

**Title:**

Mr

**Forename:**

A

**Surname:**

Sehgal

**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?:**

**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?:**

Should contribute to reducing inflation, as a huge majority of the UK population are subject to cell phone bills.

Changes the way people use telecommunications, especially data communication over wireless networks. This forces content providers to change the services they provide, generally in a good way if more people have easier and cheaper access to wireless telecommunications infrastructure. This brings about commercial benefits because more people are likely to use more content.

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

More communication for cheaper is always a good thing.

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

Getting the people what they want. Since this it is an oligopoly in the UK, more power should be given to the people over price (cheaper for roaming use), availability (everywhere, underground, airplanes, trains), functionality (unrestricted data access for VoIP over mobile telephone networks)

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

You can have innovation without deregulation. You can regulate companies to ensure innovation and continually outdo themselves to benefit the customer, hence harnessing the value of competition without necessarily having any.

**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?:**

unlimited data access  
access on the underground, in tunnels, on airplanes

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

data usage volumes  
excessive phone bill charges

**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?:**

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

**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?:**

**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?:**

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

roaming price  
availability  
data access

**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?:**

**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?:**

**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:**