

Title:

Mr

Forename:

Daniel

Surname:

Thompson

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:

You may publish my response on receipt

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

Many things are pushed from the networks, and not consumer demand, then possibly 'snuck through the back door' in a 3 month trial you easily forget, and end up paying for something which you forgot you'd got. With such a push on mobile services such as instant messaging, TV, and god knows what else, it can be hard as a consumer to keep track of what you have, what's included, and how to cancel things.

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

It is easy to try these new technologies, and as they are available to all (including minors) on a trial basis usually, it is easy to suddenly realise your expenditure has jumped and not realise why (I've not managed to do this myself, mind, but I can easily see this happening).

On a positive side, the benefits to consumers, are immense, especially when 3g coverage is increased (Vodafone seemed to have none from Derby until Birmingham when I went on the train the other day!).

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

I believe it should ensure fair pricing in those areas that are contentious and hidden (eg 08xx numbers, international calls and texts, etc) and also monitor or regulate the ways in which 'bolt on' services such as mobile tv or data are marketed and managed. I also believe, as a sight impaired person that there should be more pressure on networks to make their handsets more inclusive to disabled people. I no longer want to be forced to have speech on a choice of 3 phones (from 1 mfr) when all I want is larger font sizes and clearer screens. Discriminatory practice like that needs regulating and the DDA isn't doing the job in the mobile world. I can have a large print bill if I want, so why can't the networks push the manufacturers to deliver mobiles that through a simple option in their Operating System (very easy in Symbian and Windows) can provide the simple options, such as a magnifier, larger font sizes, high contrast. This would then make life easier, not only for old people, but people of my generation (I'm 34 now and grew up with the massive steps in technology from the 80's onward) and those in younger generations. (RANT OVER, SORRY :)).

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

There is plenty of scope, as competition for voice calls is still massive amongst the operators. Other, 3rd party services, such as web access are a little stifled (in the past, WAP customers could choose who they dialled in through, and there were some good deals to be had if you could find them). Innovation is pushed initially by the mobile industry (take text messaging for example - no one wanted it before we got it, now we can't put it down!) and then via the consumer engaging with the development. Some work, some flop (like video calls - nowhere near as high an uptake as the networks wanted).

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?:

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

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?:

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: