

Title:

Mr

Forename:

James

Surname:

Skevington

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?:

Not a great deal, bandwidth has continued to get cheaper and it seems the savings have never been passed on to the consumer. On standard plan people still will pay 10p per text message, this a charge that hasn't changed in 10 or so now.

I presumed when media messages came out they would eventually take over from sms. This never happened.

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

The mobile phone sector has been stagnant for along time, and its only since the iphone came out its started to really move things along. Mobile phone companies have create a kind of fake market of features. I recently had the N95 equipped with some of the worst wi fi technology i have ever had. These are apparently smart phones, but they are slower than ever, they have features like email that are near impossible to setup.

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

Hold the companies to the service that they should be supplying. The current phone i have, cuts out a lot. My Dad has told me on occasions that he has tried 4 - 5 times before getting through to me (when the phone isn't in use).

Im paying 40 + a month for some of the worst service I have ever had.

My friend works for a credit collection agency which has recently took a portfolio of 250000 case from 3 mobile. The same network I am on.

My point, is in america people can get out a contract if the service isn't satisfactory, something that isn't possible here. The companies are firmly in charge. There isn't any get out clause.

I phoned consumer direct a few weeks ago, and received a very vague answer on where i stood with my problem. Maybe il try phoning Ofcom.

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

Making The service cheaper to use, This country needs wimax. The mobile sector is pulling one of the biggest scams at the minute, I don't understand where they get their prices from, its not like the days of BT, before mobiles technology, with line rental. A physically element to maintain. With the credit crunch looming mobile phone companies shouldn't adding more pressure, with awful service.

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?:

The idea of progress and the UK seems a bit far fetched. Technology years to implement here.

Living in Leeds one of the bigger city in the country at this stage there should be more done to push WiMax technology. Communication is such an underrated part of the economy. We need it as cheap and as fast as possible to best chance to compete in the future market place.

Before the days of technology, infrastructure was based on roads and trade route, take a look at a map of Africa and see how far they got and how far they are now.

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

Failure for the providers is key for development. If someone isn't happy with their service, with in reason, they should be able to move providers and not be tied down

by 12/18 month contracts, trapped with bad service.
If the mobile companies don't fail they won't try hard to improve their services.

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?:

The market in this country don't tend to move fast because the providers seem to try make as much money as possible out new technologies.

My price plan for my phone includes 500 free video minute to other 3 customers, ((around £12 a month), to subsidise the phone, fair enough). Its the most useless bolt ever, The thing i like about phoning people, is the fact i don't have to see the person on the other end of the line.

Give me an option for internet bandwidth. something useful at least.

We still use txt, There has never been any great interrogation of messenger services such as AIM, MSN, Yahoo.

This is a very new concept still. An its purely because there so much money to be made out of SMS.

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

Terrible, T-mobile were ok, 3 mobile is the worst network Iv ever dealt with and I talk about how bad they are at every chance I get.

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

Don't be afraid to be in control for once, you should be representing the people, not the companies.

Regulators should not only be making fair, but creating regulations to stimulate growth and implement new technologies to highest level.

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, Im pretty sure this has been covered.

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?:

coverage is terrible in my area and there seems to be nothing I can do apart from spend a lot of money to buy contract. This equates to about the same amount of money i would spend in the life of the contract.

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

iphone/android mobile OS platforms that include developers, smart phone are a joke.

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. You definitely seem to sit on the side lines at the minute.

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?:

Competition is key, companies must fight for their customers.

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?:

fine companies, hold them responsible.

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:

I am one like many other i think. I saw a phone that looked good and then wasn't happy with it. The N95's goods spec's and terrible interface is a mine in nicely marketed field of crap. But their are a lot of people out there happy with it because they don't understand that phones out at the minute are already 2 years out of date on the interface side.

I managed to change my phone for pretty much the same phone i had before I "upgraded", Im still no way happier with the product that I am paying for. The coverage isn't great its got worse since moving house.