

**Title:**

Mr

**Forename:**

John

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kitching

**Representing:**

Self

**Organisation (if applicable):**

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

Keep part of the response confidential

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

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:**

Yes

**Question 1.1: What are the implications of market change for mobile and wireless services?:**

fixed line wired networks could become no longer necessary as mobile broadband could become faster, cheaper and more secure

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

Development appears to have had very little affect on customers until recently. 3G did not have a use, 2G is good enough for voice and text, and 3G was too expensive to use. The latest phones being able to use the internet and use email have finally found a use for 3G and the drop in the price of data plans have made it affordable though it is currently a small market and will continue to be so for a long time to come. The introduction of the 3G USB modems could have an even bigger impact

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

Regulations should protect the customer but still allowing the phone companies to get a fair return on their investment, the focus should always be on the customer and superior services

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

The idea of charging to receive calls, termination charges, is the worst idea in the history of ideas. It will lead to lots more cold calling, the same as spam in email, which will cost people money to receive, this will, in turn, mean that people will stop using their mobile phones as they will be costing too much. The fall out from this will be that operators will be getting less money so will have to charge customers more then more people will stop using their phones..... until you get to the stage where there will be very few mobile phones left and even less operators.

**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?:**

I think that the UK market is functioning quite well at present operators are making profits and customers are mostly happy and most operators work as advertised

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

Happiness of customers, and knowledge of customers about their rights to change networks and contracts. Do operators work as customers perceive from the adverts. eg advertising unlimited broadband at 8meg actually gets you unlimited broadband at 8meg not at it currently stands where you could get 3meg broadband with a limit of 2GB throttled at various unspecified times

**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?:**

Looking at the introduction of 3G as an example I don't think there will be much change at all and most of the new services will have lots of hype but be very

expensive with very poor application and uptake for several years. A possible exception to this would be mobile broadband

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

I have had phone on all of the 5 actual network operators and my experience has been mostly good with the exception of a few operators with very poor network coverage despite their claims otherwise.

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

openly investigate them and if necessary punish the parties involved with meaningful punishments, if money they use the money in a transparent way. a £50,000 fine for a company that makes £1,000,000,000 profit a year is not meaningful

**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 about correct now, as a customer I want to get lots more for less money but as a share holder in a mobile phone operator I want them to make money as well

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

it helps participation in society but if not necessary for it,

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

why do we need to do look in to access and inclusion issues, I don't have access to a dishwasher should that be looked into to make sure everyone has access and is included in having a dishwasher. my parents cannot get gas at their house but that is not an access and inclusion issue mobile phones are no different from ipods or dishwashers, there is no right to have them

**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?:**

regulators should not think about protection of children that is the job of parents, regulators could say that mobile operators have to allow for special services and material to be blocked but by default nothing should be blocked, it is up to the carers of children to apply the blocks if they wish.

Privacy and security should be protected by law and as such it should be the job of the police not a regulator

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

i have been affected by this greatly and as it was discovered with in the first few days of the new contract the contract was canceled both times

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

the introduction and greater use of mobile broadband, and the possible replacing of all fixed line services for home use sales representatives maybe small businesses

**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?:**

the use of multipul SIM cards for one number so i can have one number/account for phone and mobile broadband but have several devices using it at the same time eg 2 USB modems and a phone

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

it should publicise the number porting options including consumer rights and obligations

**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?:**

mobile platfors should be regualted as a single entity, it is all data crossing networks

**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?:**

the mobile sector is not net nutral at present, call between phones on the same network cost less the cross network calls. any restrictions on mobile internet must be clearly stated in advance

**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?:**

**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?:**

**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:**