This guide covers telecommunication or digital communication services, infrastructure, devices and applications

**Small Business Help**

**Mobile Phone Repair Service – MBP402** (Cobra, 2013) [available onsite via electronic sources]
Trading issues and further information for those wanting to start a mobile phone repair service.

**Mobile Phone Shop - BOP201** (Cobra, 2013) [available onsite via electronic sources]
Qualifications, key market issues and trends, trading issues, legislation and further information for those wanting to open a mobile phone shop.

**Market Research & Statistics**

**The Future of IT in the Healthcare Industry in North America, Latin America & Europe** (Frost & Sullivan, 2015) [available onsite via electronic sources]
Current use and future decision making behaviour towards information technology (IT) within the healthcare industry for smartphones, tablets, cloud computing, video, audio, Web conferencing, Internet protocol (IP) telephony, internal and external social media, unified communications clients (UCC), time-division multiplexing (TDM) phones, business grade and consumer softphones, headsets, and mobile device management (MDM).

**The Global Need for Mobile Support & Protection Services** (Frost & Sullivan, 2015) [available onsite via electronic sources]
Insight discussing the critical need for support & protection services in the global mobile and wireless market, demonstrating the forces driving the expansion of the traditional handset protection (i.e., phone insurance) category to comprehensive mobile support and protection solutions.
**Worldwide Internet and Mobile Users: Q4 2014 Complete Forecast** (eMarketer, 2015) [available onsite via electronic sources]
Forecast for worldwide internet users, mobile phone users, smartphone users and mobile phone internet users. Projections, which run through 2018, include breakouts by region and country.

**4G Tariffs** (YouGov, 2014) [available onsite via electronic sources]
Detailed look at 4G in the context of UK mobile use as a whole. Analysis of the overall use of smartphones and tablet computers, networks, the extent of 3G and 4G use, smartphone plans and data usage.

**Analysis of the Global Contact Center and Office Headset Market** (Frost & Sullivan, 2014) [available onsite via electronic sources]
Analysis of market drivers, restraints, demand patterns, competitive trends, and growth opportunities within the global business headset market.

**Digital Communications** (Key Note, 2014) [available onsite via electronic sources]
Analysis of the UK consumer market, covering landline, mobile and internet-based communications channels. Includes market size, SWOT analysis, current issues and forecasts, leading companies.

**Funding Patterns in the Telecommunication Services Industry within the European Union** (Frost & Sullivan, 2014) [available onsite via electronic sources]
Analysis of historical fund sourcing patterns and the options available with firms to raise funds, as well as the utilisation of the raised funds. Includes firms offering alternative carrier services, integrated telecommunication services and wireless telecommunication services.

**Global Assessment of Telecommunications Service Providers in Healthcare** (Frost & Sullivan, 2014) [available onsite via electronic sources]
Profiles leading telecommunications service providers globally focusing on their current strategy and future growth plans for healthcare.

**Mobile Broadband for Critical Communications in Europe** (Frost & Sullivan, 2014) [available onsite via electronic sources]
Covers the market for delivering mobile broadband data solutions and services to closed user groups in critical communications in Western and Eastern Europe.

**Mobile Broadband in the United Kingdom** (MarketLine, 2014) [available onsite via electronic sources – OneSource]
Overview of the UK market for mobile broadband services, including current market data and forecasts, market segmentation, five forces analysis and leading companies. Similar reports cover other countries, Europe and the global market.

**Mobile Device Apps** (Mintel, 2014) [available onsite via electronic sources]
In-depth analysis and insights of the UK market for smartphone and tablet apps or apps designed specifically for use with smartphone and tablet devices. Includes consumer attitudes and trends on usage of apps.
Mobile Network Providers (Mintel, 2014) [available onsite via electronic sources]
In-depth analysis and insights of the UK mobile network providers market. Looks at the networks consumers are with and types of connections they have with them, their contract length and the amount they spend on average per month, the features about their mobile phone contract that they would upgrade if possible, and the factors that are most important to them when picking a new network provider.

Mobile Phones (Keynote, 2014) [available onsite via electronic sources]
Analysis of the UK market for mobile phones, examining the increasingly important role of smartphone devices in the UK. Includes market size, segmentation and forecasts, competitor analysis, buying behaviour, SWOT and PESTEL analysis.

