

Consultation response form

Please complete this form in full and return to netneutrality2021@ofcom.org.uk.

Consultation title	Net neutrality review
Full name	[X]
Contact phone number	
Representing (delete as appropriate)	Organisation
Organisation name	Centre for Effective Dispute Resolution (CEDR)
Email address	[X]

Confidentiality

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how Ofcom handles your personal information and your corresponding rights, see [Ofcom's General Privacy Statement](#).

Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate.	Your name
Your response: Please indicate how much of your response you want to keep confidential. Delete as appropriate.	None
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes

Your response

Question	Your response
Question 1: Functioning of the net neutrality framework (a) Which aspects of the current net neutrality framework do you consider work well and should be maintained? Please provide details including any supporting evidence and analysis.	Confidential? – N (a) CISAS has received a very low volume of complaints about breaches of the net neutrality framework, which indicates that the rules are working well.

<p>(b) Which aspects, if any, of the current net neutrality framework do you consider work less well and what impact has this had? What, if any, steps do you think could be taken to address this and what impact could this have? Please provide details including the rule or guidance your response relates to and any supporting evidence or analysis.</p>	<p>(b) As above, CEDR has no reason to believe that there are any specific aspects of the net neutrality framework that need to be improved.</p>
<p>Question 2: Use cases, technologies, and other market developments</p> <p>(a) What, if any, specific current or future use cases, technologies or other market developments have raised, or may raise, particular concerns or issues under the net neutrality framework?</p> <p>(b) What, if any, steps do you think could be taken to address these concerns or issues and what impact could this have? Please provide details of the use case, technology or market development and the rule or guidance your response relates to, as well as any supporting evidence and analysis.</p>	<p>(a) N/A</p> <p>(b) N/A</p>
<p>Question 3: Value chain</p> <p>Are there particular business models or aspects of the internet or other value chains that you think we should consider as part of our review? Please explain why, providing details including any supporting evidence or analysis.</p>	<p>N/A</p>
<p>Question 4: International cases studies</p> <p>Are there any international case studies or approaches to net neutrality that you think we could usefully consider? Please include details of any analysis or assessments.</p>	<p>N/A</p>
<p>Question 5: Guidance and approach to compliance and enforcement</p> <p>Are there specific challenges with the existing guidance that we should be aware of (e.g. ambiguity, gaps)? Assuming the rules stay broadly the same, which areas could Ofcom usefully provide additional clarity or guidance on? Please provide details.</p>	<p>CEDR would welcome any enhanced guidance that Ofcom puts forward. As CISAS has not received any significant volumes of complaints about net neutrality, there are no specific areas that we consider further guidance would be helpful on.</p>

<p>Question 6: Annual report</p> <p>Do you find Ofcom's annual monitoring report useful or are there any changes you think we could usefully make either to the content or how we communicate this?</p>	<p>The report is useful. We do not have any suggestions to make.</p>
<p>Question 7: Other</p> <p>Is there any other evidence or analysis that you are aware of and/or could provide to aid our review?</p>	<p>N/A</p>