

**Forename:**

Name

**Surname:**

Withheld 3

**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:**

You may publish my response on receipt

**Additional comments:**

Personally i think that all this has happened because of a lack of investment in infrastructure over recent years and also because ISPs (in an effort to make money) have over subscribed themselves causing huge data traffic jams and bottlenecks.

Yet the ISPs want to charge us the consumer or them the data supplier for using their over subscribed pipes. If we had had investment in the first place then we wouldn't need traffic shaping at all.

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

On current copper wires i think that unless BT / Providers offer more / invest in giving more bandwidth to suppliers / end users then the internet will get congested.

Invest in not just speed but offering more bandwidth and less contention.

As for wireless. We are already seeing what the huge uptake of smart phones is doing to already congested networks.

I think that we can look at the current wireless congestion as a warning to what wired networks will evolve into.

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

Money!

Companies such as youtube / bbc would have to pay not to have their video / music traffic shaped.

I can also imagine ISPs flaunting the fact that they offer Video / Music that isn't shaped compared to the BBC / Youtube.

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

No.

**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. :**

Not citizen harm per se but in potential it could cause congestion on the internet.

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

If i were to develop "the next big thing" such as IP TV that runs on bit torrent like i know that some countries are currently trialing. Then ISPs could shape the traffic as it would just be classed as bit torrent traffic and my business model would instantly fail.

Traffic shaping will ruin any sort of application or service that will require allot of raw data to flow up or down internet pipes.

**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? :**

no

**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?:**

No it wouldn't as your average person isn't sure what net neutrality is or how it effects them. Personally i just think that this is lazy, its making the consumer do the hard work rather than the supplier!

We already have slow internet during the evening times because of lots of people using the internet.

Consumers wont know if they have slow connections due to traffic shaping or due to heavy usage!

**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?:**

Im in IT support and have been a number of years, the average user cant / wont do much to change things in my experience as they don't have the confidence to do so.

The only way to avoid shaping would be to change ISP. Even with new regulations i think the process is long and complicated for the average user. What if all ISPs started shaping a service that you wanted to use what then? You would have to make viable alternatives available by law and that would be very hard to do.

**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?:**

Again, i don't think that you can not in a way that will make the consumer or business fully understand.

What if all ISPs started shaping a service that you wanted to use what then? You would have to make viable alternatives available by law and that would be very hard to do.

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

Random inspections, you can run test data over an ISPs networks and check to see if traffic is being shaped.

All inspections should be random and the ISP should have no warning that it is taking place.

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

Under ALL circumstances!

If shaping is to happen then i think that the consumer should be informed and they should be informed as to how much shaping is happening.

Ofcom should set minimum standards for services such as VoIP, IPTV, Gaming, etc.. that should be adhered to so that even if shaping occurs you can still experience these services.

Ofcom should then inspect ISPs to make sure that they are meeting these minimum standards, customers should be given tools to check that ISPs are meeting these standards and the ability to report ISPs if they arent!