

Question	Your response
Section 2: The quality of mobile connectivity we want to see - What are your views on the use of the Map Your Mobile good performance metric and how should the measure evolve over time? What are your views on the usefulness of: - the 90% figure as a benchmark applicable across geographies and based on crowdsourced data?, and - Whether the 90% benchmark is realistic and sufficiently ambitious?	Confidential? – N Section 2.3 is a very important point to highlight. Lack of a reliable connection is seriously limiting for many in my constituency and must be a priority. Section 2.9-2.12 raises important points on good standards but misses that across Devon people are more likely to be driving longer distances and taking calls whilst driving. The A379 for example cuts out several times during the journey despite being the main link road for places like Teignmouth, Dawlish and Starcross. It's great to have a stable connection whilst stationary, but this needs to have a renewed focus on these trunk roads. Section 2.12-2.18 talks about a 90% acceptable limit, but this needs to be done in a way where that 90% is not at the same times each day or week. If the signal drops out every day between 5 and 6, that's not good enough even if it is less than 10% of the day. It would also be beneficial to have detail on the fact that as usage of the cell increases, coverage decreases which is most likely to affect those on the outskirts of town or in rural villages. 2.19 talks about crowdsourced data but doesn't go into detail on how this can be collected to avoid selection bias. It would be beneficial to have multiple sources of this data to limit this unintentional effect. Figures 2.1 and 2.2 explain in detail why the 90% figure cannot be for the UK as a whole and should instead be localised into regions or even better, council areas, constituencies or postcodes. The data for O2 and Three is especially shocking to see how much poorer the coverage is in Devon compared to the rest of the UK. There must be a better strategy to track this regional disparity and ambitious metrics to end it.
Section 3: Market-led improvements in mobile network quality What information do customers need about network quality to choose the best network for	Confidential? – N Section 3.1-3.10 highlights the merger of Vodafone Three, and this is especially important for my constituency as both operators are poorer in that area. It would be useful for OFCOM to track this and how it can improve coverage in the South West.

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their needs, and where are the main gaps in current provision of that information? How well does Map Your Mobile currently meet customer and stakeholder needs, and what specific improvements would make it more useful?	Section 3.11-3.12 is an important point, and Map my Signal is very useful in understanding the weaknesses of signal, but it would be more useful if the map could cover areas other than just postcodes. For me as an MP, it would be great to be able to filter by constituency or district / county council. It would also be useful if 'good' signal was defined and broken down further as in its current form it is quite vague and doesn't necessarily reflect how good the signal is. Section 3.13 - 3.19 would be better supported if it also included key roads such as the A379 in my constituency where in many parts you cannot hold a call driving along the length of it. Arguably improving the signal here is just as important as the local railway line given how many people are now going 'hands free'
Section 4: Connectivity in busy areas - What do you think are the biggest barriers to achieving better mobile performance in town and city centres and why? - What do you think should be Ofcom's main priorities for our future work in this area? - What information would stakeholders, especially local authorities / planning authorities find useful for Ofcom to provide further insights on and why?	Confidential? – N Section 4.1 - 4.8 I believe it would benefit if OFCOM could add some research on the impact poor connectivity could have on busy sections of towns, like Newton Abbot, or peak times for tourist destinations like Teignmouth and Dawlish. Section 4.9 - 4.16 There is space for laxing some of the restrictions such as increasing the number of antennae allowed on an existing tower or changing the footprint of cabinets on the site. But for significant increases in tower height or compound size, planning should still be required. Section 4.18 - 4.20 It would be useful for Local Authorities, and the public, to have greater knowledge of how peak times are affecting the reach of certain area, and how they are predicted to be affected in future, so local authorities and resident can plan in advance for a loss of signal strength. Section 4.21 - 4.24 OFCOMs focus on busy areas should be to ensure that key transport lines are connected, and that the capacity exists to keep things running smoothly in heavily touristy areas.
Section 5: Connectivity in indoor, shared public places	Confidential? – N It would be useful for support to exist for local authorities and charities to build the infrastructure

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• What do you think are the biggest barriers to achieving better mobile performance indoors and why? • What do you think should be Ofcom's main priorities for our future work in this area? • What information would you find useful for Ofcom to provide further insights on in relation to connectivity indoors and why?	needed for connectivity indoors as a public service requirement.
Section 6: Connectivity on trains • What do you think are the biggest barriers, technical and commercial, to achieving better mobile performance on trains? Which are most significant and why? • Do you agree with our proposal to work with government to support improvements in train connectivity? • What information would you find useful for Ofcom to provide further insights on in relation to connectivity on trains and why?	Confidential? – N It would be beneficial to have the stats mentioned in figure 6.2 as a publicly searchable list similar to Map My Signal so people know which of their journeys are likely to have good signal, and which aren't. This would allow people to plan ahead and start a phone call at a time in their journey when they are likely to have signal. OFCOMs priority should be this, and identifying where smaller gaps are in the rail network and encouraging those to be linked up to create longer stretches of useable signal. The section on TOCs feels outdated given there are being merged into GBR imminently. Working with the Government is important, and areas of high passenger flow and commuters should be prioritised, such as the stretch between Newton Abbot and Exeter St Davids / Exeter Central which many of my constituents use to commute to and from the city.
Section 7: Connectivity in rural areas • What do you think are the biggest barriers to achieving better mobile performance in rural locations and why? • What do you think should be Ofcom's main priorities for our future work in rural	Confidential? – N The sheer scale of rural places in Devon that lack coverage is a real challenge, but also a significant risk to my constituents. Schools in my constituency such as Teign School serve students from much of Central Devon like Cristow where you are unlikely to get signal across much of the roads leading up to it. This means my constituents are more likely to get lost on their way as their sat navs and maps on their phones will lose their

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locations and what outcomes should we aim to achieve? • What solutions (technical, commercial, policy or delivery) could improve rural mobile performance? • What information would you find useful for Ofcom to provide further insights on in relation to rural connectivity and why?	signal. A priority for this should be to ensure key roads are connected as much as possible, at the very least at crossroads, so less drivers are lost when navigating the moors. It would again be useful to search by local authority, A / B roads and constituency rather than just postcodes on the map my signal.

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