

Hi sr, Mom. My name is Francisco Hernandez.

Today's date: February 13, 2008 My television (basic) & Internet service provider Comcast called home warning me that if I do not stop from downloading or uploading on my internet bandwidth during the next month they will cut me out of service for one whole year.

The name of the Comcast representative on the Phone was "Bill", and for future inquiries he gave me this phone number: (856)324-2025. I have been paying my bills on time, even lately they have increase the cost of the service \$ 10.00 dills. making it around \$ 45.00 dills/month.

My wife told me they been calling home for a while, because my work hours outside home I did not have the chance to answer till now.

If Comcast advertise an up speed of X and a down speed of Y, its reasonable for the consumer to receive just that. If they are unable to consistently deliver these speeds, they need to invest in more infrastructure to handle it or advertise speeds that are closer to reality. They shouldn't be punishing one type of user to benefit another when they are paying the same amount for the same advertised speed. As Voip and video services grow (and all statistics point out they are), the ISP's need to change the way they do business to keep up. If that means investing millions more to do so, so be it. It's simple supply and demand, and I think they've made enough money from all of us and its time that they cough up or shut up!

Plese FCC do the right thing and follow the procedures to correct this abuses to the customers of comcast, Nothing justify the way this big corporation keep taking our hard earned money.