Mobile Phones (Mintel, 2014) [available onsite via electronic sources]
In-depth analysis and insights of the UK mobile phone retail market. Looks at the manufacturers of mobile phones and smartphones owned by consumers, the operating systems (OS) installed on their smartphones, the precedence that consumers place on brand of the mobile network operator, brand of manufacturer, model of handset and brand of OS on their future phones, and features or factors that consumers consider when purchasing a new handset.

Public WiFi Spots (YouGov, 2014) [available onsite via electronic sources]
Analysis of usage of, and attitudes towards, public Wi-Fi in the UK. Overview of when and how consumers access the internet when away from home, and how they make the choice between using public Wi-Fi or 3G/4G networks.

Brief overview of the UK telecommunications market, including statistics on physical infrastructure, mobile and fixed broadband connectivity, online applications and social media. Similar reports cover other countries.

Telecommunication Services in the United Kingdom (MarketLine, 2014) [available onsite via electronic sources – OneSource]
Overview of the UK telecommunication services market, covering the fixed line telecoms market and the wireless telecommunication services market. Includes current market data and forecasts, market segmentation, five forces analysis and leading companies. Similar reports cover other countries, Europe and the global market.

Telecoms and media: an overview of regulation in 47 jurisdictions worldwide (Law Business Research, 2014) ([B] MKT 343.099405 BUS]
International analysis of key areas of telecoms law and policy for corporate counsel, cross-border legal practitioners and business people.

The Future of Mobile Solutions from a Customer Perspective—United States and Europe (Frost & Sullivan, 2014) [available onsite via electronic sources]
Survey of current use and future decision-making behaviour toward IT technologies, specifically mobile solutions such as mobile software applications, machine-to-machine (M2M) communications, and mobile device management (MDM).

UK Mobile and Tablet Users: Q2 2014 Forecast and Comparative Estimates (eMarketer, 2014) [available onsite via electronic sources]
Overview of smartphone, mobile phone and tablet usage in the UK, including forecasts and comparative estimates.
UK Tablet Users: 2014 Complete Forecast Update (eMarketer, 2014) [available onsite via electronic sources]
Forecast for UK tablet users, iPad users and e-reader users. Projections, which run through 2018, include breakouts by age and gender.

Voice over Internet Protocol (YouGov, 2014) [available onsite via electronic sources]
In-depth insight into this dynamic market, revealing key information about users in the UK. Findings will facilitate improvement in consumer engagement and assist in the development of future marketing and communications strategies.

Western Europe Internet Users and Usage: Mobile Devices Transform Consumer Habits (eMarketer, 2014) [available onsite via electronic sources]
Overview of internet usage and activities in Western Europe, transformed by mobile devices.

Capacity Yearbook (Telcap, 2013) [(B) MKT 338.761384 BUS]
Includes 16 articles analysing the future of telecommunications infrastructure around the world, e.g. Ethernet, fixed-mobile convergence, network capacity challenges, etc.

Financial assessment of the Global Communication Industry (Frost & Sullivan, 2013) [available onsite via electronic sources]
Analysis of the financial status of the markets in the communications industry. Covers alternative carriers, integrated telecommunication services, communications equipment and wireless telecommunication services.

Finding and Retaining Profitable Customers: Insights from the Telecommunications Industry (Frost & Sullivan, 2013) [available onsite via electronic sources]
Strategies for delivering positive customer experience in the telecoms industry.

Fixed Line Telecoms in the United Kingdom (MarketLine, 2013) [available onsite via electronic sources – OneSource and Business Source Complete]
Overview of the UK market for voice telephony and other non-voice information transmission using fixed lines. Includes current market data and forecasts, market segmentation, five forces analysis and leading companies. Similar reports cover other countries, Europe and the global market.

Mobile Devices in the European Public Sector (Frost & Sullivan, 2013) [available onsite via electronic sources]
Explores the use of smartphones and tablets in the education, healthcare, and transport sectors in Europe.

Moving in Smart Spaces (Frost & Sullivan, 2013) [available onsite via electronic sources]
Analysis of trends, opportunities and challenges in the location-based applications market, such as indoor connectivity, augmented reality, big data and wearable devices.

Mobile Phones: The Purchase Path (YouGov, 2013) [available onsite via electronic sources]
Assessment of the extent of ownership and types of use of mobile phones in the UK. Looks at what consumers’ expectations are when choosing and buying mobile phones and services, how they research phones, why consumers choose particular brands of phones and network operators over others and why consumers choose to purchase either in-store or online.

Overview of the European Mobile Health Applications Market (Frost & Sullivan, 2013) [available onsite via electronic sources]
Covers the burgeoning mHealth apps market in Europe. Overview of the types of apps on the market, the market’s drivers and restraints, and the competitors in the marketplace.
The UK Communications Market (Ofcom, 2013) [(B) MKT 384.094105 BUS]
Statistics and analysis of the UK communications sector. Contains data and analysis on broadcast television and radio, fixed and mobile telephony, internet take-up and consumption, and post.

The consumer experience (Ofcom, 2013) [(B) MKT 384.094105 BUS]
Annual research report on the UK consumer experience of telecoms, the Internet, digital broadcasting and postal services.

The UK Tablet Market: Smaller Screen and Bigger Audiences (eMarketer, 2013)  
[available onsite via electronic sources]
Overview of the size, makeup, demographics and usage patterns of the UK tablet market and the potential of Tcommerce.

UK Mobile Users: 2013 Forecast and Comparative Estimates (eMarketer, 2013)  
[available onsite via electronic sources]
Overview of the size, growth, demographics and usage patterns of the UK mobile phone, mobile internet and smartphone audiences.

UK Tablet Users: 2013 Forecast and Comparative Estimates (eMarketer, 2013)  
[available onsite via electronic sources]
Overview of the size, growth and demographics of the UK tablet, iPad and e-reader audiences.

Video Conferencing Infrastructure and Endpoints (Frost & Sullivan, 2013)  
[available onsite via electronic sources]
Overview of key market trends, adoption drivers, and vertical applications of videoconferencing. Supplier-side analysis of market revenue, forecasts, market shares, and vendor profiles.

Wireless Telecommunication Services in the United Kingdom (MarketLine, 2013)  
[available onsite via electronic sources – OneSource and Business Source Complete]
Overview of the UK market, covering cellular (mobile) phones, pagers, and any other wireless or cellular telecommunication service. Includes current market data and forecasts, market segmentation, five forces analysis and leading companies. Similar reports cover other countries, Europe and the global market.

Mobile Network Sharing Market in Europe (Frost & Sullivan, 2012)  
[available onsite via electronic sources]
Overview of current status of network sharing agreements between mobile network operators in Europe, their impacts on the mobile ecosystem, drivers and restraints and future evolution.

The European telecommunications industry and the emerging smart industry (Frost & Sullivan, 2012)  
[available onsite via electronic sources]
Evaluation of three smart industry sectors - smart healthcare, transportation, and energy - and their current and future impact on the European telecommunications industry.

The international comparative legal guide to: telecommunication laws and regulations (Global Legal Group, 2012) [(B) MKT 343.0994 BUS]
A practical cross-border insight into telecommunication law and regulations in 30 countries.

What’s Hot in the Information and Communication Technologies Industry (Frost & Sullivan, 2012)  
[available onsite via electronic sources]
Key market highlights, hot growth topics, global and regional hot spots, areas of market convergence, and bold predictions in the ICT sector for 2012 and beyond.
**European Mobile Content Market** (Frost & Sullivan, 2011) [available onsite via electronic sources]
Investigates the overarching trend in mobile content - the rise of smartphones and the application ecosystem.

**Globalisation and Consolidation of the Telecom Industry** (Frost & Sullivan, 2011)
[available onsite via electronic sources]
Analysis of the globalisation and consolidation trends among telecom operators in the mobile and wireless industry in Western Europe.

**Mobile messaging markets: SMS, MMS, IM & email strategies, 2011-2016** (Juniper Research, 2011)
[(B) MKT 384.64 BUS]
Global analysis of the SMS (Short Message Service), MMS (Multimedia Messaging Service, IM (Instant Messaging) and Mobile Email markets. Regional historical data and forecasts to 2016.

**Trade Magazines & Newsletters**

**Cable & Satellite International** (408 The Fruit & Wool Exchange, bimonthly)
[(P) RU 76 – E(17) Social Sciences; part available onsite via electronic sources – Factiva]
Leading technology magazine for the cable, satellite and broadcast sectors. Reports on standards, technology trends and products that shape this market, monitors the activities of network operators, and keeps readers informed about the finances and activities of key suppliers.
http://www.csimagazine.com

**Comms Dealer** (BPL Business Media, monthly) [(P) RQ 61 -E(16); Social Sciences]
UK’s leading information resource for the communications and convergence channel community. Latest news and developments in the ICT industry: new products, devices and enabling technologies, exciting business models and market trends.
http://www.comms-dealer.com

**European Communications** (SJP Business Media, quarterly) [(P) RQ 50 -E(72) Social Sciences]
News and analysis of the broad European communication sector, e.g. monetising social networks, mobile data gathering, Ethernet, digital TV, mobile banking, etc.
http://www.eurocomms.com

**Global Telecoms Business** (Euromoney Institutional Investor, bimonthly) [(P) RQ 50 -E(95) Social Sciences; available onsite via electronic sources – Business Source Complete, Factiva and ProQuest ABI/INFORM Global]
Aimed at senior managers running telecoms carriers worldwide. Provides news and analysis with regular special reports on various issues, e.g. operational support systems, business support systems, internet protocol transformation, 4G technology, etc.
http://www.globaltelecomsbusiness.com

**ITU News** (International Telecommunication Union, bimonthly) [(P) RQ 73 (I) -E(2) Social Sciences]
Analysis of broad issues facing the global telecommunications industry from the perspective of the International Telecommunication Union, e.g. climate change, biometrics, global regulation, etc.
http://www.itu.int/net/itunews

**Land mobile: wireless communications for business** (MA Business & Leisure, monthly)
[(P) RR 71 -E(31) Social Sciences]
News and analysis of applications, solutions and technology for business-to-business wireless communication, e.g. RFID, traffic management, business ration, mobile data, etc.
http://www.landmobile.co.uk
M.logistics: making it happen on the move (Ivory Square Publications, bimonthly) [(P) RR 71 - E(45) Social Sciences]
News, product reviews and analysis aimed at managers and executives involved in specifying, managing and implementing mobile solutions in supply chain, logistics, transport and field service operations.
http://www.mlogmag.com

Mobile Choice (Noble House Media, monthly) [(P) RT 98 - E(19) Social Sciences]
UK consumer review magazine including a regular buying guide.
http://www.mobilechoiceuk.com

Mobile Europe: the European mobile communications magazine (SJP Business Media, bimonthly) [(P) RT 98 - E(13) Social Sciences]
News, analysis and interviews about Europe’s wireless industry, e.g. mobile advertising, advanced SMS, m-payments, network optimisation, etc.
http://www.mobileeurope.co.uk

Mobile News (Clark White Publications, fortnightly) [(P) RR 71 - E(5) Social Sciences]
News and features magazine for the UK mobile communications industry covering products, services, distribution and retail.
http://www.mobilenewscwp.co.uk

Vanilla Plus (Prestige Media, bimonthly) [(P) RT 98 - E(23) Social Sciences]
News and analysis of the global telecoms market aimed at communication service providers in Europe, the Middle East and Africa.
http://www.vanillaplus.com

Directories

GVF directory & satellite resource guide (DS Air Publications, 2014) [(B) DIR 384.51025 BUS]
Membership directory of the Global VSAT Forum which represents firms providing advanced digital satellite systems and services.

Telematics & mobile data guide (Ivory Square Publications, 2014) [(B) DIR 384.3 BUS]
Directory of UK companies providing products and services to transport fleets, vehicles and mobile workers, e.g. digital mapping, in-cab computers, vehicle tracking, mobile printers & peripherals, traffic & navigation systems, voice recognition systems, handheld terminals, etc.

Android App directory (Imagine Publishing, 2012) [(B) DIR 005.276 BUS]
Guide to the best applications available on Google Play.

Major telecommunication companies of the world (Graham & Whiteside, 2012) [(B) DIR 384.043025 BUS]
International directory of the leading telecommunications companies worldwide, including many of the top Internet companies. Listings feature full contact information, a description of business activities and products, financial data, the names of senior executives and more.

Who's who legal. Regulatory communications (Law Business Research, 2012) [(B) DIR 343.0994025 BUS]
International directory of 269 lawyers specialising in regulatory communications. Includes detailed profiles of 31 of these lawyers.
Vanilla Plus directory (ICT Communications, 2009) [(B) DIR 384 BUS]
Directory of over 350 companies from around the globe which provide back office systems and services for communication service providers, e.g. billing systems, fraud prevention, network risk & performance management, systems integration, etc.

Internet Sources

Digital Europe
The major advocacy group of the European digital economy acting on behalf of the information technology, consumer electronics and telecommunications sectors. It comprises 58 leading corporations and 40 national trade associations from all EU member states.
http://www.digitaleurope.org

E-Skills UK
Works on behalf of employers to ensure the UK has the technology skills it needs to succeed in the global digital economy. Skills covered include software, internet, web, IT services, telecommunications and business change.
http://www.e-skills.com

European Telecommunications Network Operators' Association (ETNO)
Principal policy group for European electronic communications network operators, with 50 members and observers in 35 countries. It brings together the main investors in innovative and high-quality e-communications platforms and services, representing 70% of total sector investment.
http://www.etno.be

Federation of Communication Services (FCS)
Trade association representing the communications services industry, including mobile phone distribution and retail. Membership benefits include news, networking opportunities and legal advice.
http://www.fcs.org.uk

Global System Mobile Association (GSMA)
Represents the interests of the worldwide mobile communications industry. Spanning 219 countries, it unites nearly 800 of the world’s mobile operators, as well as more than 200 companies in the broader mobile ecosystem, including handset makers, software companies, equipment providers, internet service providers, entertainment companies, etc.
http://www.gsma.com

International Telecommunications Society (ITS)
Association of professionals in the information, communications, and technology sectors. An independent, non-aligned and not-for-profit organization with a worldwide network of about 400 members. Focuses on the evolving applications, services, technology, and infrastructure of the communications, computing, Internet, information content, and related industries.
http://www.itsworld.org

International Telecommunication Union (ITU)
United Nations Agency acting as the global focal point for governments and the private sector in developing and managing ICT networks and services.
http://www.itu.int

Internet Services Providers’ Association (ISPA)
UK’s Trade Association for providers of Internet services. Brings together the UK internet industry to provide essential support through innovation, knowledge and experience in order to benefit the UK economy and society.
http://www.ispa.org.uk
Mobile Operators Association (MOA)
Represents the four UK mobile network operators – EE (the company that runs EE, Orange & T-Mobile in the UK), O2, Three, and Vodafone – on radio frequency (RF) health and safety, and related town planning issues associated with the use of mobile phone technology.
http://www.moblemastinfo.com/

Ofcom
The UK communications regulator covering TV, radio, fixed line telecoms, mobile communications and the airwaves over which wireless devices operate. Ofcom publish a number of market reports which are free to access:
http://stakeholders.ofcom.org.uk/market-data-research/

Open Mobile Alliance (OMA)
Formed in June 2002 by the world’s leading mobile operators, device and network suppliers, information technology companies and content and service providers. Delivers open specifications for creating interoperable services that work across all geographical boundaries, on any bearer network.
http://www.openmobilealliance.org

TechUK
Represents the companies and technologies that are defining today the world that we will live in tomorrow. It has more than 850 companies, ranging from leading FTSE 100 companies to new innovative start-ups, the majority being small and medium sized businesses.
http://www.techuk.org

The UMTS Forum
Promotes and enables the success of 3G/UMTS mobile broadband networks and their Long Term Evolution (LTE). Supports the interests of its membership with a range of studies, reports and other outputs. Focuses on markets trends, mobile broadband services and applications, key growth markets, spectrum & regulation, technology & implementation.
http://www.umts-forum.org

Note: Every effort has been taken to ensure the accuracy of the information contained in this document, however some recently acquired items may have been added to the collection since this document was last updated. Please ask for help at the enquiry desk or check Explore the British Library for more details.

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