

**Title:**

Mr

**Forename:**

John

**Surname:**

Moxley

**Representing:**

Self

**Organisation (if applicable):**

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

Keep nothing confidential

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

email address should be confidential please

**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?:**

This a rather abstract question specifically not knowing how the market will change makes the answer to this vague. We are certainly facing large competition within the area however competition does not necessarily mean greater value. As dependance on mobile and wireless increases there is more risk of consortiums within the sector charging more.

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

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

Mobile regulation should have 1 clear focus and that is on the consumer. For instance charging premium rates or not counting as landline/mobiles on contract/PAYG tariffs for 0800 numbers. Is something that should of been sorted out a long time ago.

**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?:**

Clear separation between handset manufacturers and networks is important. In many cases this has worked to the consumers advantage. However if the recent O2 iPhone deal is a sign of things to come, consumer choice will drop as they get tied to a particular network.

Levels of innovation are important we have seen services to a limited degree in the 3g market however the huge cost of the bandwidth probably put both consumers and companies back a couple of years.

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

Boy you guys have a tough job. Competition only works if a consumer can easily switch networks. If they can then it is performing well, the extension of contracts from 12 to 18 months is probably a big worry, is there an upper limit to this?

Levels of innovation are important.

**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?:**

If more spectrum is added, probably for the better, however licensing the bandwidth rather than wholesaling it will probably be better.

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

I had to call the police once, and was horrified about the £10 added to my bill I got for a couple of minutes talking on 0800 number, there is little excuse for this behavior.

When I called up to ask about why this happened I was told this was on every network as though that was a good enough reason.

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

Quickly and with tough measures, with fines scaled to the size of any company that steps over the line.

**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?:**

No you haven't. (Sorry Its just a feeling)

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

Communication is key to any civilization, mobile step that up.

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

We are a multicultural society with a vast number of people living abroad. Where internet is the same price which ever site world wide you visit. Mobile phones using similar technology and infrastructure charges you more. Perhaps this should be same price everywhere.

**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?:**

Yes mostly on trains. Although I was on Orange and my flat in the centre of Brighton never had reception. This meant I often missed job interviews emergencies and other such important calls. I had to wait 18 months before I could switch networks.

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

Mobile internet. Its a pity people hooking up there mobile phones to there laptops is being stamped on by the networks.

**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?:**

Hardly unlimited internet if your restricted to one device using it. It shouldn't matter if the bandwidth is capped.

Per mb data charges should be scrapped.

**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?:**

Encourage networks to rent out hardware/spectrum to other networks much like tmobile does with virgin. So that we can increase the number of networks. Do the same with text. I want to be able to choose my internet provider my voice provider and sms provider separately. Encourage sharing of this technology, it will be cheaper for some networks in the long run, and certainly better for the consumer.

**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?:**

0800 should be free at best and count as a local call and be taken off your minutes at worst.

0800 numbers include

non emergency police number. (a very important service)

Childline (Children have mobile phones, you are essentially highlighting this number on the phone bills!)

etc etc...

**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?:**

You should and get the government to introduce legislation fine. Whatever it takes.

**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?:**

Only if the regulator encourages it. Allow the spectrum to be used on a per license basis, where no set part of it is allocated to anyone that way to get round interference they will have to team together to share infrastructure. If an area is uncovered, Even better would be to create a 'railtrack' of the mobile world.

**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:**

I have serious misgivings on the current state of the market. Several key areas have been missed by OfCom and should be resolved sooner rather than later. Perhaps your staff spend too much time with the networks and not enough time with the consumers. I am happy you are doing this citizen response, and its a step forward. However when I've had issues I've felt you are uncontactable and been unable to complain.