

Title:

Mr

Forename:

Christopher

Surname:

Ware

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?:

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?:

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?:

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?:

Over 14 years as a mobile user as a private consumer and as the user of a corporate mobile telephone

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

By the provision of a dedicated and effective public relations department with real powers to represent and intervene when the level of concern is sufficient. Full use should be made of all the media available to publicise the existence of such an agency.

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 should work in favour of consumers, ie those with limited financial and other resources compared with the companies that make up the market. In common with many other areas in the consumer market place there is not enough protection / representation for the consumer.

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

It is a key element, particularly among the younger generation.

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?:

Avoid 'knee-jerk' politics and retain the use of common sense when proposing legislation.

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

In the earlier days I was aware of poor coverage in my home area but it has improved significantly to the point that it is no longer a significant issue.

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

The need to support the 'all-in-one' pocket gadget of the future that will effectively replace the need to carry more than one device at any given time.

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?:

I have always thought it ridiculous that the mobile service providers were allowed / required to establish separate network hardware, ie transmitting/receiving stations, causing the unsightly and arguably dangerous proliferation of masts. Future developments should make provision for the sharing of a transmitting/receiving network.

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?:

Access regulation should always be available to keep operators in check.

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?:

Consideration should be given to ensuring parity with landline services which are now grossly overpriced in comparison to mobile services, considering the limited use of landlines in today's environment.

(The control of 'local ends' must be taken away from BT who have a monopoly over non-cable landline services)

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?:

Wherever services are provided for commercial gain there will be areas of service that the provider considers uneconomic to provide / maintain. Only regulation can ensure that sparsely populated areas are properly served.

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:

Please see my remarks about transmitting / receiving stations above.