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My experience with Ofcom is in the telecommunications sector only.

My overall impression of Ofcom's activities is that it acts more like a trade association for the telecom industry, than to further the interests of the consumer citizen.

Ofcom produces consultation after consultation. The purpose of the consultations appears, not to elicit views and opinions from consumers, but to reinforce opinions already held by Ofcom. If a consultation does not produce the "correct response" then Ofcom produces another consultation. The consultations and accompanying consultations questions are framed to produce an 'Ofcom acceptable outcome'. A recent example is the consultation on NTS (non-geographical numbers) followed by a Consultation on Telephone Numbering. Both consultations relating to widely overlapping topics. The first consultation resulted in an unprecedented massive response, and produced widespread criticism of the scams associated with the use of non-geographic telephone numbers (087x and 084x), the second consultation appears to be designed to produce a much smaller response, and was far too long with 61 consultation questions. The second consultation ignored the overwhelming views expressed in the first consultation.

Consultation documents put simple ideas in convoluted, complex and prolix ways.

Ofcom has failed time after time to protect the consumer and appears to support the telecom industry in the many scams and sharp practices, by its weak and indecisive regulation.