

If you read nothing else of this, please consider the amount of time it takes individual citizens just to get to this page where we can submit our comments and concerns on something as important as the unencumbered method of transferring information. Now, I am not sure what else I could possibly say to better point out the concerns I have, but let me try:

I pay for cable service on my end and expect to be able to access the video streaming service (that also charges a monthly membership I also pay). At a purely consumer level, I am concerned that I will be paying twice for a service I will still not receive because I am not sitting at the table between said streaming video company and my cable provider.

Will there be any recourse when service on either part is not as promised? I refuse to believe this will be the consumer's responsibility to simply not click "accept" on an EULA before finding out if our service provider has been paid by whatever company has to pay them for the service I am about to obtain.

Lets say this is all a formality and the end result of this tiered internet is already destined- In that case my concerns, other than what is noted above, become about who protects our individual rights to a refund when service was not as purchased on either side (cable or company)? Can there be a required measurement tool to show that as an individual I am getting the same speed I pay for monthly on one site vs another? I want to be able to require my cable company to refund me for slowing down a specific page below the amount of connection I am paying to receive, but I am not sure how to track it- it really isn't what I specialize in.

I also want to be sure I can tell when there is "funny business" happening- when a page is extremely slow or even unavailable to me because of my provider's stance on a certain public policy issue. Where will complaints on those cases be investigated? Is the agency in charge of reviewing these cases prepared for the increase number of complaints it will be receiving? What if the issue is time sensitive (ie updating voter registration on DMV websites in applicable states)?

That leads to an even better question- will the various levels of government also have to pay premiums to maintain reliable and fast connection to communicate to the general public they serve? If so, how do we manage to maintain that payment? If not, then can that no-fee service also be required to extend to non-profits, schools, clubs, even small businesses? Who will be responsible to check that eligibility? Who will hear appeals when eligibility is denied or service is erroneously slowed?

Getting too bogged down? I think we are too. Please consider maintaining open and reliable internet. I am not prepared to pay even more money for an increasingly restrictive service.