

Title:

Mr

Forename:

trevor

Surname:

ellis

Representing:

Self

Organisation (if applicable):

What do you want Ofcom to keep confidential?:

Keep nothing confidential

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

none

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:

i think it is high time ofcom did something to stop what is commonly known as bandwidth throttling...it causes internet customers no end of frustration...and they end up phoning so called technical services when really the problems are being caused by the internet service provider.

i want you people to come down like a ton of bricks on the isp's they are getting away

with murder and are making huge profits by providing lousy internet services.
i could scream with the frustration i feel whenever i use the internet at home.

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

i think this is a pointless question...however i think that each isp knows its limits and capabilities but because they are all money hungry and driven by greed they resort to trying to seduce the public into signing up with them claiming they will get a certain speed

but the real cold truth is they cannot gurantee any speed because it comes down to what each telephone line can handle and how far each person lives from the telephone exchange.

but when one sees the adverts on tv they make it seem as if it is all so simple and problem free...but the truth is alot different.

you take a look at any isp's forum pages and you will find they are overflowing with complaints!

and for every complaint made i think each should be attended to quickly as possible with the greatest seriousness and respect...but all too often it is not so.

mk's often drag their feet and respond to customer complaints in a disrespectful way. it is understandable that sometimes people lose their cool and say something on the forums that is offensive...i believe it would not be so if the isp's started treating their customers with respect.

they should stop misleading customers and burdening them with rising costs whilst the service the customers pay for get worse.

it is grossly unjust and a true but shameful reflection on the daily injustice in this country and all around the world.

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

when customers voice their complaints most stronly perhaps resorting to using inappropriate potentionally offensive language

i find that they are the ones that are targeted and end up being banned whilst still having to pay for a service that inspired the offensive outburst that lead them to being banned.

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

well i just dont understand why isp's throttle bandwidths?

i guess it is designed to keep their costs down and maximise their profits?

i cannot see any other feasible reason for them doing so?

but one thing i know is it causes no end of frustration to customers.

just try to imagine for every customer in britain right being timed out every few

minutes...imagine how they all feel?
and then when they phone their isp's they get the runaround and all the time the isp's profits are going up and people are being frustrated.
it is gross injustice and reflects the daily injustice committed on a daily basis in Britain by lousy greedy companies.

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. :

look this is not the m1!!!
these isp's burden tv licence payers every damn day with their adverts for fast broadband and they do not live up to their promises.

if they know they cannot keep their customers satisfied they should pack up and leave.

if people pay good money for a bad internet service that is unjust and should be a criminal offence
that would force those lousy isp's to either be honest or find another way to rip off the public...because that in my frank opinion is what they are doing every day.

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

look
you go to any isp's forums and you will find that at least 98% of threads started by customers are complaints...and a lot of the complaints are inspired by so called traffic management.
i think it is laughable that you ask such a question in fact!
you sit there as a so called regulator and all around you customers are being driven to despair by these rip off isp's!

you want evidence of negative impact
it is here!
a few minutes ago i was timed out...the chances are it will happen again.
that's a definite negative impact on me...i'm not paying to be frustrated!
or is this a sado/machosist set up where we end up hurt for our money?

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? :

all i can say is its people like you why this country is in a mess...you make me sick!!!!
insufficient evidence?
if you added up the amount of complaints against isp's for their traffic management you would realise how wrong you are!!!!

how dare you people set up this thing only to say their is not enough evidence to prove that action should be taken!!!

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?:

of course it would!!!!
what a stupid question to ask!!!!

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?:

now you are really insulting the public by asking such a patronizing question.

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?:

all the isp's know what they should be doing and how to do but they wont and dont because they are scared it will damage what is in my opinion a sham of a business.

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

stupid question

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

stupid question