

In response to this consultation, I have much to suggest and I am delighted that Ofcom is holding such a consultation.

Firstly, mobile phone coverage. 2G mobile phone coverage still seems to be the most reliable for making and receiving calls and text messages however understandably slow for internet use. 3G mobile phone coverage and reliability is average and to some levels quite poor and non-existent. Without 2G, the UK would have severe disruption to mobile phone services.

More on 3G:

Everything Everywhere:

Since the merger between Orange and T-Mobile, a vast improvement has been made with Everything Everywhere's 3G networks, however internet speed whilst roaming on the former T-Mobile 3G network also shared by 3 can be slower than expected at times. Also month by month I saw a decline in 2G network coverage with the former T-Mobile network and this causes interference and missed calls as your mobile will continuously keep switching between Orange and T-Mobile. Orange also promotes UMA a perfect solution to coverage problems and by using Virgin Media's wifi on the London Underground, it is possible to make and receive calls and text messages on the train platforms.

3-Hutchison 3G:

The service is incredibly poor, there is no longer a 2G backup and indoor use of 3's service can be frustrating as their 3G network doesn't always reach phones indoors. In and outdoor use, the 3G internet service is slow, 3 offer a wide range of packages and allowances however when you cannot use them due to poor network coverage is very frustrating. The customer service is also dreadful.

O2:

Brilliant customer services, wide range of products and services, tariffs and data allowances. However, 3G coverage is a disappointment and Telefonica need to invest more. 2G coverage from O2 is no doubt the best and I have found it to be ideal when travelling in the most rural areas.

Vodafone:

Extremely overpriced and is expensive, data allowances are measly and it is very easy to run up a shockingly high phone bill. The 3G network coverage is worst behind 3 and the mobile internet on both 2G and 3G is incredibly slow and the customer care is poor.

Virgin Mobile:

Same as Everything Everywhere however the call plans and data allowances are more generous than EE especially if you are a Virgin Media residential customer.

BT Mobile:

After purchasing a BT mobile broadband dongle, I had high hopes about it offering a fast

reliable connection, it was extremely slow due to Vodafone's coverage, no detailed price plan guide and £5 worth of internet use went within half a day, there is no price caps unlike the other networks and trying to contact the relevant team at BT to deal with mobile services is hard and you will be passed around to about 4 different departments before anyone deals with your query.

Pageone paging:

A reliable and always within reach with the service although popularity is declining. I have had a minicall pager since 1997 the service was previously Mercury paging, the pager always receives pages even in rural areas and if it could send messages, I would no longer use my mobile for text messaging.

Overall call rates with all the networks are reasonable however 3G network coverage with all the networks is a cause for concern.

For price, data allowances and making sure i'm connected whether it be 2G or 3G, the best network would have to be O2 and Virgin Mobile.

Thankyou