

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?:

They can make the poor, poorer, and provide an avenue for abuse and harrassment, under termination charges.

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

Financially.

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

Protecting the customer, not the companies. Ensuring they are not abused and receive value for money.

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

There's loads of scope for innovation, you just have to let them get on with it while protecting customers from damaging concepts.

You are there to represent the consumer, not the companies.

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?:

Good reception, competitive prices, reliable service.

None of these features are currently present

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

Listening to the consumer helps - not making hare-brained recommendations that undermine your credibility does, too.

Also the feedback system should be open and easy to access/understand. This questionnaire I am answering presently, for example, is far too convoluted and confusing - I'm not a stupid person, but even I'm having trouble with these questions and having sufficient attention span to answer them.

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?:

New spectrum? Little change to the end user.

Mobile Broadband? Until the handsets catch up, it's no use.

New ways of delivering voice? If done well, it shouldn't have a noticeable effect.

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

That we are by-and-large ignored, in favour of the corporations.

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

By listening to them, perhaps?

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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?:

Simplification of the pricing structures, proper enforcement of regulation and the prevention of abuse of customers.

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

It enables us to be more productive. Anything that dissuades mobile service use is detrimental to the economy as a whole.

Things such as termination charges, however, would leave people open to harrasment attacks - for example, I've already concocted a theoretical plan that could be used to put already empoverished people into further debt simply because I want to - I just keep phoning them from different numbers - even easier if I have access to a work line, or stolen handsets. The termination charges will simply mount up the more I do it.

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

Fairness to the consumer.

Afterall, without consumers, there can be no industry. Corporations are a secondary factor.

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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?:

The avenue for abuse, both by corporations and by consumers against other consumers.

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

No.

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

Ease of use and low price.

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?:

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?:

This question is innaccessably complicated.

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?:

See 8.2

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?:

See 8.2

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?:

See 8.2

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?:

By forcibly capping roaming charges.

You're a watchdog for a reason. Use your powers or be usurped.

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?:

See 8.2

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.

The regulator needs to force them to address the issues, with fines if neccessary.

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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The elderly and the poor are most susceptible to this avenue of attack.

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

Yes.

Bringing in termination charges will seriously negatively effect the mobile market, causing many people to simply stop using them. Not only because the pricing system is unfair, but also because of the aforementioned avenue of abuse.

For example, if I had your mobile phone number and the inclination, I could run up a serious debt for you, maliciously.

Additional comments:

OFCOM need to start acting like a regulator, rather than an observer.

The public perception of OFCOM is clearly that they are toothless and unwilling to act in the consumer's interests. You are losing credibility with the public on a daily basis, and plans such as termination charges merely outline that you are out of touch.

This questionnaire has also been extremely badly presented - it's simply not accessible. As I stated before, I'm no idiot - but this questionnaire seriously put me off responding to you at all due to it's complexity and sheer size.

It's only because I feel very strongly being able to attack people's bank-accounts by repeatedly phoning them, causing termination charges, that I bothered at all.