

FCC 14-28

I am extremely unhappy with Comcast service and price. If a decent service provider like my previous ISP Frontier FiOS is available, I will switch to their service in a heartbeat. I asked Frontier Communication if they can or will provide their service to my house, since they are providing FiOS service to an area about a few miles away from my house. Their answer was no because they have agreement with Comcast not to encroach on each other territories. It becomes clear to me that Comcast were able to charge a premium with poor service because they have a monopoly in where I live and they don't care about customer satisfaction.

Comcast always argues that they don't have a monopoly in most area because there are other "high speed" internet services in their areas. Unfortunately, the "high speed" definition is seriously outdated. In my household with 4 people, if each of us want to watch a different Netflix movies at the same time in HD quality, we need about 20 megabits per second of download speed. However, the definition used by Comcast is that any service with as low as 4 megabits per second is "high speed" internet. Using a modern definition of high speed internet, Comcast is indeed a monopoly in my area.

Because Comcast is a monopoly in my area and many other areas in the US, they were able to force Netflix to pay for the transit fees by degrading their traffic to Comcast customers. Customers like me were unable to get good enough speed to watch Netflix in HD quality, even though I already paid Comcast to bring any internet content to me with 50 megabits per second. If there is a alternative in my area, I would have already switched to another ISP when I saw the performance degradation. Why can Comcast double dip? It is because they are a monopoly in my area and many other areas in the US.

FCC should

- 1) Update the high speed internet definition to at least 20 megabits per second in both upload and download directions. Given that Internet is getting richer and richer, the minimum speed for high speed internet definition should be increased automatically to keep up with the advance of technology.
- 2) Investigate why there are anti-competitive agreements among ISPs, as in my case where Frontier Communication not offering me service because of such agreement.
- 3) Introduce regulations to promote nationwide competitions in modern high speed internet services
- 4) Classify and regulate Comcast and other ISPs as public utilities in areas where they are monopolies given modern definition of high speed internet service.