

As an IT professional with 25 years experience and a domestic customer of BT, I am deeply concerned by this legislation and the cost sharing arrangements.

Setting an appeal fee of £20 is completely unreasonable and needs to be removed. Having followed the ACS Law case the quality of the software used to capture IP addresses is deeply suspect. The firms used and the independent review of them are completely inadequate and actively avoid scrutiny of their accuracy. There is a fair chance that the software is little more than a random number generator so to have to pay £20 to appeal it is a burden that should not be placed on a subscriber.

We then have the lack of time synchronisation of the IP address captured by the software and the ISP logs (Which are not designed to capture this sort of information anyway).

Added to this we have the track record of ISPs not accurately billing or keeping their customer records up to date.

The combination of this leads me to believe any letter sent out has a more than 50% chance of being sent to the wrong subscriber.

I don't see why the ISPs should have to bear any of the costs, this legislation was sponsored by the copyright holders, they should be responsible for the costs, any costs incurred by the ISPs will be passed on to their customers, I don't see why I as an ISP customer should be subsidising copyright holders to use what is a highly dubious process, that was created by them in the first place. The history of copyright holders use of legislation is that they have consistently abused the process (Speculative Invoicing and incorrect take down notices)

Setting costs based on estimates rather than actual ISP costs will lead to ISPs trying to minimise their costs, this will drive a low quality mentality in the process of converting an IP address to a letter. Large organisations and government bodies have a poor track record on estimates with many turning out to be a tenth to a hundredth of the actual cost.