

I have been a Comcast customer in the Atlanta area on and off for about 5 years now. Recently, I have been very upset by the increasingly inferior quality of broadband service offered by Comcast. We have recurring service outages almost every day, which the company will not address since they will not dispatch a technician for intermittent issues (or else they would charge us if there wasn't an issue). Although the use of a "speed test" at my premise indicates that my broadband connection is offering the engineered speed, real-life download tests using actual files shows my connection is actually working at 1/3 of the actual throughput that I should be getting on my speed plan. I have also found that my broadband connection quality declines severely whenever we use our Packet 8 VOIP service or perform file transfers using the BitTorrent protocol. We have attempted to address these comments with Comcast repeatedly, but so far we have been unable to get our quality of service issues resolved. I would like to use another service provider unfortunately, the only alternatives for broadband service in our area involve DSL and offer in peak conditions the same performance that I see from my degraded cable Internet broadband connection.

Please take action against Comcast's unreasonable network management policies. Any such policy should be stated up-front before the customer purchases the service. The reason I have a "broadband" Internet connection is to have the ability to upload and download the large amounts of data that I would need to fully enjoy all of the bandwidth-intensive, feature-rich innovations that Web 2.0 has to offer. I would expect to be able to use my broadband connection (which is supposed to be "unlimited") to download as many movies as I want from my Netflix account (which also allows me unlimited usage).

Thanks,

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