

Forename:

Name

Surname:

Withheld 8

Representing:

Self

Organisation (if applicable):

What do you want Ofcom to keep confidential?:

Keep name confidential

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Ofcom should only publish this response after the consultation has ended:

Yes

Additional comments:

Question 1: How enduring do you think congestion problems are likely to be on different networks and for different players?:

I feel it is likely to be an issue but only if systems are not upgraded, the systems should be upgraded to keep up with demand, that is the same in any business.

Question 2: What do you think are possible incentives for potentially unfair discrimination?:

I think the incentive to this is money and likely not much else, the money discrimination issue is likely to mislead consumers as they expect the service as advertised.

I also feel it could be used to forcefully prevent information sharing that is of interest to the general public.

Question 3: Can you provide any evidence of economic and or consumer value generated by traffic management? :

No I cannot.

Question 4: Conversely, do you think that unconstrained traffic management has the potential for (or is already causing) consumer/citizen harm? Please include any relevant evidence. :

I think it certainly has the potential to, if people are communicating through an IM platform they would ofcourse expect it to be instant, however if 99% of the network is downloading through a P2P network this would likely hinder the people talking through IMs conversation, which could in turn harm sharing of information.

Question 5: Can you provide any evidence that allowing traffic management has a negative impact on innovation? :

Not solid evidence, no, however I can provide an example: If I urgently needed to install a Linux operating system to my PC I would naturally use a bandwidth hungry P2P network to download it, if traffic started getting slowed by my Internet Service Provider, I would be unable to download the Linux operating system that I require, this could ofcourse damage my innovation because if I was writing software for Linux I would be unable to test for potential issues before I had finished the download which would stop me writing good software.

Question 6: Ofcom?s preliminary view is that there is currently insufficient evidence to justify ex ante regulation to prohibit certain forms of traffic management. Are you aware of evidence that supports or contradicts this view? :

There is a large amount of people who require to use bandwidth hungry networks. I see this is truely unfair however I have no evidence to support or contradict your current view.

Question 7: Ofcom?s preliminary view is that more should be done to increase consumer transparency around traffic management. Do you think doing so would sufficiently address any potential concerns and why?:

Whilst I feel this would help raise awareness and make a potential outcry from consumers, I feel that the real issue is traffic management itself and not awareness of it.

Question 8: Are you aware of any evidence that sheds light on peoples? ability to understand and act upon information they are given regarding traffic management?:

My families responce would likely be "Oh that's not good but what can I do about it?"

Question 9: How can information on traffic management be presented so that it is accessible and meaningful to consumers, both in understanding any restrictions on their existing offering, and in choosing between rival offerings? Can you give examples of useful approaches to informing consumers about complex issues, including from other sectors?:

I think maybe using something like different items of different sizes being dropped into a sieve showing how quickly certain information is processed would be a clear, presentable idea.

Question 10: How can compliance with transparency obligations best be verified?:

ISPs would need to publish (and make sure consumers are aware, and not just bury in the small print) the exact information of how they manage traffic and also allow ofcom to have access to their networks with sufficient permissions to test they are complying with their supplied information of how they manage traffic, and if they are complying to your standards (if you impose them).

Question 11: Under what circumstances do you think the imposition of a minimum quality of service would be appropriate and why? :

I feel it would be appropriate in todays circumstances, because people all around the UK are unfairly having a bad internet experience, turning away from the internet because whenever they try to do anything fun and innovative it slows down and feeling as if they are not getting the service they have payed a relatively large sum of money for.