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Letters to the Editor
The Washington Post

To the Editor:

The Post editorial ("Regulate by Switching," July 25) opposing modest consumer protections for 100,000-plus cable modem customers is out of touch with reality.

The Post says competition from DSL providers or other cable companies, rather than regulation, is the way to solve the 40-foot-long list of Comcast cable modem complaints. That's wrong-headed. First, DSL is not available to many in the County. Second, Comcast has an effective monopoly on cable modem. Thirdly, Comcast itself is bombarding County consumers with mailings touting Comcast cable modem as technologically superior to DSL at any rate.

Even if there were effective competition, cable modem customers deserve to get what they pay for. Under the Post's logic, a Toyota Corolla shouldn't have to meet highway safety standards because we can always go out and buy a Ford Focus. That makes no sense.

We need competition and protections for consumers. That's why the Council was right to resist efforts to weaken the protections and to put the public interest before an industry's special interest pleading.

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