

Today I got a call from Comcast telling me that my usage was "too high". I asked what "too high" was and I was not given an answer but was given an ultimatum to stop my heavy usage or my service would be cut off. So I researched the issue and it turns out thousands of paying customers are experience the same issue as me (which bought me to this site). These bully tactics by Comcast need to be looked at thoroughly. Comcast heavily advertises that their broadband service is the "fastest" and most "reliable". Clearly the phone call I received earlier today proves otherwise. In their advertisements they go on to say things like,

"Download at ***crazy fast speeds***"

"Send video mail at the blink of an eye"

"And heck, if that's not fast enough for you, for just 10 dollars more a month you can zoom up to 8 Mbps of speed up to 5 times faster than 1.5 Kbps DSL. ***Either way, you'll be able to download faster, stream videos and music with fewer interruptions, and enjoy an amazing gaming experience.***"

"And now Comcast High-Speed Internet has PowerBoost – ***a burst of speed when downloading large files*** – with speeds up to a blazing 12 Mbps! ***Imagine you're downloading a 20 MB file with 5 MP3 songs. It would take almost 3 ½ minutes with a 768 Kbps DSL connection. Compare that to about 20 seconds with a Comcast High Speed Internet connection with PowerBoost.***"

"And if you want to go even faster, consider our lightning-fast 8 Mbps service for an additional fee...which gives you ***speeds up to a scorching 16 Mbps when downloading large files. This service is ideal for those frequently receive large files, watch video clips or movies, work from home, play online games or download photos.***"

Lot's of users are now sharing files over the Internet with family and friends. Comcast prides itself on being able to do this the fastest however they are limiting those users who need it the most. They say in the FAQ on their website, ***"We never prevent peer-to-peer activity or block access to any peer-to-peer applications, but rather manage the network in such a way that this activity does not degrade the broadband experience for other users."*** So I guess managing the network means banning users for 12 months when they exceed the speed limit. They go on to say, ***"...we use the latest technologies to manage our network so that you can continue to enjoy these applications. Peer-to-peer activity consumes a disproportionately large amount of network resources, and therefore poses the biggest challenge to maintaining a good broadband experience for all users, including the overwhelming majority of our customers who do not use peer-to-peer applications."*** Again, latest technologies must mean calling a customer and telling them you're cut off.

I urge the FCC to take action against Comcast and it's poor business practices that have us honest customers so complete and utterly agitated.

Nikhil Parsad