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To the FCC Commissioners

Gentlemen and Ladies:

I have been an AOL subscriber for several years. During this time, I have been censored many times on the AOL Travel Destination Message boards. As a matter of fact, the manager of the Travel Boards, has gone so far, as to suspend my privileges, for being "disruptive", thereby denying me access to a service for which I am paying, with no recourse, or appeal.

Having written several e-mails, along with two regular "snail" mails to Steve Case regarding the problems I have encountered, I can assure you, that AOL does not care about it's customers, and if the "monopoly", oops, I mean merger goes through, it will be even worse for the users.

You may ask, why do I continue with AOL under such conditions, censorship, slow access, and unconcerned customer service? The simple fact is, if it were up to me, I would change in a minute, however, my family is familiar with the service and does not want to change.

Recently, two friends of mine had their Travel Board access suspended merely for speaking out against AOL and its Gestapo tactics; this is an example of how they try to stifle free speech. When you sign on to their service, you agree to abide by their "Terms of Service", however, their TOS are changeable at their whim, and **IT IS UP TO THE SUBSCRIBER TO FAMILIARIZE THEMSELVES WITH ANY CHANGES.** As if I am going to sit around and read AOL's TOS on a weekly basis, to see if there are any changes!

In the case of AOL, it's their way or the highway; I can only imagine what the ramifications will be if AOL and Time Warner have complete control over our access. It will be another "ABC" fiasco!

The Internet is in mortal danger, and you will make the decision on whether it lives or dies as we know it today. Please look out for the consumer.

It seems that you will establish some protection for the large corporations. Will you protect me too, and my First Amendment rights, which are guaranteed everywhere, except on AOL?

From the time it was invented, the internet has been a medium of public exchange of information. Often this information has been useful in daily living, sometimes it has been controversial, occasionally it has been offensive to someone. But always on Usenet, I have had the freedom to post it without fear of being excluded from the internet, sadly, this has not been the case on AOL>

I no longer have that right if I wish to have high-speed access. There is no effective high-speed access except Time Warner. Time Warner adds this clause to its acceptable use policy states:

TIME WARNER COMMUNICATIONS SHALL HAVE THE SOLE AND UNREVIEWABLE RIGHT TO DETERMINE WHETHER CONTENT VIOLATES THESE STANDARDS.

The "standards" are such that absolutely anything I post could be considered to violate them.

Even if I do not violate these standards, if I purchase "unlimited access" as soon as I try to use it, I am either speed-capped or terminated. The acceptable use policy states:

IF TIME WARNER DETERMINES THAT THE SUBSCRIBER HAS FAILED TO COMPLY WITH THE SERVICE'S STANDARDS OF CONDUCT OR LIMITS ON BANDWIDTH UTILIZATION, TIME WARNER MAY SUSPEND SUBSCRIBER'S ACCOUNT.

It appears that Time Warner wants only customers who do not upload any comments and who use the service merely to purchase additional services. As I have been using the internet for quite a long time to communicate, not spend money with Time Warner, Time Warner doesn't want me.

It appears that you will approve the AOL Time Warner merger in some manner. If you do not act to require the merged company to return to the basic principles of freedom of speech, there will be no hope for people like me who want to communicate, not purchase more Bugs Bunny cartoons. The new company will totally control high-speed access. People like me will not be allowed on the internet through the new company.

It seems that you will establish some protection for the large corporations. Will you protect me too, and my First Amendment right, which are guaranteed everywhere, except on AOL.

The internet is a creation of America, and shows the world the power of freedom. It will be a sad commentary if the country which created freedom kills the most powerful voice for freedom now existing in the world. It will be a reflection on our country if all citizens of the world have freedom of speech on the internet, except American citizens.

As the internet was designed for the citizens, not the corporations, I sincerely hope you consider me when you make your decision. If you do not, I believe that the result will be the death of the internet as a powerful force for freedom in general, and freedom of speech in particular.