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?:

Always unpredictable, but charging for receipt of calls is not a good idea, particularly as mobiles are increasingly being used for marketing. I will be very unhappy to pay for any such calls.

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

Generally developments are a good thing, care needs to be taken over privacy and protection of kids.

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

Allocation of numbers, prevention of abuse, such as high charges which users are not aware of. encouraging development of a high quality service, ensuring competition.

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

Lots, but it is important to limit any one player to no more than 30% of the market.

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?:

Adequate bandwidth, good coverage, plenty of cometition, not just beetween mobile companies, but also with other services via landline, cable etc.

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

Fair pricing, high quality service, good coverage, proper protection for privacy, controll of unwanted communication

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, making voice services easier to use, moving towards a single number delivered via multiple channels, better access to data services, availability of video on demand.

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

Generally pretty good, I use an 070 personal number and value that highly. I would want that space protected so that it is not confused with commercial high charge services. Data access could be a lot better.

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

By listening, and remembering that people often respond to symptoms of underlyoing problems. The regulator's job is to work out the underlying problem and fix that, not necessarily respond directly to the latest issue.

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?:

Broadly, international charges are still a mess and need properly sorting out. Charging recipients (except where explicitly agreed on a call by call basis) is a recipe for disaster, so should not be allowed.

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

It can bring us closer together, but it can also create a society where people increasingly interact through technology. That is not always the most desirable outcome.

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

Everyone should have access to a phone, not everyone needs a mobile, but pricing should enable those who are least well off to at least have the option.

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?:

I think this is the most challenging area. There are already huge intrusions into privacy. Children often have use of a technology that they don't fully understand (in terms of the implications and consequences).

The regulator should aim to educate and advise as far as possible rather than try to impose lots of rules, but penalties on those who abuse the weak or the young should be severe.

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

Recently this has not really been a problem.

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

Convergence between devices, increased use for marketing and promotion (not necessarily to be welcomed)

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?:

Control of unwanted spam.

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

Yes

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?:

One approach that might be considered is to separate infrastructure from service, so that for example a mobile could use many services but on the same base infrastructure. e.g. I could get data from Vodaphone and voice from Orange on the same device.

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?:

I think net neutrality is very important and although not highly visible in the mobile sector it must be maintained there.

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?:

It might be good to look at something akin to the financial industry's APR. A standard way of measuring costs, to facilitate comparison.

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?:

I would like to be able to block a source of

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?:

Keep looking for ways to increase international competition

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?:

I think there may bee a regulatory need. It's a bit like Post Offices. No demand, no need for supply, but actually there is a need.

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?:

I think the elderly should be adequately funded, complex attempts to address this failing through other channels tend to be counter productive.

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

No

Additional comments: