The internet is a communication service utility and needs to continue to be regulated as such. – I.E. - with the provisions of Title II of the Communication Act of 1934. I pay my ISP for access to that service.

It is a dumb pipe for communicating between people (and companies). If I want to talk to my bank I type in their address and am connected to them. If I want to talk to my mom, I type in her address and am on a video call with her. A lot like talking on the phone except I can do a lot more. Access to the internet is required for most business transactions of modern life. Banking, paying bills, accessing government services. And a lot of personal ones – video calling my mom

It is also currently uncompetitive and some the remedies available under the Title II regulations could be used to fix this. I live in Palo Alto, CA in the heart of Silicon Valley. I have access to one high-speed internet provider – Comcast. I have stayed away from them because of their reputation for having terrible customer service and I have no need for cable TV services. It seems that to get the best price I have to get services I don’t want or need. With less regulation I expect this to get worse. I remember when Netflix was small and ISP’s were trying to charge them to send me content that I requested. This is the service I am paying my ISP for. Then the ISP’s were covered by Title II and some of these kinds of problems disappeared. I don’t see why these problems wouldn’t come back if the regulations were to be eliminated. Have all our internet providers become non-profits?

I can also and do get internet service from AT&T. It is slow and expensive. They only offer DSL or a faster version of DSL which used to be called U-Verse. It has almost doubled in price in the 10 years I have lived here. Neither is high-speed internet access. It seems that the only places where one is able to get competitively priced internet access is where a new guy comes into the market (such as Google). I have stayed with AT&T because I don’t want to trade one bad customer service experience for another and hope that because it is Silicon Valley some other competitor will join the market.

It is my understanding that under the current regulation the FCC could make it easier for a competitor to enter the market because incumbents are not allowed to put up roadblocks to the entrance of a new competitor and a mechanism exists for controlling this behavior in Title II.

Palo Alto has a fiber-based internet system which is not available to the general public because the non-competitive incumbents have said that the city has some kind of unfair advantage and have blocked the completion of the build out at every turn.

Wireless access to the internet like you can receive on your cell phone is not a replacement for wired high-speed access. It will always be slower than wired access. It will always be less secure. - And I want speed if I’m trying to do newer things like video calling and security if I’m doing banking or speaking with my doctor.

My access ISP has access to a lot of information about me because it sees all of the traffic in and out of my internet connection. I believe this is my information and should not be sellable by my ISP to the highest bidder. I pay my ISP for my private access to the Internet. The dissemination of it can be better controlled under Title II regulations that currently are in place.

The fact that Title II was created in 1934 doesn’t mean it doesn’t apply to running the communication service of the 21st century which is also called the Internet. (The U.S. Constitution seems to be a good way to run our country even though it is much older.)

In conclusion access to high-speed internet is a necessary part modern day life as access to a phone or the post office was in the past. Furthermore internet access is uncompetitive in most areas of the country and needs to be regulated as Title II allows to protect consumers and to allow new services to emerge using the communication service of the 21st century called the internet.

Sincerely,

Thomas Wilcoski