

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?:

not good the market is driven by greed with poor customer service and new services are gimmicky, expensive, not necessary for all and the market has reached saturation point. i do not want to surf the web or watch tv on my phone.

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

they are being ripped off example: to dial an 0870 number on my mobile is 15p per minute compared with 10p per minute fixed line. 0800 (freephone) numbers are chargeable at 15p per minute. disgraceful

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

mobile regulation is about profitability for the company. too much profit. slash costs and stop making people want the latest phone every 18 months.

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

hopeless because greed prevails. the concept of sharing must and will prevail.

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?:

cheap accessible to all with phones that last longer.

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

call rates are too high, and should be more tightly regulated

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?:

a disaster in the making ask bt

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

expensive unreliable and poor

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

you are not in a position to make any meaningful changes,
capitalism is about profit not sharing.

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 markets so called flexibility is for the benefit of the shareholders not the hapless consumer

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

badly

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

health and safety

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?:

na

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

yes but as i am on an 18 month contract there is not a lot i can do

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

na

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?:

na

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

no

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?:

na

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?:

na

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?:

na

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?:

na

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

scrap it all together

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

na

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?:

na

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?:

na

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?:

na

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: