To whom it may concern:

My name is Jorge Quintana. I am currently 20 years old, and live in Glendale, Arizona. I currently own several devices, both on the game console side and on the smartphone side. I am an user of these devices and have been for several years already. Out of all them I would consider my iPhone to be the most important of them all. I carry it with me at all times. I have owned my iPhone 4 from Verizon since the first day that it was available, and like many average users, I keep it just the way that it came out the box for a few weeks. I did notice a PLETHORA of limitations that came with the software that Apple had provided preloaded with my iPhone. For starters, I could only download one application at a time, which right after clicking purchase/download would send me to the Springboard to see the progress of the download. It is a very painful experience when browsing the AppStore when you have to download one application at a time, and then after you go back to the AppStore, having to reload the page and pages before you were in, and this is even with iOS 4's multitasking capabilities. As a user, I extremely hated this, but with Apple not providing any other means to fix this problem, I was stuck with what they thought was good enough for me.

One more problem I have seen with the AppStore is that I cannot download apps that are too big in size. Apple has crippled the ability to download applications that are bigger than 20 Megabytes. For quite some time, my UNLIMITED data plan on my phone was the only means I had to download applications, browse the internet, watch videos, and any other online activity. How else was I supposed to download an application of that size? I missed many good deals just because of this silly limitation.

After searching for a solution to these problems that Apple has choosen to overlook, (amongst many more!), I found what seemed to be the answer, JAILBREAKING. I continued to look into this concept and discovered that it brought with it amazing things. I could do things that Apple itself had not thought of yet that were so useful, like downloading applications from the AppStore in the background while still being able to browse the store itself, Quick Replying/Quick Composing a text message WITHOUT having to go to the Messages Application to accomplish this, answer calls by only tapping one button even if the phone is locked, customizing and making the User Interface (UI) more easy and appealing to the eye, managing my music library without being force to use a computer, and many more. At first my only thought was, "Why hasn't Apple implemented all these things to their software?" Up until now I cannot understand why Apple and many other companies that make Operating Systems try to make theirs as easy for the user as possible, but fail in many important areas.

After continuing using a jailbroken iPhone I continued to customize my phone something I could consider MY PHONE, something that works for me. I was able to change my ringtones for any notification WITHOUT having to use iTunes like Apple forced me to. I could make profiles for my volume settings, something that even feature phones from 6-8 years ago were able to do without forcing the user to modify the Operating System or change any files. Meaning that if at night wanted my phone to be silent I could set a profile for my phone to do so for a certain period of time, and then return to it's original volume setting. I could access my settings for brightness, wifi, 3g/data, airplane, bluetooth, etc. by just a swipe at the status bar and even on the lockscreen while the phone is locked. While Apple on the other hand makes you go through many different steps to change each setting one by one. I could remove languages that I do not speak which take up space on the phone and many other files, speeding up my phone and making it more responsive. I could remove the underclocked setting on my phone to perform better, or I could underclock it even more to make it save more battery. Only a couple of tweaks that originated on the jailbreak scene have made it to iOS releases, like Wireless Syncing, Syncing without the need to wait for the device to finish it's process to finally use the device again, and notifications that did not interrupt a user's experience, but have tremendously improved the stock iPhone experience.

As time went on, jailbreak tweak developers found more and more ways to improve the phones of millions of people that, just like me, felt that the manufacturer of the operating system did not offer enough options and freedom to connect with ones device and enjoy the experience.

I would be extremely devastated to see such a thriving community that only has one purpose, to make improvements where many of these operating system manufacturers felt short. I love iOS and the long way it has come, but Apple, or any other company, knows what is best for the consumer. They can only assume that a majority of the average users will be content with what they give them, but the minority which is left over will suffer because of the average user.