile Camera Photos and Videos, for example with BBC News.

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?:

It can be highly frustrating, especially when you are so reliant on it as your sole means of communicating, when for instance driving or walking in rural areas.

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

Internet.

I can see this becoming a must for all phones and services, the problem is as these becomes more widespread what people will expect from there devices and network capability is as close to the desktop experience as possible.

However with the speed and reliability of connections, I see this becoming a problem in the not too distant 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?:

Network operators networks not living up to people's expectations and how ofcom can effectively solve an issue as complex.

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

Defiantly and remove barriers that enable consumers to have free choice of both Phone and Network Provider.

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?:

They should force change. A lot of the networks are European, some Global, so it would be relatively easy for Network providers to provide services abroad at a more reasonable price.

Also by having all Phone Network Unlocked by Default, Consumers while abroad could choice to pick up Sim Cards while abroad forcing NETworks to change their tactics or lose there money altogether from roaming.

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?:

Ofcom should make sure through co-operation that individuals can have access to 100% coverage for Emergency Calls. This should be first encouraged then secondly enforced.

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?:

Unfortunately competition wouldn't apply, it would be upto regulators to force the need for all individuals irrelevant of disability or age to have access to all forms of mobile communication.

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: