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Dear Helen,

Thank you for your recent correspondence dating 18 October on behalf of your constituent, Mr Lance French, regarding coverage in your constituency.

Ofcom aim to ensure that all customers receive a fair and decent service from all providers. As we indicated in our earlier response, encouraging providers to deliver strong mobile coverage to customers is a priority for Ofcom.

Following a comprehensive consultation with Ofcom, last week the Government announced a £1 billion deal with the mobile phone industry to address areas of poor mobile coverage, known as the Shared Rural Network (SRN).

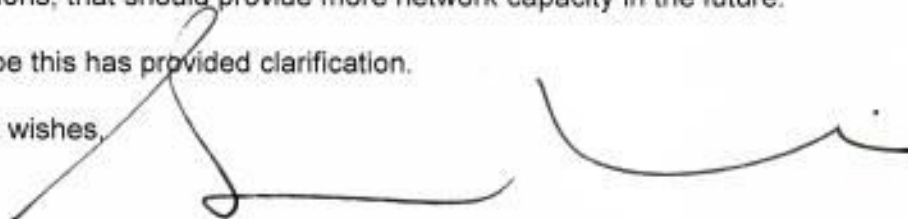
The SRN will cement plans to give high-quality 4G coverage to 95% of the UK by 2025. This is a world-first deal with EE, O2, Three and Vodafone, who will all be investing in a network of new and existing phone masts to all share, providing additional and improved coverage to approximately 280,000 homes and businesses and 16,000km of roads across the UK.

As indicated in our previous letter, the mobile coverage data in our maps and apps is provided to Ofcom by the Mobile Network Operators using our formal information gathering powers. We take the accuracy of the data supplied to us seriously given its importance to policy making and the information provided to consumers on coverage. We will continue to monitor and improve, through drive testing, the accuracy of all the operators' coverage predictions.

We will continue to work with the government and mobile operators to ensure the success of the SRN initiative. We shall also continue to release more spectrum in our forthcoming auctions, that should provide more network capacity in the future.

I hope this has provided clarification.

Best wishes,



Sharon White