

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:

No

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?:

I think that it would be a grave mistake to enable mobile phone companies to start charging users for receiving calls.

While call termination charges may be high, the system works and Europe's telecoms (mobile) industry is one of the most competitive.

Plans to charge for incoming calls will hit pre-paid users the hardest. It will also hit mobile phone operators, especially in continental Europe, as a large segment of the market is made up of pre-paid users.

In short, we should stick with the calling party pays regime where the person initiating the call pays for it.

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

Plans to make consumers pay for receiving calls on their mobile phones would kill the pre-paid market. Since pre-paid users tend to be lower income households (including students), this will have a negative impact on society.

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

Focus on the consumer and the best deal for him/her.

Changing the rules such that consumers have to start paying for incoming calls is not in their best interest.

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

I am unable to understand why Ofcom does not heed the adage, "If it ain't broke, why try and fix it.

Granted, the market is not perfect but there is ample consumer choice (in terms of both mobile phone operators as well as price plans), consumers are happy and the system, overall, works.

Plans to reduce roaming rates when abroad or reducing rates for data usage (both domestic and abroad) are laudable but plans to effectively charge consumers for reducing calls defy logic and are unfair to consumers.

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?:

Multiple operators, multiple price plans, number portability.

Essentially choice for the consumer to walk away and go to another provider. Free market principles.

The UK has 5-6 providers plus a few virtual telcos (Tesco Mobile, ASDA Mobile, etc.) as well.

Good choice of pre-paid and contract options.

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

Are consumers happy?

Are rates reducing?

Is adequate choice available?

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?:

More innovation and hopefully more choice in the market place. Possibly newer players in the market place, bringing down prices.

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

Happy with services.

Though it's still tough to find the perfect price plan and the perfect phone!

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

Don't go to bed with industry lobbies and operators. Look at consumers and assess whether they are achieving good deals/outcomes.

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?:

Yes, the current market place works well. (Refer above for reasons)

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

Freedom to be contacted and therefore more mobility.

Certain professions like plumbers, electricians, salespersons, etc need mobile phones to get work coming their way.

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

Better network coverage in rural/less urban areas.

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?:

N/A

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

3G services are crap and they use up a lot of battery power. The technology is imperfect, to say the least.

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

Brands - O2, T-Mobile

Features - Skype (3), iPhone (O2), flexible plans (T-Mobile)

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?:

Don't make people pay for incoming calls!

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

Yes, but difficult to see what more can be done. Open to ideas (except for the one which requires consumers to pay for incoming calls!).

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?:

N/A

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?:

Net neutrality should be standard and operators should not be allowed to discriminate between sites visited by consumers on their phones.

Also, spying technologies like Phorm should not be used. Period.

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?:

Make phone plans and bills easier to understand.

Outlaw 0845/0847 numbers and it's immoral to provide a consumer a number and then profit from that call. That's just plain wrong. Regulate that instead.

Or try reducing premium line mixups (eg, 070 numbers which seem very similar to mobile phone numbers) though I think that you may have done something about that.

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?:

Have higher standards and come down hard on operators that do not adhere to them. Fine them (heavily) where required as well as name and shame them.

Openness and transparency (also on the regulator's side) will benefit everyone.

Question 8.6: Will the mobile termination rate regime need to evolve or change more fundamentally? What is the best approach to adopt?:

Refer above but in summary, don't make consumers pay for incoming calls!

Question 8.7: If competition does not reduce international roaming charges sufficiently, how should regulators respond, if at all?:

Refer response to Q8.5

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?:

N/A

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, regulators need to mandate that emergency calls should be available to all irrespective of technology/provider.

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?:

N/A

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

Refer comments above on charging users for incoming calls.

Additional comments:

Thanks for reading/listening.