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Summation of this WC 07-52
Letter:

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Federal Communications Commission
Office of the Secretary

COMCAST IS UNFAIR AND MUST BE STOPPED!

FROM: WALTER THOMAS
588 SUTTER ST #451
SAN FRANCISCO, CA
94102

TO: KEVIN J. MARTIN,
Chairman (VIP)
FEDERAL COMMUNICATIONS
COMMISSION'S OFFICE
445 - 12th St SW WA, DC
20554

RE: A very disturbing decision made by Comcast, recently!

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(OVER PLEASE)

San Francisco, CA
September 2, 2008

Dear Kevin J. Martin:

Enclosed you'll find a recent article from the San Francisco Chronicle on the VERY adverse decision made by Comcast to impose a 250 GB monthly limit to go into effect, starting on Oct 1st.

• For anyone downloading as few as 4½ movies or videos per day, this is VERY bad news indeed!

Here's why: Thirty days multiplied by 4½ gives us a monthly count of 125. And then when we multiply that figure by 2 GB (which is the per download GB rate) the total is now 250 GB — which is the EXACT Comcast monthly limit set for Oct 1! And with red flags!

• Therefor, because this restriction is SO unfair and unacceptable, you are urged to take IMMEDIATE action against Comcast!

Sincerely yours,
Walter Thomas

ARTICLE
✓ ATTACHED

▶ Dilbert C2 ▶ Market Report C4

San Francisco Chronicle

BUSINESS

★★★★★N
SECTION
C
Friday,
August 29, 2008

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▲ 212.67 DOW 11,715.18 | ▲ 29.18 NASDAQ 2,411.64 | ▲ 19.02 S&P 500 1,300.68 | ▲ 0.01 10-YR. T-NOTE 3.77% | ▼ 0.11 DOLLAR 109.44 yen | ▼ 2.56 CRUDE OIL $115.59

COMCAST TO RESTRICT MONTHLY BROADBAND USE

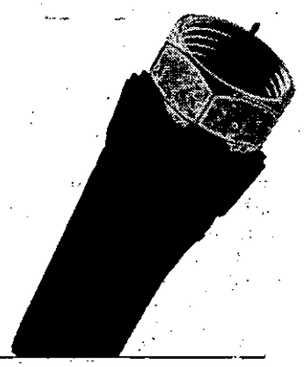
250-GB limit will start Oct. 1 — service cut off after 2 violations within 6 months

By Ryan Kim
CHRONICLE STAFF WRITER

Comcast soon will begin cracking down on heavy users of its Internet service in a move that critics fear could be a step toward restricting unlimited broadband access to download and upload files while surfing the Web.

The country's largest cable company and second-largest Internet provider said Thursday that beginning Oct. 1, residential users who download and/or upload more than 250 GB of data a month will be notified and asked to curb their use. Customers who exceed the limit a second time in six months will face termination of their account.

The limit clearly defines a policy that Comcast has had in place for many years. In the past, excessive users faced similar restrictions, but the limits were never spelled out and actually fluctuated month to month depending on overall traffic. Comcast would not disclose the range of the old limits.



Comcast officials said the move will help maintain a smooth experience for the majority of customers, who use far less than 250 GB a month. The current median monthly data use is 2 to 3 GB, Comcast said. The company, however, has no immediate plans to release a meter for customers to track their own usage.

"We have some extremely high bandwidth users that consume a disproportionate amount of data, and that can degrade service for others," said Charlie Douglas, a spokesman for Comcast. "To maintain a high quality of service for users we've gone with this."

Critics, meanwhile, said they're disappointed with Com-

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over please

Heaviest broadband users facing limits from Comcast

▶ INTERNET
From Page C1

cast's willingness to set limits instead of adding capacity.

"This wouldn't be necessary if Comcast had chosen to expand its capacity," said Michael Shames, executive director of the Utility Consumers' Action Network in San Diego. "They've chosen instead to degrade service."

S. Derek Turner, research director of Free Press, a media nonprofit group, said that while the limit seems high now, it might not be sufficient in the future as technology evolves and broadband use grows. He blamed a lack of competition that allows Comcast to profit from "artificial scarcity."

"Unfortunately, Americans will continue to face the consequences of this lack of competition until policymakers get serious about policies that deliver the world-class networks consumers deserve," Turner said in a statement.

Douglas responded to critics by saying the company has continued to invest in its network and has expanded the number of nodes or local hubs by 10 percent each year. The company plans to introduce a cable technology called Docsis 3.0 that can dramatically increase bandwidth. It is scheduled to be available to 20 percent of homes by the end of this year.

How big is 250 GB?

To approach the monthly limit Comcast is placing on its Internet users, you would have to do one of the following:

- ▶ Send 50 million e-mails
- ▶ Download 62,500 songs
- ✓ ▶ Download 125 standard-definition movies
- ▶ Upload 25,000 high-resolution digital photos

Source: Comcast

Even with the added capacity, Douglas said, Internet providers like Comcast still will need to manage their networks to ensure a few users don't clog up the system for others.

"Every service provider has to do something to make sure data is flowing as efficiently as possible," he said.

Comcast has been in the spotlight for its network management policies recently. The Federal Communications Commission concluded this month that Comcast wrongly delayed and blocked file transfers between people using peer-to-peer applications. The issue came to light last year after an investigation by the Associated Press found that Comcast was disrupting BitTorrent file sharing.

Comcast, which maintains it delayed but never blocked traffic, has begun exploring several management techniques to keep up with use, which has grown dramatically recently with the popularity of Internet video. New measures being tested in Pennsylvania do not block specific applications, but temporarily slow down the traffic of excessive users at peak periods. Comcast also has been considering charging users for exceeding a monthly limit, but that option was not addressed in Thursday's announcement.

E-mail Ryan Kim at rkim@sfchronicle.com.