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The Internet is used to do virtually all the things people do elsewhere in their lives. It is used for mail delivery, banking, phone calls, commerce, entertainment, education, and much more. The connections to peoples homes and to their phones and other devices, the connections that ISPs directly control, are what allows all of that to take place. The lines that connect to people's homes, much like phone lines, are expected to simply deliver what is sent across them. Regardless of how it may be legally defined at the moment, the expectation most people have of their ISPs and their internet connection is that of a common carrier. We do not expect (or want) them to give prefferential service to some of the packets we are sent over others.