

## Request for Information

Thank you for your request for information dated 22 May about mobile phones which has been considered under the Freedom of Information Act 2000.

Ofcom commissioned an external study on mobile handset performance in 2015. The main purpose of the study was to confirm that the handsets being used in its drive testing research had a performance which was representative of the market. The results of this drive testing research were used to inform the development of Ofcom's interactive mobile coverage maps (please follow this link <http://maps.ofcom.org.uk/check-coverage>).

Ofcom published the results from the handset study on its website, please refer to this link <http://stakeholders.ofcom.org.uk/market-data-research/other/technology-research/2015-reports/mobile-handset-testing/>

In response to your specific set of questions:

1) Which phones (make and model) were tested?

The external consultant who conducted the research selected 10 different handsets to reflect the range of devices available in the market at that time. In particular the following criteria were taken into account when selecting which devices to test:

- a. Smart / non-smart
- b. Cost
- c. Popularity

We do not hold information on the make/model of the phones tested.

2) Which older phones were they compared with?

Only handsets that were currently available in the market were tested.

3) What tests were performed? Which networks? Location and strength of signal!

The study carried out sensitivity measurements of a range of handsets in a lab-controlled (anechoic) environment.

No testing of handset performance on actual mobile networks were made as part of the study.

4) what were the results?

The executive summary of the consultant report gives the key results from the study, please see above link.

5) What were the comparative results between modern smartphones and when compared with older mobile phones?

No phones that were not currently available in the market were tested. However, as set out in the research report the non-smart phones tested generally had better voice call sensitivity than non-smart phones.

I hope this information is helpful.

Kind regards  
Julia

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

#### Timing

If you wish to exercise your right to an internal review you should contact us within two months of the date of this letter. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF