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Dear FCC,

I currently am a home subscriber in San Mateo, CA to AT&T UVerse Internet and I pay for the highest speed possible in my area which happens to be 24 Mbps downstream and 3 Mbps upstream.

I'm a computer professional who works from home. When I test my download speed with actual downloads from multiple internet sites, I get exactly what I was promised, 23.98 Mbps is typical, which tells me that AT&T is throttling my connection to the speed I paid for. This is fine and expected.

However, when I try to stream Netflix, I get quality levels that suggest that I have a 1.5 Mbps connection. This is not what I paid for.

There is no question in anyone's mind that AT&T is not delivering the internet content that I am trying to access in spite of the fact that this is all I am paying them to do.

I would switch internet providers but until recently the only other competitors in my area(Comcast) did the exact same thing with Netflix.

Network interconnectivity is very complicated but this particular situation is not. I am paying for a service and not receiving it plus I am unable to get the service from a competitor because there is a duopoly in place.

I would be fine with paying more for internet access, all I am asking is that I get the service I was promised by the contract that I signed and agreed upon and continue to pay for.

thank you for your time,

Jotham McMillan

P. S. The fact that AT&T Uverse has a competing streaming video service makes me very suspicious that if I paid for their service I would magically get the quality that I paid for. This kind of behavior has all sorts of bad ramifications for the idea of the internet and will stifle innovation.