

From: John Stevenson [mailto:xxxxxxxxxx@xxxxxxxx.xxx]
Sent: 31 August 2009 19:39
To: shurna@cfp.ky; Consultations; editor@cfp.ky
Subject: DPI

Hi Shurna,

Been reading your article in the Observer about DPI - interesting, especially the quote from LIME "*The fact is that in many instances, a very small number of customers use an excessive amount of the network bandwidth at peak times, to the extent that they could impair the quality of service that others receive.*"

Hmmm, I pay for 3Mbps of bandwidth. The MOST I could use is 3Mbps of bandwidth (as LIME has restricted my router to only allow that much bandwidth, as that is what I am paying for). Now they say that I have used an '*excessive amount of bandwidth*' - HOW? I **PAID** for 3Mbps, can only **USE** 3Mbps, so how could my **presold** (and prepaid) bandwidth usage '*impair the quality of service that others receive*'. Because unlike the airline industry, the ISP business **significantly** oversells their bandwidth, to the point where they already know ahead of time that **virtually no one** will receive the amount of bandwidth they have paid for.

To put this in perspective, Foster's buys 10,000 quarts of milk per week, and end up with 500-600 quarts of 'overage' that gets thrown out. This is easy to analyze, and obviously, Foster's should reduce its purchase to 9500 quarts to satisfy their customers requirements. The airline industry is on such tight margins (and yes, food services is also on very tight margins), that they would only buy 9400 quarts per week, leaving a chance that up to 100 (or approximately 1%) of their customers will not be able to utilize their service (buy milk, in this case). If you research (and get truthful answers - which you **WON'T** receive from the ISPs), you'll find that the ISPs would buy 1000 quarts, and then take 70% out of each bottle (while still charging for a full quart) to then resell to other customers. Then they have the nerve to come to your house and take what's in your fridge, and then resell that too, bringing them up to the 'required' 9400 quarts (I know, I'm reaching now, but I cannot overstate the amount of 'overselling' the providers do, and very few other industries are allowed to oversell their available services by 1000%).

The question of whether DPI should be allowed is easy;

Is LIME allowed to tap my phone and record all of my calls, stating that they are using the recordings for 'customer service' or 'quality assurance' means? If the answer is no, then DPI should be banned, and the ICTA should inspect the LIME network, as I suspect that this technology is already in use and has been since June 2009, if not before.

Also to note, Jim Knapp is mentioned noting the use of 'cookies' (I hope those remarks are from the writer and NOT Jim Knapp, as the CTO of a bank should at least understand basic Internet browsing). The statement '*Start typing a frequented website and the browser automatically pops-up a list of names as it is being typed.*' is erroneous, as this is a function of the Internet History cache, and has **nothing** to do with cookies. Once you have loaded the page and are signed in automatically - **THAT** (the automatic sign-in) is a function of cookies. Cookies track user sessions and typically hold credentials or some sort of identifier to recognize your computer (actually, the profile you are logged in with) for the duration of your current session (session cookies) or upon your return to the site (persistent cookies).

John Stevenson