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?:

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

High rates of uptake in new mobile services not matched by investment means reduction in service e.g mobile broadband. Speed is slow due to lack of bandwidth.

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

Ensuring free and fair competition.

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

New mobile services may provide the opportunity to radicalise the way we work. Infrastructure needs to be ahead of the market however, not continually playing catch up as at present.

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?:

Significant number of providers offering real alternatives to customers. Little evidence of that at present.

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

Complaints. Ofcom needs to be more visible without the disgruntled customer having to look for it.

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?:

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

Mobile services outside large metropolises still very variable. I live in central Scotland and still suffer poor reception in my suburban city house from almost all networks. 3G in particular poor even along main roads, e.g parts of Perth to Glasgow road. I feel mobile providers should be prevented from introducing upgrades to other parts of the country or introducing enhanced network provision until they have met the needs of those who still suffer poor provision. They seem to be allowed to state that there is "99%" population coverage. This is nonsense as it only applies if you look at where people live. The POINT of mobile, phone or broadband, is it is used when we are away from home. Just look at the map of areas throughout the UK where provision is poor, particularly 3G and you will see that at any one time, much more than 1% of the population does not have access to an adequate service.

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

Force providers to upgrade areas where their service is insufficient, before being allowed to introduce new services elsewhere.

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?:

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

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

Price and competition.

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?:

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

See 4.1. Frankly, we should be ashamed as a country about the quality &/or lack of coverage in significant geographical areas of our country, even along main roads.

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

Broadband

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?:

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

Yes, there seems little enough as it is.

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?:

See 4.1 & 5.4 before.

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?:

Force it. This is becoming an increasing irritation for consumers, especially as many providers have subsidiaries in other countries or partnership agreements which mean there is no justification for the rates. It is possibly the biggest single rip off in the industry at present.

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?:

Force it. There is no reason I can see why the providers cannot cover the whole geographical area of the country and share masts between them. The bandwidth requirements in rural areas could easily be shared amongst providers. They will argue providing such masts is not commercially viable. BT don't have an option to leave areas without cover. I don't see why mobile providers do. They can share the cost. In the 21st century, this issue should not even be up for discussion. They should be made to do it as part of their licence requirement.

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:

PAYG agreements that expire (e.g. 3 mobile braodband where the voucher expires after 30 days used or not) should be outlawed. The PAYG agreement from 3 is effectively an annaul contract if you use broadband even once in each 30 day period. Misleading, unacceptable, con.