

**Title:**

Dr

**Forename:**

Neil

**Surname:**

Wilson

**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?:**

The will become cheaper.

Europe would finally have a single market in mobile service (as envisioned in 1992 by the SIngle Market).

We will not longer be charged large amounts of money by service providers for making or receiving voice calls or using data services in the Europe Union.

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

Prices for use of mobile phones throughout the European Union will be more competitively priced.

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

Mobile regulations should be in place to ensure that consumers pay fair prices throughout the European Union.

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

I subscribe to advanced data services through my Nokia N95 - in particular the GPS, mapping and real time traffic. I find that I cannot use these useful and well thought out applications in Europe as I cannot afford the data roaming rates. This is not a viable situation, especially when I am on the same operators network in multiple European Countries.

Forcing providers to end termination fees will be a good thing, and allow a whole range of new services to be created, that will compensate for lost revenues, drive competitiveness of the industry, increase productivity and competitiveness in the EU area, and provide consumers with more advanced services that they are happy to pay for.

IP telephony in the handset is another example - why can't I use this to by-pass termination fees !

**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?:**

I should have freedom to choose operators, choose handsets, and have a wide range of flexible tariffs to choose from.

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

Ensure that there is a dynamic market, where prices are continuously falling (as companies amortise their large initial capital investments in infrastructure and licenses), and where there are a broad range of tariffs suited to a wide range of diverse consumer needs.

**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?:**

New spectrum will allow introduction of wimax - not sure how that will affect the mobile phone business. May make it easier for me to connect my computer to the internet wherever I am; although 3G does a pretty good job at that, but 3G does from time-time seem to get overloaded.

Using P2P IP services for voice would be interesting if it significantly reduced costs - I would certainly be willing to take a reduction in call quality if I was able to call cheaply and most importantly use the same when roaming in Europe. However, until the phone companies are forced to end termination charges, and stop blocking IP telephony, and are pushed by the commission to reduce data roaming tariffs, I suspect I will not get this.

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

Fed up of a non-single EU wide market for mobile services.  
I've no idea what I'll pay for what.

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

Listen to consumer issues and regulate, or incentivise mobile operators, to change their behaviour.

**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?:**

The UK government's desire to record all phone calls, e-mails and data transactions for a number of years is my biggest concern; this is a policy issue arising from over-hyped security concerns and probably has little to do with Ofcom.

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

Coverage is patchy. Especially in Cambridge where I am based. Huge areas of Nenham have poor mobile phone services. Local planning restrictions seem to be preventing the location of mobile masts in areas that lack coverage.

Also the 3G services of t-mobile seem to be often over-loaded and I have to switch my phone back to GSM. This is also annoying.

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

Next generation of location based services - I am a big fan of these services on my phone; I want to see more, and I want to use them on a pan-European basis.

I am also a big user of the BBC services on my phone - e.g. podcasting. Again a great development.

Mobile data has completely changed the way I view and use my mobile phone. Mobile data needs to be less expensive and more competitive. The cost of future 3G licenses should be reduced (last time they were auctioned, phone companies spent crazy money) to encourage reduced prices and greater uptake of these services.

The introduction of wimax services may have a significant change - not sure really. There are opportunity for new operators to enter through the WiMax avenue - I think encouraging new operators will be good. At the same time a degree of integration would probably be a good thing.

**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. Ensure that in wimax new operators are encouraged, but not exclusively or to the detriment of integration.

**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?:**

Termination rates need to change on a pan-European basis.

**Question 8.7: If competition does not reduce international roaming charges sufficiently, how should regulators respond, if at all?:**

Regulators will have to get government to pass legislation; especially at a European level.

National governments not passing such EU legislation need to be fined by the EU.

National operators not implementing such changes will need to be fined by national governments.

EU should also regulate the pan-European operators like Vodafone and T-mobile directly. National regulation makes NO sense in a single market.

**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?:**

Yes, the conditions of a license to operate needs to include 'not spot' reduction, with clear SLAs.

**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:**