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30 November 2016

Dear Mr Fernandes

Which? response to Ofcom's consultation on improving consumer access to mobile services at 3.6 to 3.8 GHz.

Which? welcomes Ofcom's consultation on improving consumer access to mobile services at 3.6 and 3.8 GHz.

Ofcom has identified this spectrum band as a high priority for future mobile use, including 5G services, which have the potential to deliver faster and more reliable speeds for UK consumers. 5G can deliver significant benefits to consumers, both in terms of speed and resilience of mobile data connections, as well as the development of new and innovative products and services made viable by such connections.

We are therefore in favour of Ofcom's plan to allow mobile services, including 5G, in the rest of this band. However, it is important that the rollout of 5G is considered holistically as part of a UK-wide connectivity strategy delivering access to broadband and mobile services. Ofcom's approach, therefore, should fully consider the impact on existing users of the 3.6 to 3.8 GHz band and the services that are provided to consumers by these users. This should include analysis of whether making this band available for mobile has the potential to leave some consumers without services that they currently have access to through fixed links and satellite services provided using the band, and the loss of the resultant benefits to UK consumers.

Yours sincerely,

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