

Press Release

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Mobile coverage still unsatisfactory, says Communications Consumer Panel

Commenting on the publication today of Ofcom's report on the state of the UK's communications coverage, Communications Consumer Panel Chair Bob Warner said:

"In its latest *Infrastructure report*, Ofcom quotes figures for outdoor mobile coverage of buildings and UK geography, but what also matters to most mobile users is the coverage that they get when they're at home or at work. Consumers do not want to have to go outside to make and receive calls.

"Although the Ofcom report explains that actual consumer experience will differ from the outdoor figures, in reality consumers indoors will experience much worse coverage. The Panel would like to see Ofcom and the industry develop a better measure that reflects how and where consumers and small businesses really use their mobile phones.

"The Panel has campaigned for intervention to improve coverage for rural communities and small businesses, and Ofcom's commitment to work with the Government to allocate the £150m should improve the lives of millions of people and help the growth of thousands of small businesses."

Ends

CONTACTS

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NOTES TO EDITORS

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 for more information.

The Ofcom report notes that outdoor coverage is only available to 66% of the UK landmass, which means that consumers travelling by road and rail through patchy areas of coverage can face inconvenience - such as an inability to make calls at all or dropped calls.

To read the Ofcom *Infrastructure report* go to http://stakeholders.ofcom.org.uk/market-data-research/telecoms-research/broadband-speeds/comms-infrastructure-report/?utm_source=updates&utm_medium=email&utm_campaign=infrastructure-report-oct2011