



## **News Release**

**For immediate release 8 July 2009**

### **Consumer Panel welcomes focus on mobile coverage in Ofcom mobile sector consultation**

The Communications Consumer Panel welcomes the focus on mobile coverage in *Mostly Mobile*, Ofcom's new consultation on the mobile sector. We are pleased Ofcom has responded to the Panel's calls to give mobile coverage increased priority.

Consumer Panel Chair Anna Bradley says that, "Recent Panel research has shown that mobile coverage is an important issue for consumers – being able to communicate by phone and use mobile broadband on the move is increasingly important for social and work reasons. But there are a great many not-spots and areas where the quality of coverage is poor. This is reinforced by the coverage maps Ofcom has now published which show substantial gaps in mobile broadband coverage."

The Panel welcomes Ofcom's acknowledgement that commercial provision of mobile phone coverage (often called 2G coverage) has probably reached its limits, particularly in rural areas, and we will be working with them to see how the consumer experience can be improved. To this end, we will be carrying out research into consumers' experiences of mobile coverage to feed into Ofcom's consultation. We also look forward to working with Ofcom to shape its forthcoming research into coverage problems and potential solutions.

### **Ends**

#### NOTES FOR EDITORS AND CSEs

The Communications Consumer Panel was established to advise Ofcom on the consumer interest in the markets it regulates. The Panel is independent and sets its own agenda. Visit [www.communicationsconsumerpanel.org.uk](http://www.communicationsconsumerpanel.org.uk) for more information. The Panel's members appointed by Ofcom are:

- Fiona Ballantyne (member for Scotland)
- Louisa Bolch
- Kim Brook (member for Wales)
- Colin Browne
- Roger Darlington (member for England)
- Maureen Edmondson (member for Northern Ireland)

- Leen Petre
- Damian Tambini
- Bob Warner

For copies of the Communications Consumer Panel report *No one should miss out: consumers say what they want from the digital future* and *Not online, not included: consumers say broadband essential for all* go to [www.communicationsconsumerpanel.org.uk](http://www.communicationsconsumerpanel.org.uk)

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