

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.

Please don't let this happen.

Robert Walborn