

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?:

To finally see a convergence of products and usability that is able to be affordable to everybody, rather than just the elite or business. This in turn will lead to 24hour work patterns and remote working.

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

Intensely. Already mobile working it possible because of push email, although it is still not affordable for the masses or for small businesses.

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

To ensure that there is transparency and equity amongst the operators and that there is no collusion to increase profits at the expense of the consumers. The focus should lie on making data more accessible and more affordable as this is the new application, not voice.

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

Vast, although limited by government licences. True deregulation will happen when the fixed line monopoly BT is broken up and unbundling of the local loop happens in reality as opposed to on paper. Then small businesses can launch products and services that converge with the wired and wireless world at a price that's affordable to everyone.

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?:

Competition. Fluidity of provider. Transparency of charges, realistic prices for consumers.

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

numbers of throughput, not just handset owners but users in methods of dialtime.

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?:

as above, total mobile/fixed convergence to empower the individual, change working patterns and give greater access to services to all.

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

all of the above.

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

quickly and appropriately. Do not leave the market to regulate itself, it won't as there is far too much money to be made at the expense of consumers.

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?:

no. the bias is still on the operators. They can still do what the hell they like and charge beyond fairness.

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

because almost all public sector services are geared to an online world, whereas not everybody is able or wants to receive services through that medium.

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

do people actually want to receive services through mobiles. Maybe they like filling in a paper form delivered to their door?

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?:

Personal information. Financial stability and access by others ie: wireless security.

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

not able to send or receive business critical emails with a financial loss implication because the 3g network didn't perform as it was supposed to do.

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

windows mobile phones becoming more powerful and becoming an operating system in its own right. People ditching blackberry#s and laptops to use the smartphones and accessing them through other devices including remote desktops.

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?:

regulate the data streams. Make them fair and affordable. Do not limit people to restricted download amounts. do not penalise with excessive charges for international data.

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

force termination charges to be equal and lowered.

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?:

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: