

Dear Sirs,

I am an adult Time-Warner (Roadrunner) cable subscriber. There is a merger planned between TW (Time-Warner) and AOL (America Online). Time Warner Road Runner has placed a limit on previously advertised upload speeds, and has expanded service at a much faster rate than their equipment can handle. This creates problems for the end user, inability to connect, slow speed access when advertising suggests 100 times previously obtainable speeds. Their usual response with complaints is to say, "it must be a problem with your computer" when it is obvious and documented to them where their delays lie in routing, servers, etc. In many cases, their response has been to terminate the service of the end user without warning. As of now, most people cannot avail themselves of high speed internet access due to telephone company equipment problems, and the TW cable system is the only alternative available to them. Time-Warner I feel has an obligation to these customers since they in many areas are the only available high-speed internet access. Their advertised speeds, web pages, etc. have been bogged down in delays, improper routing and a generally contemptuous attitude toward their paying customers. TW should be compelled, if this merger goes through, to make sure they remove limits on upload and download speeds to the internet. I have no recent knowledge of AOL. I do know as a previous subscriber, I was very dissatisfied with their service. They did not grant full access to the internet, and greatly restricted what areas users could access. I understand this continues to this date.

Granting the merger will create a type of monopoly affecting a tremendous volume of internet customers from Roadrunner Cable and AOL. I encourage you to put conditions on the merger that will insure that the customer has full access to the internet without restriction of previously advertised speeds, and restriction of access to all areas of the internet, specifically Internet Relay Chat, and Usenet (varied new message groups)

Thank you for your attention.

Your for a truly Free Internet

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