

Dear Commi ssi oners,

I have had battle after battle with Mediacom. Most of these battles would be solved by ISPs being classified as Common Carriers, which is what I write to you now to request. I write to you from my cell phone because Mediacom can't be bothered to have redundant systems while they do maintenance, so my internet is down for an indeterminate amount of time. When I asked why, they said that they're doing it at night so that people can use it during the day. When I said I use it at night, and I am their customer, the agent agreed that I was correct. Could you imagine picking up a landline phone, only to discover no dial tone because the company was "doing maintenance"? Having no internet means I don't have a landline phone. Or not getting your mail today because the USPS was "doing maintenance"? It would be appalling, but this happens many times per month with Mediacom. Could you imagine being on the phone and suddenly the operator cuts in to advertise something to you? No? Mediacom does this with browser injections. Common Carrier status isn't just vital to make sure companies don't buy their way to faster internet. It's vital to make sure that ISPs provide their customers with internet service. Without it, they just don't care. Competition is a joke, we all know that: there isn't any. My option for anything faster than 5Mbps is Mediacom and only Mediacom. And they answer to no one. It doesn't matter how many times I call, they still don't have redundancy. They still shut off my internet at midnight to "do maintenance." Please, reclassifying ISPs as Common Carriers is the right thing to do. The Internet has become the most important communications utility we have, and more sensitive data is carried on it that by the post office and landlines combined. It is essential that ISPs be treated as Common Carriers.

Thank you.