

I am writing this to bring to your attention a form of abuse by Road Runner, concerning the "unlimited access" it sells. Road Runner allows its customers to download an unlimited amount of material, as long as it is material supplied by Time Warner. However, as soon as someone attempts to either download material from another service, or upload anything, Road Runner speed caps both the upload and download. This speed cap applies to all usage of the internet from then on and effectively destroys high-speed access for that customer. In some cases, Road Runner actually terminates its customers for uploading more than Road Runner finds acceptable.

Unlimited service appears to be the right to spend an unlimited amount of money with Time Warner, not unlimited access to the entire internet.

This is not unlimited service. We do not get what we pay for. If Road Runner sells unlimited service, it should be unlimited, even if we don't choose to spend still more money with Time Warner.

If the merger between Time Warner and AOL is allowed to take place without some protections, it seems that the internet, or at least high-speed access to it, will become limited to "programming" offered by AOL or Time Warner.

I have had serious connection problems with my connection to RoadRunner service. I do not use their site as my "home" page or use any of their content services. I have made numerous complaints about my "loss of connection" "slow connections" "inability to access the newsgroup server" and other connection problems. I have had my connection "speed" tested by independent sites and the best connection speed I have had is 50% of the design speed of a cable modem. I have always found it strange that my connections always improved after I had made a call to support and I feel certain that my "account" is being monitored for types of usage however no one at RoadRunner support will discuss this issue or confirm or deny that my connection speed can be or is being deliberately controlled.

Regulation by Government may not be perfect but in this case the only alternative that individual consumers have is to sue the "Big" company or rely on the Government to protect our interests.

The choices for high speed internet access are very limited and we consumers have no choice but to take what a handful of companies offer.

Please help the individual consumer keep the promise and ideals of the internet which is a free and unfettered access to the world and all of its ideas. Do not let the super companies turn it into a closed commercial property with controlled access.