

Comment from John Wilker of Denver:

Date: 12.31.14

Subject: FCC Proceeding RM-11737

Not only do I travel quite a bit for both business and pleasure, I organize events that 90% of the time take place in hotels.

What Marriott is attempting to do is strangle their own customers, both business and pleasure travelers, as well as event organizers (a large part of many hotels business)

First, as a consumer (business and personal), I'd be less insulted if the Marriott's I've been to didn't have some of the most useless wifi ever. I even have access (when available) to the "premium" offering as a frequent traveler and event organizer, and it rarely lives up to the name. Often just for my own knowledge I speed test hotel wifi when I connect, and I've never, in all my years of traveling, seen a hotel offer speeds or connectivity that even comes close to what the most basic home packages offer.

I've never attempted to watch hulu or Netflix, or any other streaming video service on hotel wifi, I'm talking about connecting to check email, maybe remote into another machine for a few minutes, download a file or two. Things we all do and if we're paying for internet, expect to be able to do. Things I can do from my own hotspot in no time at all.

I was recently in a hotel with such terrible wifi that the login page to accept the terms and become connected to the internet, couldn't even load, I tried several times. If not for my own hotspot (My phone) I'd have been stuck with no connectivity, and no ability to work while in that hotel.

When the hotel offering is insufficient it stands to reason as a consumer I can make my own arrangements.

Second as an event organizer who's paid the exorbitant fees for internet access for a group, and watched as that same wifi fails under the load forcing attendees to use their own phones and tablets as hotspots, it would reflect terribly on me and the property if the property kept my customers from using their own hotspots.

Hotels often attempt to charge \$100 per connection for events. This is verbatim a line from a quote I received for a downtown Denver hotel, a large worldwide brand.

"Type 2 Low usage suitable for checking email and web browsing only. Based on 350 users

Standard rate for 4 days is \$15,385 or \$3856.25 per day

20% discount per hotel contract with the exclusive use of **** brings it down to \$12,308 for the 4 days or \$3077 per day”

As stated this isn't high usage internet, this is checking email internet.

All this said, Marriott's argument is at best ill informed, and at worst willfully incorrect, and in bad faith. If customer use of personal hotpots was such a threat, every hotel, convention center, downtown public space, etc would be seeking this protection, they are in fact not. Additionally, Marriott has provided no evidence to support their rather fantastic claims as far as privacy violations or attacks against their in house networks. Look at any condo or apartment building, a wifi access point exists for each unit in most cases and all work fine, yet somehow Marriott believes their internal systems are below the quality and robustness of simple home networks.