

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?:

More choice, but not lower prices.

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

Consumer protection, protecting public health if issues emerge in this area (e.g. effects of phone masts), regulating mobile market

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

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?:

A variety of handsets and phone services to choose from.

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

Falling prices, numbers of complaints to phone companies and ofcom as percentage of customers

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?:

Handsets have always been fine. As for phone services/contracts, information has not been transparent from my company (T-mobile) before signing up for contracts and the cooling off period is too short (only 2 weeks, whereas first bill doesn't arrive until 4 weeks). Also, they have increased charges for '087' numbers in the middle of my contract which I don't think they should be allowed to do.

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

Have uniform, minimum criteria for information that phone companies have to provide to make charges more transparent. This could include an example of a bill typical for different types of users, or based on a customer's average call usage. Have a minimum cooling off period of 4 or 6 weeks after signing up to a contract.

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?:

Mobile phone companies seem a bit unscrupulous so I think they need heavier regulation to make them more transparent about their charges. Regulation promoting transparency is good for markets anyway and is also good for consumers.

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

I think it has vastly improved the amount and convenience of communication on a personal/social level. Commercially it has increased participation eg. in phone voting but I think consumers haven't done too well out of that because it's so expensive. And it increased unsolicited sales/marketing calls and texts which isn't positive. I think the public sector is a bit behind and could use mobile services more. Cameras on phones have increased citizen journalism which has been interesting.

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

Functions to help people with disabilities use mobile phone technology should be available at no extra cost.

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?:

If there are issues with new services or technology the implications should be made clear to consumers so they can make an informed choice

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

Only as an occasional, minor problem

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

Web browsing

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?:

Charging for web browsing should be transparent, as well as what type of websites or features (eg Flash) can be accessed

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?:

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?:

I think more regulation is needed to promote transparency. Making it easier to compare companies and services would be useful.

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?:

More personal and complex services may provide opportunities for companies to invade customers' privacy to a greater degree. I think Ofcom should be tough on privacy issues as snooping on consumers' habits is always very unpopular, and infringes human rights.

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?:

Seek European-level regulation, if that hasn't been tried already. Isn't that what the EC lives for?

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?:

Emergency access is a public safety issue, so maybe central government or local authorities ought to fund that. I don't think that's the job of the private sector.

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?:

Maybe the public or voluntary sector could become involved in bulk-purchasing services tailored for particular groups, to reduce costs and improve access for them.

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:

I would like phone service companies to be required to provide a service (1) blocking particular numbers and (2) to change your phone number free of charge if someone

has a problem with repeated nuisance/harrassment calls. This would benefit women (who are more likely to suffer from nuisance calls) and children who are being bullied.