

**What do you want Ofcom to keep confidential?:**

Keep name confidential

**If you want part of your response kept confidential, which parts?:**

name & email

**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?:**

The market is going towards a fully mobile communications package which incorporates phones, internet, TV & radio - all currently available on handsets.

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

A good thing overall but can mean a lot of power going to a few large companies who can abuse their position.

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

A lot of power is concentrated to few large companies who can abuse their position. Regulation should be in place to protect the consumer and prevent non-competitive practices.

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

deregulation only if it is in the interest of the consumer.

**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 and choice. There is competition but there are less and less choice.

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

affordability, choice, competition.

**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?:**

The market is going towards a fully mobile communications package which incorporates phones, internet, TV & radio - all currently available on handsets. Power will shift to the network providers as consumers can get all their communication from their phone.

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

generally good but companies are abusing their contracts with very vague terms and conditions - especially regarding changes to existing contracts or billing;

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

Ensure terms and conditions are fair and ensure all terms which affects costs/service are not hidden within small print.

**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?:**

The balance is one where both parties are happy. Ultimately, full disclosure of all terms affecting costs of contracts/calls etc - that way no one is in the dark about any aspects which can lead to disputes.

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

see my ofcom ref 1-65621427 (I like to complete this later)

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

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**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?:**

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

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

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**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?:**

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

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**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?:**

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## **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?:**

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## **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?:**

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**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?:**

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

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

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**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?:**

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**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?:**

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**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?:**

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

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**Additional comments:**

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